



WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

GENERAL GOODS & SERVICES BID DOCUMENT: TERM CONTRACT

16A – Goods & Services

Template Version 2.03 – November 2024

BID No : MT01/2025

BID TITLE : SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES
FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR
TERM SERVICE AGREEMENT

BID CLOSING : 11:00 on 4 July 2025

PURCHASER DETAILS GOVERNMENT MOTOR TRANSPORT (GMT)		PURCHASER'S REPRESENTATIVE/AGENT	
		Christiaan Kriegler: DD Management Support Services	
<u>PHYSICAL ADDRESS</u>	<u>POSTAL ADDRESS</u>	<u>PHYSICAL ADDRESS</u>	<u>POSTAL ADDRESS</u>
SCM: Tender Office 27 Wale Street CAPE TOWN 8001	SCM Tender Office Private Bag X9083 CAPE TOWN 8000	3 Rusper Street MAITLAND 7405	P O Box 352 MAITLAND 7404
		Contact: Christiaan Kriegler Phone: 021 467 4745 Email: Christiaan.Kriegler@westerncape.gov.za	

NOTE:

All returnable documents as listed on page 3 in this document, including the Bid Form WCBD1 on page 5 must be completed in full and signed. The entire document, from page 1 through 190 must be submitted with your bid. Non-compliance will cause your bid to be rejected.

Name of Bidding Entity:

Company/Corporation Registration Number:

CSD/WCSEB Registration Number: MAAA.....

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IMPORTANT NOTICE: Please DO NOT disassemble or dismember this document. DO NOT insert any attached pages to returnable schedules within the page sequence of the document. All additional pages must be attached AFTER the last page of the document and clearly marked to which returnable schedule they belong.

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NOTE: The complete contract documentation comprises the following:

- This document, from and including page 1 forward, up to and including the last page (page 190) in the document page count;
- All items included by reference or otherwise in this document;
- All addenda/notices issued by the Purchaser to bidders prior to bid closing;
- All deviations included in the Schedule of Deviations on page 70 of this document;
- All additional pages appended by the bidder to returnable schedules which are accepted by the Purchaser.

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List of Returnable Schedules and Documents

IMPORTANT: The bidder must complete all returnable schedules. After completing each schedule, use the "Check" column to tick completion of each returnable schedule as a verification procedure for yourself to ensure all schedules are duly completed. **Failure to complete all returnable schedules may lead to the rejection of your bid.** Please see instructions for completion of returnable schedules on the next page.

1. Returnable Schedules required for bid evaluation and contracting purposes

Schedule No	Schedule Description & Location	Check
	Tender & Contracting Schedules:	
PART A Schedules		
A1	WCBD1: Bid Form Page 5	<input type="checkbox"/>
A2	Tendering entity and authority of signatory Page 14	<input type="checkbox"/>
A3	Compulsory Enterprise Questionnaire Page 19	<input type="checkbox"/>
A4	WCBD6.1(b): Preference Certificate (90:10) Page 23	<input type="checkbox"/>
A5	WCBD4: Declaration of interest Page 29	<input type="checkbox"/>
A6	Addenda / Notices issued to tenderers Page 36	<input type="checkbox"/>
A7	Critical risk assessment criteria applicable to this bid Page 37	<input type="checkbox"/>
PART B Schedules		
B1	WCBD7.1: Contract Form: Purchase of Services Page 68	<input type="checkbox"/>
B2	Contract Data Part Two: Data provided by the Supplier Page 74	<input type="checkbox"/>
PART C Schedules		
C1	Pricing Summary Page 78	<input type="checkbox"/>
C2	Price Schedule Page 79	<input type="checkbox"/>
PART D Schedules		
D1	Amendments by Supplier Page 186	<input type="checkbox"/>

2. Returnable Documents to be submitted with bid

Document	Check
• B-BBEE Status Level Verification Certificate	<input type="checkbox"/>
• Printed Current Tax Compliance Status (TCS) Result Summary Page	<input type="checkbox"/>

Important information for completing returnable schedules

1. The returnable schedules list on the previous page shows all the returnable schedules which need to be completed and returned for bid evaluation and contracting purposes. This list includes both document-standard and project-specific schedules. The list should be used as a checklist by the bidder to verify that all returnable schedules have been duly completed, to avoid the bid being rejected due to an incomplete submission.
2. Each returnable schedule per main Part of the document is numbered, starting at Schedule A1 and following a consecutively incremented whole number sequence preceded by the Part identifier through each main Part of the bid document to the final schedule number assigned, as per the returnable schedules list.
3. Schedules can be quickly located by their document page number given in the list of returnable schedules.
4. The bidder must furnish all the information required for each returnable schedule with the indicated amount of detail to ensure compliance of the bid with responsiveness criteria.
5. Some schedules may either require, or have as an option, additional pages of information to be appended by the bidder when submitting the bid. In each case the exact number of additional pages must be indicated in the space provided on that schedule, or indicated as NIL if no additional pages are appended. **Please note: Appended pages must not be directly affixed to the returnable schedule itself, but must be grouped together at the end of the document (or at the end of each two-part section of the document as appropriate when a two-envelope submission is required), and all appended pages must be clearly marked with the schedule number to which they belong.**
6. All returnable schedules require the signature of the bidder's authorised signatory where indicated, and the date.

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PART A: The Bid

WCBD1: Bid Form

SCHEDULE A1: WCBD1 Part A

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE GOVERNMENT MOTOR TRANSPORT (GMT)				
BID NUMBER:	MT01/2025	CLOSING DATE & TIME:	11:00 on 4 July 2025	
DESCRIPTION	SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT			
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (WCBD7.1).				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT THE LOCATION AS STIPULATED IN THE ADDITIONAL INFORMATION, TERMS AND CONDITIONS FOR BIDDING IN THIS DOCUMENT				
SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
COMPANY REGISTRATION NO			CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?				
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs & QSEs) MUST BE SUBMITTED TOGETHER WITH A COMPLETED 6.1 IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]				
TOTAL COST	Amount in figures R		Amount in words:	
SIGNATURE OF BIDDER	AUTHORISED SIGNATURE AS PER SIGNATURE BOX ON PAGE 6		DATE	AS DATED BY COMMISSIONER OF OATHS ON PAGE 6
CAPACITY UNDER WHICH THIS BID IS SIGNED (Ensure Schedule A2 on page 14 of this document is fully completed.)			Please Note: The total cost above is for bid evaluation and comparison purposes only. The offer shall revert to "NIL, Rates-Only" upon award.	
BIDDING PROCEDURE AND TECHNICAL ENQUIRIES MAY BE DIRECTED TO:				
CONTACT PERSON	Christiaan Kriegler			
TELEPHONE NUMBER	021 467 4745			
E-MAIL ADDRESS	Christiaan.Kriegler@westerncape.gov.za			

WCBD1: Part A Signature Sheet

For the purpose of simplifying the bid document and bid submission process, the official bid offer signature below by the bidder shall apply to this bid document as a whole, inclusive of all forms and returnable schedules which in the past required separate signatures on each form, including the Bid Form.

DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT/SOLEMNLY AFFIRM

Declaration and signature to be provided by the duly authorised representative of the entity under oath or solemnly affirmed before a Commissioner of Oaths, failure of which will disqualify the tender submission.

I, hereby swear/solemnly affirm

- i. that the information disclosed in this tender document is true and accurate;
- ii. that I understand the contents of this tender document;
- iii. that the entity undertakes to independently arrive at any offer at any time to the *Client* without any consultation, communication, agreement or arrangement with any competitor. In addition, that there will be no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to the *Client*;
- iv. that the entity is aware of, and undertakes not to, disclose the terms of any bid, formal or informal, directly or indirectly, to any competitor, prior to the awarding of the contract, and
- v. that the authorised signature below serves as the required signature for ALL returnable schedules, including but not limited to the Form of Offer and Acceptance, Preference Certificate, Declaration of Interest and others.

AUTHORISED SIGNATURE OF TENDERER

TO BE COMPLETED BY COMMISSIONER OF OATHS:

I certify that before administering the oath/solemn affirmation I asked the deponent the following questions and wrote down his/her answers in his/her presence:

- | | | |
|-----|--|---------------|
| 1.1 | Do you know and understand the contents of this declaration? | ANSWER: |
| 1.2 | Do you have any objection to taking the prescribed oath and wish to make a solemn affirmation instead? | ANSWER: |
| 1.3 | Do you consider this declaration to be binding on your conscience? | ANSWER: |

I certify that the deponent has acknowledged that he/she knows and understands the contents of this document inclusive of all declarations therein, which was sworn to/solemnly affirmed before me and the deponent's signature placed thereon in my presence.

SIGNATURE		FULL NAMES (Commissioner of Oaths)

Designation (rank)ex officio: Republic of South Africa

Date:

Place

Address:

Commissioner's Stamp

WCBD1 Part B: Terms and Conditions for Bidding

1. BID SUBMISSION:	
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED)</p> <p>1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) AS WELL AS THE WESTERN CAPE SUPPLIER EVIDENCE BANK (WCSEB) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTIONS.</p> <p>1.4. 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 SPECIAL CONDITIONS OF CONTRACT.</p>	
2. TAX COMPLIANCE REQUIREMENTS	
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.3 BIDDERS MUST SUBMIT A PRINTED TCS WITH A RESULT SUMMARY PAGE (DOWNLOADED FROM EFILING) TOGETHER WITH THE BID.</p> <p>2.4 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS AS MENTIONED ABOVE.</p>	
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
<p>IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO REGISTER ON THE CSD NOR WCSEB NOR TO PROVIDE PROOF OF TAX COMPLIANCE STATUS; NOR OBTAIN A TAX COMPLIANCE STATUS FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) IF NOT REGISTERED AS PER 2.2 ABOVE.</p>	

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Additional Information, Terms and Conditions for Bidding

1. TERMINOLOGY

1.1 In as far as possible, regular terminology where the meaning of words and terms are self-explanatory, clear and unambiguous, is used throughout this document. For the sake of clarity specifically related to the bid document and award of the bid, the following words and terms are to be interpreted as follows:

- "Bid" and "tender" have the same meaning, which is also the case for "bidder" and "tenderer". "Bid" and "bidder" are the preferred terms used throughout this document.
- For this contract, the terms "bid" and "tender" shall also mean "quotation" in terms of the SITA transversal contract reference to "Request for Quotation" (RFQ).
- For bids, the terms "bid is non-responsive", "bid is non-compliant", "bid is not acceptable (or unacceptable)", "bid is disqualified", "bid is rejected", "bid is invalid", "bid is not considered" or syntax variations of any of these terms, all refer to various instances of the bid failing to meet certain criteria stated in the bid document which automatically result in an outcome where the bid is not awarded to the bidder.

2. SUPPLIER DATABASE REGISTRATION

Supplier Database Registration

All **prospective** Service Providers **must** be registered on:

- The Central Supplier Database (**CSD**), by tender closing date.
- All prospective Service Providers who are not registered on the CSD are requested to self-register via www.csd.gov.za.

Prospective Service Providers should be duly registered on the Western Cape Supplier Evidence Bank (**WCSEB**) for annual update of compulsory returnable schedules) WCBD4 and WCBD 6.1, BBBEE certificates/affidavit.

- Should assistance be required for the registration on the WCSEB you may contact the help centre at 021 833 5361 or an email can be directed to wcseb@westerncape.gov.za
- All Service Providers duly registered on the WCSEB are also requested to annually update their WCBD4, Declaration of Interest as well as their B-BBEE Rating Certificate or Sworn Affidavit in their original formats to the address below (copies, faxed or emailed copies will not be accepted).

**Provincial Treasury, 4 Waterford Place, 2nd Floor, Century City, Cape Town, or
Private Bag X9165, Cape Town, 8000**

3. BID DOCUMENT/S FOR SITA RFQ

3.1 The bid (quotation) document (this document), issued by the Purchaser, is comprised of the Parts listed in the Bid Document Table of Contents on page 2 of this document. The bid document may be issued in two separately issued documents: the main document and the Appendix.

This bid document contains the "returnable documents" which must be completed and submitted to the Purchaser.

3.2 Documents will be available after **08:00** from **30 May 2025**.

Tender documents are only issued in electronic format, and must be requested by sending an email to mobilitytenders@westerncape.gov.za stating a return email address, the tender number,

name of requesting entity and CSD registration number. **It is the bidder's responsibility to ensure that they obtain all the necessary documents/electronic files required for submission of a complete bid.** Documents issued via email are free of charge.

- 3.3 Queries relating to the technical specification of these documents may be addressed to:
 Name : **Christiaan Kriegler: DD Management Support Services**
 Phone : 021 467 4745
 E-mail : Christiaan.Kriegler@westerncape.gov.za
- 3.4 **The closing time for receipt of bids (quotations) is 11:00 on 4 July 2025.** Bids submitted by facsimile, electronically, and late bids will not be accepted.

4. COMPULSORY BID CLARIFICATION MEETING

The arrangements for a **compulsory** bid clarification meeting are:

Location: **Boardroom A14, Ground Floor, GMT Maitland**
 Date: **Thursday 12 June 2025**
 Starting Time: **11:00**

THE FOLLOWING CONDITIONS APPLY:

- (a) Failure to attend the meeting will automatically disqualify the bidder.
- (b) After official start of the meeting by the chairperson, late arrivals will as a general rule not be allowed into the meeting. However, the chairperson may, at his/her sole discretion, delay the official start of the meeting or decide to allow late arrivals into the meeting if he/she deems this to be appropriate in terms of prevailing circumstances at the time (e.g. traffic congestion, ineffective venue directions, etc), or if deemed to be in the interest of the Purchaser. This decision will be clearly conveyed to the bidders already present.
- (c) Bidders must complete and sign the meeting attendance register. Failure to complete and sign the attendance register will automatically disqualify the bid.
- (d) Addenda may be issued to all whom collected bid documents.
- (e) Bidders must be represented by a person who is suitably qualified and experienced to comprehend the implications of the scope of the good/services involved in this bid.
- (f) **IMPORTANT – PLEASE NOTE:** Bidders are required to have obtained, and studied, the bid document including all the technical and other specifications in detail prior to attending the bid clarification meeting. **This meeting will be the ONLY opportunity for bidders to ask clarification questions about anything regarding this bid. The Department will not entertain, or respond to, any verbal or written requests for additional information regarding this bid document, after the clarification briefing.** Please come prepared.

Written and verbal instructions given to bidders at the bid clarification meeting and which are recorded in the Purchaser's minutes of the meeting, form part of this Additional Information, Terms and Conditions for Bidding. Failure to comply with such instructions may lead to bid rejection.

5. CONTRACTING PARTIES

- 5.1 If awarded, the contract will be between the successful bidder(s) and the Purchaser as identified in the Contract Data.

6. IMPORTANT INFORMATION FOR COMPLETING AND SUBMITTING THE BID

- 6.1 The rates and prices offered by the bidder must be physically written into the pricing schedule of this bid document, completed in full and signed. Failure to do so will disqualify the bid. Printouts of electronic spreadsheets or any form of substitute for the returnable pages of the Price Schedule are not accepted for this bid.
- 6.2 The Purchaser requires bidders to return a fully priced Price Schedule with the bid submission. ALL ITEMS in the Price Schedule must be priced, subject to the following:

- a) Where pricing for any item is intentionally included in the rate or price of another item, this must in every instance be clearly indicated so by the bidder and cross-referenced to the item in question in the Price Schedule. **Bids showing a pattern of unpriced items without due reference to where the omitted prices are included in other items in the Price Schedule, will be rejected.**
- b) **Summarising parts or sections of the Price Schedule into single lump sums or rates without providing the breakdown of pricing of items as per the Price Schedule, is not acceptable and the bid will be rejected.**

6.3 **PLEASE NOTE: No alterations/corrections to inserted information in the document (including pricing) may be performed by erasing or using masking fluid ("Tipp-Ex" or similar) on any submitted page.** Alterations/corrections to inserted information may only be performed as follows:

- (a) Strike a line through the incorrect information, write the corrected information as appropriate (under, above or next to the information to be corrected), **and initial at every incidence of alteration/correction.**
- (b) In the case of access to a digital copy of the bid document (PDF), simply reprint the page, enter the information on the reprinted page and substitute in the document.

Bid submissions with alterations/corrections not in compliance with the requirements as described above, will be rejected.

- 6.4 The terms and conditions of contract as contained in this document, comprise the only terms and conditions on which this bid will be awarded. No other terms and conditions proposed by the bidder will be accepted.
- 6.5 No alternative bid offers will be considered.
- 6.6 **PLEASE NOTE: The complete bid document comprising pages 1 through 190 must be returned to the Purchaser when submitting a bid offer. If the pricing schedule or parts thereof are contained in the Appendix to this document, the duly completed pricing schedule or parts thereof must be returned with the bid document.** Other drawings, schematics or annexures in the Appendix need NOT be returned with the bid offer, unless there are specific instructions for a specific item to be returned, or if the bidder wishes to utilise any item for clarification purposes when submitting an alternative bid offer, when applicable.
- 6.7 The bid shall be signed by a person duly authorised to do so. Bids submitted by joint ventures of two or more firms shall be accompanied by the document of formation of the joint venture, authenticated by a notary public or other official deputed to witness sworn statements, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. The document of formation of the joint venture shall state explicitly what the percentage participation in the joint venture will be of each entity involved.
- 6.8 A two-envelope procedure will not be followed for this bid.
- 6.9 The Purchaser's address for delivery of bid offers and identification details to be shown on each bid offer package are as follows:

Identification details: Bid No: **MT01/2025**

Location of bid box: **Western Cape Mobility Department**
27 Wale Street
CAPE TOWN
(Deposit bid document envelope/s into bid box slot on 27 Wale)

The bid box is open 24 hours a day, 7 days a week.

The bid slot opening is about 35cm wide and 10cm high, therefore, bid documents with larger dimensions must be delivered during office hours 08:00 – 15:00 for handover to an SCM official. Bidders to ensure that they document the name and contact of the officials who took receipt of the bid document.

Bid offers couriered to the Purchaser must be delivered to the following address:

GOVERNMENT MOTOR TRANSPORT (GMT)
SCM: Tender Office
27 Wale Street
CAPE TOWN
8001

Bids sent via courier must be delivered during office hours 08:00 – 15:00. Bidders must ensure they keep proof of delivery in every instance.

7. BID OFFER VALIDITY PERIOD

Your bid offer is valid for a period of approximately **12 weeks**, expiring on **26 September 2025**. The Purchaser reserves the right to request an extension to the bid's validity period. In such circumstances, only offers from those bidders accepting the extension will be considered.

8. BID OPENING AND BID EVALUATION PROCEDURES

8.1 The time and location for opening of the bid offers is:

Time: **11:00 on 4 July 2025**
Location: **WESTERN CAPE MOBILITY DEPARTMENT,**
27 Wale Street
CAPE TOWN
8001

Bids will be opened immediately after the closing date and time; however, **results will be made available to bidders upon request within 10 days from tender closing.**

8.2 Test for acceptability: Bids will not be acceptable if:

- the bid is not in full compliance with specifications,
- the bidder has not fully completed and signed where required,
- the complete bid document inclusive of all the returnable documents as listed on page 3 of this bid document has not been submitted,
- all the requirements for bid submissions stated in this document have not been adhered to, or
- the bidder has failed to clarify or submit any supporting documentation or supporting information for clarification within seven days of being requested to do so in writing.

8.3 Arithmetical errors: When bids are checked for arithmetic errors, corrections shall be made in the following manner:

- If a schedule of rates/prices apply and there is an error in the line item total price resulting from the product of the unit rate and the quantity, the unit rate shall govern and the line item total price shall be corrected;
- Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the bidder's addition of prices, the corrected total of the prices shall govern and the bidder will be requested in writing to revise the total of the prices to achieve a corrected bid offer. If the bidder does not confirm in writing agreement to the revision of the offer in accordance with the corrected revised total of the prices within 7 calendar days after receipt of the Purchaser's written request to do so, the bid will be rejected;
- If a schedule of rates apply and where there is a discrepancy between the amounts in figures and in words entered in the Bid Form, the amount corresponding to the correct total of the prices shall govern and the other corrected;
- If a schedule of rates apply and where there is a discrepancy between the amounts in the Bid Form and the total of the prices in the Price Schedule, the amount corresponding to the correct total of the prices shall govern and the other corrected;
- In the absence of a schedule of rates and where there is a discrepancy between the amounts in figures and in words entered in the Bid Form, the amount in figures shall govern.

8.4 The procedure for the evaluation of responsive bids is **Price and Preference**

8.4.1 Price will be scored using the Formula $P_s = 90(1 - ((P_i - P_{min})/P_{min}))$ where:

1. P_s is the number of points scored for comparative price of bid under consideration;
2. P_{min} is the comparative price of the lowest acceptable bid offer;
3. P_i is the comparative price of bid offer under consideration.

8.4.2 Preference will be scored as follows:

Up to 10 bid evaluation points will be awarded to bidders who complete the preferencing schedule and who are found to be eligible for the preference claimed. The maximum attainable combined score for price and preference is 90+10=100 points.

8.5 Bids will only be considered if all the requirements as stated in these terms and conditions and in the GCC and SCC are complied with. Specific emphasis is placed on the following criteria for responsiveness:

- (1) It is not compulsory for bidders to be registered on the WCSEB by date of tender closing. The appointed service provider will however be required to register on the Western Cape Supplier Evidence Bank (WCSEB) to ensure all compulsory information is obtained upon expiry or annual renewal during the contract period. For the tender process, a completed WCB4 form (Returnable Schedule A4) must be included in this document to enable responsiveness;
- (2) the bidder is registered on the Central Supplier Database (CSD) and the bidder is shown to be tax compliant either via online CSD verification, or by attaching written proof by SARS of approved arrangements in terms of the Supplier's tax clearance upon award;
- (3) **the bidder submits this complete bid document from page 1 to page 190 inclusive, with all returnable schedules duly completed and priced as per the instructions pertaining to each schedule and section, and requirements stated in these conditions of bidding at the close of bid;**
- (4) neither the bidder nor any of its directors/members/partners is listed on the Register of Bid Defaulters in terms of the Prevention and Combating of Corrupt Activities Act (Act 12 of 2004) as a person prohibited from doing business with the public sector;
- (5) neither the bidder nor any of its directors/members/partners are listed on the National Treasury's database of suppliers or persons prohibited from doing business with the public sector;
- (6) the bidder has not:
 - abused the Purchaser's Supply Chain Management System, evidence of which can be clearly demonstrated by the Purchaser;
 - failed to complete any previous contract due to the Supplier's own fault for any organ of state within the last 2 years;
 - submitted more than one offer (including participation in joint venture/consortium arrangements with others);
- (7) the bidder has completed the Compulsory Enterprise Questionnaire, Declaration of Interests (WCB4 4) and there are no conflicts of interest which may impact on the bidder's ability to perform the contract in the best interests of the Purchaser or potentially compromise the bid process.

8.6 All bids are subject to a comprehensive risk assessment in terms of:

1. Financial viability and sustainability;
2. Evaluation and validation of the required information provided by the bidder in inter alia returnable schedules including the evaluation of critical risk assessment criteria defined in returnable Schedule A7: Critical risk assessment criteria applicable to this bid.

The Purchaser reserves the right to request, in writing, additional information from bidders to clarify their offer if deemed necessary for risk assessment purposes. Failure on the part of the bidder to provide the additional information within seven calendar days after receipt of such a request will disqualify the bid. Bid offers which present an unacceptable high risk to the Purchaser in terms of any of the risk assessment criteria, will be rejected.

Prior to bid award, an on-site inspection of the bidder's business and operations may be undertaken by officials of the Purchaser to make an assessment of the facilities of the bidder (if applicable), for verification purposes and completion of the overall risk assessment for this bid. Each party will be responsible for their own costs related to such on-site inspection. If the site inspection reveals any falsification or misrepresentation of information submitted by the bidder in the bid submission, the bid may be disqualified.

9. CANCELLATION OF BID

An organ of state may, prior to the award of the bid, cancel a bid if-

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable bids are received, or
- (d) there is a material irregularity in the bid process.

The decision to cancel a bid invitation will be published in the same manner in which the original bid invitation was advertised.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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SCHEDULE A2: Bidding entity and authority of signatory

The purpose of this Schedule is:

Section 1: To obtain the necessary information about the bidding entity and confirm the official bid offer signature of the bidder;

Section 2: To establish authority of the signatory to sign the bid offer and all other documents and/or correspondence in connection with and relating to the bid.

INSTRUCTIONS FOR COMPLETING THIS SCHEDULE:

Bidding entities may be sole proprietors, partnerships, trusts, companies, close corporations or consortia / joint ventures. This Schedule must be completed as follows:

- **If the bidding entity is a sole proprietor, trust, partnership, company or close corporation**, then complete both this page and Section 2.1 of this Schedule, and leave Sections 2.2 and 2.3 blank.
- **If the bidding entity is a consortium or joint venture**, then complete both this page and Sections 2.2 and 2.3 of this Schedule, and leave Section 2.1 blank.
- The contact details below must be the officially designated contact addresses which will be used by the *Client* for any and all communication in regard to this tender.

Section 1: Bidding entity

THE BIDDING ENTITY IS: (Circle or mark with X the applicable option)

Sole proprietor	Partnership	Trust	Company	Close corporation	Consortium	Joint venture
-----------------	-------------	-------	---------	-------------------	------------	---------------

NAME AND REGISTRATION NUMBER OF THE BIDDING ENTITY: As per Schedule A1

(Legally correct full name and registration number of the bidding entity)

CONTACT DETAILS: As per Schedule A1

<p>AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT IS CONFIRMED AS THE OFFICIAL SIGNATURE FOR THIS BID</p>

Section 2: Authority of signatory

2.1: Resolution of board of *Trustees/Directors/Members/Partners

Notes:

1. *Delete which is not applicable.
2. IMPORTANT: This resolution must be signed by ALL the trustees/directors/members/partners of the tendering entity.
3. Should the number of trustees/directors/members/partners exceed the space available below, additional names and signatures must be supplied on a separate page.

RESOLUTION by the *Proprietor/Board of *Trustees/Directors/Members/Partners of:

.....
(Legally correct full name and registration number, if applicable, of the bidding entity)

Taken at On
(Place) (Date)

	Name of Proprietor/Trustee/Director/Member/Partner	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

1. The entity submits a bid to the Western Cape Mobility Department in respect of Bid No: **MT01/2025: SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT**
2. *Mr/Mrs/Ms:

in *his/her capacity as:
(Position in the entity)

and who will sign the tender offer in Schedule A1 (Bid Form) of this document, be, and is hereby authorised, to sign the bid, and any and all other documents and/or correspondence in connection with and relating to the bid and any and all documentation, resulting from the award of the bid to the entity mentioned above.

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

2.2: Resolution to enter into Consortium / Joint Venture

Notes:

1. *Delete which is not applicable
2. A separate copy of this Section 2.2 must be duly completed, signed and submitted for each consortium/joint venture partner.
3. IMPORTANT: This resolution must be signed by ALL the trustees/directors/members/partners of the entity entering into the consortium/joint venture.
4. Should the number of representatives exceed the space available below, additional names and signatures must be supplied on a separate page.

RESOLUTION by the *Proprietor/Board of *Trustees/Directors/Members/Partners of:

.....
(Legally correct full name and registration number, if applicable, of the entity)

Taken at On
(Place) (Date)

	Name of Proprietor/Trustee/Director/Member/Partner	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

1. The entity submits a bid, in consortium/joint venture with the following entities to the Western Cape Mobility Department in respect of Bid No **MT01/2025: SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT**

	Full legally correct name of entity	Registration No (if applicable)
1		
2		
3		
4		
5		
6		

(Append separate page if not enough space)

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

2.3: Resolution to bid as Consortium / Joint Venture

Notes:

1. IMPORTANT: This resolution must be signed by ALL the representatives of the bidding consortium/joint venture.
2. Should the number of representatives exceed the space available below, additional names and signatures must be supplied on a separate page.
3. Enter the entity details and representative details in the same and corresponding numerical sequence into the respective tables below.

RESOLUTION of a meeting of the duly authorised representatives of the following legal entities who have entered into a consortium/joint venture to jointly bid for Bid No: **MT01/2025: SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT**

	Full legally correct name of entity	Registration No (if applicable)
1		
2		
3		
4		
5		
6		

(Append separate page if not enough space)

Held at On.....
(Place) (Date)

	Name of authorised representative	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

- A. The abovementioned entities submit a bid in consortium/ joint venture to the Department in respect of the bid mentioned above.
- B. *Mr/Mrs/Ms:
in *his/her capacity as:
(Position in the bidding consortium/joint venture)
- and who will sign the bid offer in Schedule A1 (Bid Form) of this document, be, and is hereby authorised, to sign the bid, and any and all other documents and/or correspondence in connection with and relating to the bid, as well as to sign any contract, and any and all documentation, resulting from the award of the bid to the entities in the consortium/joint venture mentioned above.
- C. The entities constituting the consortium/joint venture, notwithstanding its composition, shall conduct all business under the name and style of:
.....
(Consortium/joint venture name)
- D. The entities to the consortium/joint venture accept joint and several liability with the parties above for the due fulfillment of the obligations of the consortium/joint venture deriving from, and in any way connected with, the contract to be entered into with the Department in respect of the bid mentioned above.
- E. Any of the entities to the consortium/joint venture intending to terminate the consortium/joint venture agreement, for whatever reason, shall give the Department 30 days written notice of such intention. Notwithstanding such decision to terminate, the entities shall remain jointly and severally liable to the Department for the due fulfillment of the obligations of the consortium/joint venture as mentioned under item D above.
- F. No entity to the consortium/joint venture shall, without the prior written consent of the other entities to the consortium and of the Department, cede any of its rights or assign any of its obligations under the consortium/joint venture agreement in relation to the contract with the Department referred to herein.
- G. The entities choose as domicilium citandi et executandi of the consortium/joint venture for all purposes arising from the consortium/joint venture agreement and the contract with the Department in respect of the bid mentioned above, the physical address and contact details as furnished on the first page of this Schedule.

Number of additional pages appended by the tenderer to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

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SCHEDULE A3: Compulsory Enterprise Questionnaire

Note: In the case of a consortium/joint venture, separate enterprise questionnaires as per this schedule in respect of each consortium/joint venture partner must be completed and submitted.

Section 1: Name of enterprise: Address of enterprise:		
Section 2: VAT registration number, if any:		
Section 3.1: CIDB registration number, if any: N/A	Section 3.2: CSD Registration Number: 	
Section 4: Particulars of sole proprietors and partners in partnerships		
Name*	Identity number*	Personal income tax number*
* Complete only if sole proprietor or partnership and append separate page if more than 6 partners		
Section 5: Particulars of companies and close corporations Company registration number..... Close corporation number..... Tax reference number.....		

Section 6: Record of service of the state

Indicate by marking the relevant boxes with a cross, if any sole proprietor, partner in a partnership or director, manager, principal shareholder or stakeholder in a company or close corporation is currently or has been within the last 12 months in the service of any of the following:

- | | |
|--|---|
| <input type="checkbox"/> a member of any municipal council | <input type="checkbox"/> an employee of any provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| <input type="checkbox"/> a member of any provincial legislature | <input type="checkbox"/> a member of an accounting authority of any national or provincial public entity |
| <input type="checkbox"/> a member of the National Assembly or the National Council of Province | <input type="checkbox"/> an employee of Parliament or a provincial legislature |
| <input type="checkbox"/> a member of the board of directors of any municipal entity | |
| <input type="checkbox"/> an official of any municipality or municipal entity | |

If any of the above boxes are marked, disclose the following:

Name of sole proprietor, partner, director, manager, principal shareholder or stakeholder	Name of institution, public office, board or organ of state and position held	Status of service (tick appropriate column)	
		current	Within last 12 months

Append separate page if not enough space

Section 7: Record of spouses, children and parents in the service of the state

Indicate by marking the relevant boxes with a cross, if any spouse, child or parent of a sole proprietor, partner in a partnership or director, manager, principal shareholder or stakeholder in a company or close corporation is currently or has been within the last 12 months been in the service of any of the following:

- | | |
|--|---|
| <input type="checkbox"/> a member of any municipal council | <input type="checkbox"/> an employee of any provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| <input type="checkbox"/> a member of any provincial legislature | <input type="checkbox"/> a member of an accounting authority of any national or provincial public entity |
| <input type="checkbox"/> a member of the National Assembly or the National Council of Province | <input type="checkbox"/> an employee of Parliament or a provincial legislature |
| <input type="checkbox"/> a member of the board of directors of any municipal entity | |
| <input type="checkbox"/> an official of any municipality or municipal entity | |

Name of spouse, child or parent	Name of institution, public office, board or organ of state and position held	Status of service (tick appropriate column)	
		current	Within last 12 months

Append separate page if not enough space

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise:

- i) authorizes the Purchaser to obtain a tax clearance certificate from the South African Revenue Services that my / our tax matters are in order;
- ii) confirms that the neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
- iii) confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
- iv) confirms that I / we are not associated, linked or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the Scope of Supply that could cause or be interpreted as a conflict of interest;
- iv) confirms that the contents of this questionnaire are within my personal knowledge and are to the best of my belief both true and correct.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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SCHEDULE A4: WCBD 6.1(b): PREFERENCE CERTIFICATE (90:10)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 AND IN TERMS OF THE WESTERN CAPE GOVERNMENT'S INTERIM STRATEGY AS IT RELATES TO PREFERENCE POINTS

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

NB: BEFORE COMPLETING THIS FORM, BIDDERS (TENDERERS) MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER, PREFERENTIAL PROCUREMENT REGULATIONS, 2022 AND THE BROAD BASED BLACK ECONOMIC EMPOWERMENT ACT AND THE CODES OF GOOD PRACTICE

1. DEFINITIONS

- 1.1 **"acceptable tender"** means any tender which, in all respects, complies with the specifications and conditions of tender as set out in the tender document.
- 1.2 **"affidavit"** is a type of verified statement or showing, or in other words, it contains a verification, meaning it is under oath or penalty of perjury, and this serves as evidence to its veracity and is required for court proceedings.
- 1.3 **"all applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 1.4 **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.5 **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 1.6 **"bid"** means a written offer on the official bid documents or invitation of price quotations and "tender" is the act of bidding /tendering;
- 1.7 **"Code of Good Practice"** means the generic codes or the sector codes as the case may be;
- 1.8 **"consortium or joint venture"** 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;
- 1.9 **"contract"** means the agreement that results from the acceptance of a bid by an organ of state;
- 1.10 **"EME"** is an Exempted Micro Enterprise with an annual total revenue of R10 million or less.
- 1.11 **"Firm price"** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.12 **"Large Enterprise"** is any enterprise with an annual total revenue above R50 million;
- 1.13 **"non-firm prices"** means all prices other than "firm" prices;
- 1.14 **"person"** includes a juristic person;
- 1.15 **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- 1.16 **"proof of B-BBEE status level contributor"** means-

- (a) The B-BBEE status level certificate issued by an authorized body or person;
- (b) A sworn affidavit as prescribed in terms of the B-BBEE Codes of Good Practice; or
- (c) Any other requirement prescribed in terms of the Broad- Based Black Economic Empowerment Act.

- 1.17 **QSE** is a Qualifying Small Enterprise with an annual total revenue between R10 million and R50 million;
- 1.18 **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- 1.19 **"sub-contract"** means the primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.
- 1.20 **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- 1.21 **"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;
- 1.22 **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- 1.23 **"the Regulations"** means the Preferential Procurement Regulations, 2022;
- 1.24 **"total revenue"** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 11 October 2013;
- 1.25 **"trust"** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 1.26 **"trustee"** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

2 GENERAL CONDITIONS

- 2.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 2.2 Preference point system for this bid:
- The value of this bid is estimated **to exceed R50 000 000** (all applicable taxes included) and therefore **the 90/10 preference point system shall be applicable.**
- 2.3 Preference points for this bid shall be awarded for:
- (a) Price; and
 - (b) B-BBEE Status Level of Contribution.
- 2.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	10
Total points for Price and B-BBEE must not exceed	100

- 2.5 Failure on the part of a bidder to fill in, sign this form and submit in the circumstances prescribed in the Codes of Good Practice either a B-BBEE Verification Certificate issued by a Verification Agency accredited by the South African Accreditation System (SANAS) or an affidavit confirming annual total revenue and level of black ownership together with the bid or an affidavit issued by Companies

Intellectual Property Commission, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

3. ADJUDICATION USING A POINT SYSTEM

- 3.1 Subject to Section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the **bidder obtaining the highest number of total points** will be awarded the contract.
- 3.2 A tenderer must submit proof of its B-BBEE status level of contributor in order to claim points for B-BBEE.
- 3.3 A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE will not be disqualified but will only score:
- (a) points out of 90 for price; and
 - (b) 0 points out of 10 for B-BBEE
- 3.4 Points scored must be rounded off to the nearest 2 decimal places.
- 3.5 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.6 As per section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the contract may be awarded to a bidder other than the one scoring the highest number of total points based on objective criteria in addition to those contemplated in paragraph (d) and (e) of the Act that justifies the award to another tenderer provided that it has been stipulated upfront in the tendering conditions.
- 3.7 Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.

4. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

4.1 POINTS AWARDED FOR PRICE

4.1.1 THE 90/10 PREFERENCE POINT SYSTEM

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

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

Where

P_s	=	Points scored for price of bid under consideration
P_t	=	Price of tender under consideration
P_{\min}	=	Price of lowest acceptable tender

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

5.1 POINTS AWARDED FOR PRICE

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

$$P_s = 90 \left(1 + \frac{P_t - P_{\max}}{P_{\max}} \right)$$

Where

P_s	=	Points scored for price of tender under consideration
P_t	=	Price of tender under consideration

Pmax = Price of highest acceptable tender

6 POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

- 6.1 In terms of WCG interim strategy, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

- 6.2 An **EME** must submit a valid, originally certified affidavit confirming annual turnover and level of black ownership or an affidavit issued by Companies Intellectual Property Commission
- 6.3 A **QSE that is less than 51 per cent (50% or less) black owned** must be verified in terms of the QSE scorecard issued via Government Gazette and submit a valid, original or a legible certified copy of a B-BBEE Verification Certificate issued by SANAS.
- 6.4 A **QSE that is at least 51 per cent black owned (51% or higher)** must submit a valid, originally certified affidavit confirming turnover and level of black ownership as well as declare its empowering status or an affidavit issued by Companies Intellectual Property Commission.
- 6.5 A **large enterprise** must submit a valid, original or originally certified copy of a B-BBEE Verification Certificate issued by a verification agency accredited by SANAS.
- 6.6 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 6.7 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status level verification certificate for every separate tender.
- 6.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

7 BID DECLARATION

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

8 B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPH 6

- 8.1 B-BBEE Status Level of Contribution..... = **(maximum of 10 points)**

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 6.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or an affidavit confirming annual total revenue and level of black ownership in terms of the relevant sector code applicable to the tender.

9 SUB-CONTRACTING

- 9.1 Will any portion of the contract be sub-contracted? **YES / NO** *(delete which is not applicable)*

- 9.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted?%
- (ii) the name of the sub-contractor?
- (iii) the B-BBEE status level of the sub-contractor?
- (iv) whether the sub-contractor is an EME or QSE? **YES / NO** (delete which is not applicable)

9.1.2 Sub-contracting relates to a **particular** contract and if sub-contracting is applicable, the bidder to state in their response to a particular RFQ that a portion of that contract will be sub-contracted.

10. DECLARATION WITH REGARD TO COMPANY/FIRM

10.1 Name of company/ entity:

10.2 VAT registration number:

10.3 Company Registration number:

10.4 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

[SELECT APPLICABLE ONE]

10.5 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contribution indicated in paragraph 7 above, qualifies the company/ firm for the preference(s) shown and I/we acknowledge that:

- (a) The Western Cape Government reserves the right to audit the B-BBEE status claim submitted by the bidder.
- (b) As set out in Section 130 of the B-BBEE Act as amended, any misrepresentation constitutes a criminal offence. A person commits an offence if that person knowingly:
 - (i) misrepresents or attempts to misrepresent the B-BBEE status of an enterprise;
 - (ii) provides false information or misrepresents information to a B-BBEE Verification Professional in order to secure a particular B-BBEE status or any benefit associated with compliance to the B-BBEE Act;
 - (iii) provides false information or misrepresents information relevant to assessing the B-BBEE status of an enterprise to any organ of state or public entity; or
 - (iv) engages in a fronting practice.
- (c) If a B-BBEE verification professional or any procurement officer or other official of an organ of state or public entity becomes aware of the commission of, or any attempt to commit any offence referred to in paragraph 10.5 (a) above will be reported to an appropriate law enforcement agency for investigation.
- (d) Any person convicted of an offence by a court is liable in the case of contravention of 10.5 (b) to a fine or to imprisonment for a period not exceeding 10 years or to both a fine and such imprisonment or, if the convicted person is not a natural person to a fine not exceeding 10 per cent of its annual turnover.
- (e) The purchaser may, if it becomes aware that a bidder may have obtained its B-BBEE status level of contribution on a fraudulent basis, investigate the matter. Should the investigation warrant a restriction be imposed, this will be referred to the National Treasury for investigation, processing and

imposing the restriction on the National Treasury's List of Restricted Suppliers. The bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, may 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.

- (f) The purchaser may, in addition to any other remedy it may have –
 - (i) disqualify the person from the bidding process;
 - (ii) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (iii) 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; and
 - (iv) forward the matter for criminal prosecution.
- (g) The information furnished is true and correct.
- (h) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 2 of this form.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

SCHEDULE A5: WCBD 4: DECLARATION OF INTERESTS, BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES AND INDEPENDENT BID DETERMINATION **DECLARATION OF INTERESTS, BIDDERS PAST SCM PRACTICES AND INDEPENDENT BID DETERMINATION**

1. To give effect to the requirements of the Western Cape Provincial Treasury Instructions, 2019: Supply Chain Management (Goods and Services), Public Finance Management Act (PFMA) Supply Chain Management (SCM) Instruction No. 3 of 2021/2022 - SBD 4 Declaration of Interest, Section 4 (1)(b)(iii) of the Competition Act No. 89 of 1998 as amended together with its associated regulations, the Prevention and Combating of Corrupt Activities Act No 12 of 2004 and regulations pertaining to the tender defaulters register, Paragraph 16A9 of the National Treasury Regulations and/or any other applicable legislation.
2. 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.
3. All prospective bidders intending to do business with the Institution must be registered on the Central Supplier Database (CSD) by bid closing date.
4. It is advisable to register on the Western Cape Supplier Evidence Bank (WCSEB) to ensure that the compulsory schedules (included in this bid), i.e., WCBD4 and WCBD 6.1 and BBBEE certificate/affidavit are annually updated (before expiry) on the WCSEB.
5. The status of enterprises and persons listed on the National Treasury's Register for Tender Defaulters will be housed on the ePS. Institutions may not under any circumstances procure from enterprises and persons listed on the Database of Tender Defaulters.
6. The status of suppliers listed on the National Treasury's Database of Restricted Suppliers will be housed on the ePS; however, it remains incumbent on institutions to check the National Treasury Database of Restricted Suppliers before the conclusion of any procurement process. For suppliers listed as restricted, institutions must apply due diligence and risk assessment before deciding to proceed with procurement from any such supplier.
7. **Definitions**

"bid" means a bidder's response to an institution's invitation to participate in a procurement process which may include a bid, price quotation or proposal;

"Bid rigging (or collusive bidding)" occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and/or services through a bidding process. Bid rigging is, therefore, an agreement between competitors;

"business interest" means -

- (a) a right or entitlement to share in profits, revenue or assets of an entity;
- (b) a real or personal right in property;
- (c) a right to remuneration or any other private gain or benefit, or
- (d) includes any interest contemplated in paragraphs (a), (b) or (c) acquired through an intermediary and any potential interest in terms of any of those paragraphs;

"Consortium or Joint Venture" 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;

“Controlling interest” means, 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;

“Corruption”- General offences of corruption are defined in the Combating of Corrupt Activities Act, 2004 (Act No 12 of 2004) as:

Any person who directly or indirectly -

- (a) accepts or agrees or offers to accept a gratification from any other person, whether for the benefit of himself or herself or for the benefit of another person; or
- (b) gives or agrees or offers to give to any other person any gratification, whether for the benefit of that other person or for the benefit of another person,

in order to act personally or by influencing another person so to act, in a manner—

- (i) that amounts to the-
 - (aa) illegal, dishonest, unauthorised, incomplete, or biased; or
 - (bb) misuse or selling of information or material acquired in the course of the exercise, carrying out or performance of any powers, duties or functions arising out of a constitutional, statutory, contractual or any other legal obligation;
- (ii) that amounts to-
 - (aa) the abuse of a position of authority;
 - (bb) a breach of trust; or
 - (cc) the violation of a legal duty or a set of rules,
- (iii) designed to achieve an unjustified result; or
- (iv) that amounts to any other unauthorised or improper inducement to do or not to do anything,

is guilty of the offence of corruption.

“CSD” means the Central Supplier Database maintained by National Treasury;

“employee”, in relation to –

- (a) a department, means a person contemplated in section 8 of the Public Service Act, 1994 but excludes a person appointed in terms of section 12A of that Act; and
- (b) a public entity, means a person employed by the public entity;

“entity” means any -

- (a) association of persons, whether or not incorporated or registered in terms of any law, including a company, corporation, trust, partnership, close corporation, joint venture or consortium; or
- (b) sole proprietorship;

“entity conducting business with the Institution” means an entity that contracts or applies or tenders for the sale, lease or supply of goods or services to the Province;

“Family member” means a person's -

- (a) spouse; or
- (b) child, parent, brother, sister, whether such a relationship results from birth, marriage or adoption or some other legal arrangement (as the case may be);

“intermediary” means a person through whom an interest is acquired, and includes a representative or agent or any other person who has been granted authority to act on behalf of another person;

“Institution” means –

a provincial department or provincial public entity listed in Schedule 3C of the Act;

“Provincial Government Western Cape (PGWC)” means

(a) the Institution of the Western Cape, and

(b) a provincial public entity;

“RWOEE” means -

Remunerative Work Outside of the Employee's Employment

“spouse” means a person's -

(a) partner in marriage or civil union according to legislation;

(b) partner in a customary union according to indigenous law; or

(c) partner with whom he or she cohabits and who is publicly acknowledged by the person as his or her life partner or permanent companion.

8. Regulation 13(c) of the Public Service Regulations (PSR) 2016, effective 1 February 2017, prohibits any employee from conducting business with an organ of state, or holding a directorship in a public or private company doing business with an organ of state unless the employee is a director (in an official capacity) of a company listed in schedules 2 and 3 of the Public Finance Management Act.
 - a) Therefore, by 31 January 2017 all employees who are conducting business with an organ of state should either have:
 - i. resigned as an employee of the government institution or;
 - ii. cease conducting business with an organ of state or;
 - iii. resign as a director/ shareholder/ owner/ member of an entity that conducts business with an organ of state.
9. Any legal person, or their family members, may make an offer or offers in terms of this invitation to bid. In view of potential conflict of interest, in the event that the resulting bid, or part thereof, be awarded to family members of persons employed by an organ of state, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where the bidder is employed by the Institution.
10. The bid of any bidder may be disregarded if that bidder or any of its directors have abused the institution's supply chain management system; committed fraud or any other improper conduct in relation to such system; or failed to perform on any previous contract.
11. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a per se prohibition meaning that it cannot be justified under any grounds.
12. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorises accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
13. Communication between partners in a joint venture or consortium will not be construed as collusive bidding.
14. 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.

SECTION A: DETAILS OF THE ENTITY

A1.	CSD Registration Number IMPORTANT: PLEASE NOTE:	MAAA
A2	Name of the Entity	
A3.	Entity registration Number (where applicable)	
A4.	Entity Type	
A5.	Tax Reference Number	

Full details of directors, shareholder, member, partner, trustee, sole proprietor or any persons with a right or entitlement to share in profits, revenue or assets of an entity, of the entity should be disclosed in the Table A below.

TABLE A

FULL NAME	DESIGNATION <small>(Where a director is a shareholder, both should be confirmed.)</small>	IDENTITY NUMBER	PERSONAL TAX REFERENCE NO.	PERCENTAGE INTEREST IN THE ENTITY

(if not enough space, attach additional pages)

SECTION B: DECLARATION OF THE BIDDER'S INTEREST

The supply chain management system of an institution must, irrespective of the procurement process followed, prohibit any award to an employee of the state, who either individually or as a director of a public or private company or a member of a close corporation, seek to conduct business with the WCG, unless such employee is in an official capacity a director of a company listed in Schedule 2 or 3 of the PFMA as prescribed by the Public Service Regulation 13 (c).

Furthermore, an employee employed by an organ of state conducting remunerative work outside the public enterprise should first obtain the necessary approval (RWOPS), failure to submit proof of such authority, where applicable, may result in disciplinary action.

B1.	Are any persons listed in Table A identified on the CSD as employees of the Institution? (If yes, refer to Public Service Circular EIM 1/2016 to exercise the listed actions)	<input type="checkbox"/> NO	<input type="checkbox"/> YES
B2.	Are any employees of the entity also employees of an organ of state? (If yes complete Table B and attach their approved "RWOP")	<input type="checkbox"/> NO	<input type="checkbox"/> YES
B3.	Are any family members of the persons listed in Table A employees of an organ of state? (If yes complete Table B)	<input type="checkbox"/> NO	<input type="checkbox"/> YES

TABLE B

Details of persons connected with the bidder who are employees of the Institution as defined should be disclosed in Table B below.

FULL NAME OF EMPLOYEE	IDENTITY NUMBER	DEPARTMENT/ ENTITY OF EMPLOYMENT	DESIGNATION / RELATIONSHIP TO BIDDER**	INSTITUTION EMPLOYEE NO./PERSAL NO. (Indicate if not known)

(if not enough space, attach additional pages)

SECTION C: PERFORMANCE MANAGEMENT AND BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

To enable the prospective bidder to provide evidence of past and current performance.

C1. Did the entity conduct business with an organ of state in the last twelve months?
(If yes complete Table C)

NO	YES
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C2.
TABLE C

Complete the below table to the maximum of the last 5 contracts.

NAME OF CONTRACTOR	PROVINCIAL DEPARTMENT OR PROVINCIAL ENTITY	TYPE OF SERVICES OR COMMODITY	CONTRACT / ORDER NUMBER	PERIOD OF CONTRACT	VALUE OF CONTRACT

(if not enough space, attach additional pages)

C3. Is the entity or its principals listed on the National Database as companies or persons prohibited from doing business with the public sector?

NO	YES
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C4. Is the entity or its principals listed on the National Treasury Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No. 12 of 2004)?

NO	YES
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(To access this Register enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.)

C5. If yes to C3 or C4, were you informed in writing about the listing on the database of restricted suppliers or Register for Tender Defaulters by National Treasury?

NO	YES	N/A
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C6. Was the entity or persons listed in Table A convicted for fraud or corruption during the past five years in a court of law (including a court outside the Republic of South Africa)?

NO	YES
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C7 Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?

NO	YES
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SECTION D: DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT

See reference to authorised signature below.

AUTHORISED SIGNATURE OF TENDERER AND AFFIDAVIT AS PER SCHEDULE 1 (TENDER OFFER SIGNATURE AND AUTHORITY OF SIGNATORY) OF THIS DOCUMENT SERVES AS SIGNATURE AND AFFIDAVIT FOR THIS SCHEDULE

Number of additional pages appended by the tenderer to this Schedule:(If nil, enter NIL).

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701

This form must be completed annually. Should the information herein declared change in the course of the year or before the next renewal or in relation to any bid, quotation or contract, it is the entity's responsibility to advise the Institution in writing of the change in such details.

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND
GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT****SCHEDULE A6: Addenda / Notice(s) issued to bidders**

We confirm that the following communications / addenda / notice(s) to bidders received from the Purchaser before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer (If no addenda/notices mark schedule NIL, if not enough space, attach additional pages):

ADDENDUM No	DATE	SUBJECT MATTER OF ADDENDUM / NOTICE

Documentary evidence of addenda / notices issued to bidders indicating proof of receipt must accompany this Schedule.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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SCHEDULE A7: Critical risk assessment criteria applicable to this bid

The following critical criteria will be evaluated to establish the level of risk presented to the Purchaser by accepting this bid. ALL these criteria must be responded to by the bidder by providing the information as stipulated below. Failure to provide the required information to the satisfaction of the Purchaser will lead to the bid passed over for award, irrespective of its ranking in the Price/Preference points order. All critical risk assessment criteria require at least a "satisfactory" score in order to pass the threshold of acceptable risk for the Purchaser.

CRITERION 1: Experience of the tendering entity

The experience of the tendering entity as a supplier and service provider of ICT resources for developing solutions over the last five years. The information supplied shall be within the previous 5 years and can include contracts that are not complete prior to closing date for submissions.

Tenderers should very briefly describe their experience in this regard, emphasizing the nature of the goods and services provided and attach this to this schedule, comprising no more than 5 pages. **The evidence should be put in tabular form with the headings below, and attached to the tender document clearly marked "CRITERION 1".**

Client contact person and telephone number	Description of contracts	Contract value of the works inclusive of VAT (Rand)	Date	
			Start	Completion (Actual or expected)
The risk scoring of the tenderer's experience will be as per the following outcome classifications:				
NIL	Tenderer has submitted no information or inadequate information to score the criterion.			
Poor	Limited / below average experience as an ICT service provider, based on the documentation submitted.			
Satisfactory	Average experience as an ICT service provider, based on the documentation submitted.			
Good	Above average experience as an ICT service provider, based on the documentation submitted.			
Very good	Amongst the most experienced of all tenderers as an ICT service provider, based on the documentation submitted.			

Please note: Low scoring indicates a higher risk to the Purchaser for awarding this contract to the bidder. Any score below "Satisfactory" will present an unacceptable risk to the Purchaser and the bid will be passed over for award.

CRITERION 2: Approach Paper

The approach paper must respond to the scope of the service, the nature of the contract and outline the proposed approach / methodology including that relating to the controlling of costs and the sourcing, programming and management of subcontractors (if applicable) in relation to the goods and services that may be provided over the term of the contract. The approach paper as such needs to:

- outline the proposed methodology and systems which will be employed to control costs and engage and managesubcontractors;
- outline the proposed methodology for transitioning from the current service to the new contract, with indications of timelines and implementation goals in accordance with the information provided by the Purchaser; and
- articulate what 'value add' the tenderer will provide in achieving the stated and implied objectives for the project, based on the scope of good and services provided in this bid document.

The tenderer should as such explain their understanding of the objectives of the project and the Purchaser's stated and implied requirements, highlight the issues of importance as they see it, and explain the technical and strategic approach they would adopt to address them. The approach paper should explain the methodologies which are to be adopted, demonstrate the compatibility of those methodologies with the proposed approach. The approach should also include a high-level quality plan which outlines processes, procedures and associated resources, applied by whom and when, to meet the requirements and indicate how risks will be managed and what contribution can be made regarding value management.

The approach paper will be evaluated in relation to the approach to delivering the proposed service as a service provider to Mobility and GMT.

The tenderer must attach their approach paper to this schedule, clearly marked "CRITERION 2". The approach paper must not be longer than 10 pages.

The risk scoring of the approach paper will be as per the following outcome classifications:	
NIL	Tenderer has submitted insufficient information to score the criterion.
Poor	The bidder's strategy, methodology and systems are poor and are unlikely to yield significant outcomes, improvements over time or satisfy the Purchaser's expectations.
Satisfactory	Although the approach is generic the bidder's strategy, methodology and systems are reasonable and are likely to yield meaningful outcomes and some improvements over time.
Good	The tenderer's strategy, methodology and systems are well thought through and are likely to yield significant outcomes and improvements over time. The approach to managing risk, etc, is specifically tailored to the critical characteristics of the service.
Very good	Besides meeting the "Good" rating, the important issues are approached in an innovative and efficient way, indicating that the bidder has outstanding knowledge of state-of-the-art approaches. The bidder's strategy, methodology and systems are innovative and progressive and are likely to yield outstanding outcomes and improvements over time.

Please note: Low scoring indicates a higher risk to the Purchaser for awarding this contract to the bidder. Any score below "Satisfactory" will present an unacceptable risk to the Purchaser and the bid will be passed over for award.

CRITERION 3: Financial capability of the tendering entity to deliver the service

The tendering entity will have to demonstrate that it has the financial capability and acumen to carry and manage the inherent financial cashflow burden presented by this contract. The Supplier will inter alia have to expend the costs associated with the payment of resources deployed, disbursement expenditure, purchase and provision of equipment, while such cost recovery will only happen over time, as the Supplier is remunerated on a monthly basis in accordance with its tendered rates.

The Supplier will also be financially exposed in terms of payment terms of 30 days after Payment claims (invoice), and late payments due to incorrect or incomplete payment claims rejected by the Purchaser. In all, the Supplier has to be able to clearly demonstrate its sound financial status to deliver the service for the contract duration.

To this end, the bidder has to provide proof of good financial standing and its ability to have finance available in the amount of R15 million, confirmed in writing on their letterhead by a registered South African Banking institution or similar registered financial institution, document as proof to this effect attached and clearly marked "CRITERION 3".

Failure to provide the required proof will present an unacceptable risk to the Purchaser and the bid would not be eligible for award.

<p>AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE</p>

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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General Conditions of Contract (GCC)

THE NATIONAL TREASURY

Republic of South Africa



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.

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34. Prohibition of Restrictive Practices

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 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.

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| 10 | Delivery and documents | <p>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.</p> <p>10.2 Documents to be submitted by the supplier are specified in SCC.</p> |
| 11. | Insurance | <p>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.</p> |
| 12. | Transportation | <p>12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.</p> |
| 13. | Incidental services | <p>13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <ul style="list-style-type: none"> (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. <p>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.</p> |
| 14. | Spare parts | <p>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:</p> <ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (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 | <p>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.</p> <p>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.</p> |

- 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 inspector with the invoices accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
 - 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the 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 cancelling 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.

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| 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: <ul style="list-style-type: none"> (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. |
| 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. |

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| 27. Settlement of Disputes | <p>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.</p> <p>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.</p> <p>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.</p> <p>27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>27.5 Notwithstanding any reference to mediation and/or court proceedings herein,</p> <p style="padding-left: 20px;">(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</p> <p style="padding-left: 20px;">(b) the purchaser shall pay the supplier any monies due the supplier.</p> |
| 28. Limitation of Liability | <p>28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;</p> <p style="padding-left: 20px;">(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</p> <p style="padding-left: 20px;">(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.</p> |
| 29. Governing language | <p>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.</p> |
| 30. Applicable law | <p>30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.</p> |
| 31. Notices | <p>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</p> <p>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.</p> |
| 32. Taxes and duties | <p>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.</p> <p>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.</p> <p>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.</p> |
| 33. National Industrial Participation Programme (NIPP) | <p>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.</p> |

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.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Special Conditions of Contract (SCC)

The Special Conditions of Contract (SCC) which are applicable to this tender are contained in clauses SCC1 and SCC2, inclusive of all their respective sub-clauses, as stipulated hereunder. In the event of conflict or contradiction between the SCC and the General Conditions of Contract (GCC), the stipulations in the SCC shall prevail.

SCC1 General

SCC1.1 Additional definition of terms

In these Special Conditions of Contract all defined terms have capital initials and the following terms have the following meanings:

- (a) "supplier" and "service provider" as referred to in the GCC means the Supplier;
- (b) "purchaser" as referred to in the GCC means the Purchaser;
- (c) "Order" as referred to in the GCC means Purchase Order, and the terms are used interchangeably.

SCC1.2 The Purchaser and the Supplier are the persons or entities **identified in the Contract Data, in Part 1 and 2 respectively**.

SCC1.3 The Purchaser's Agent is the person or entity **identified in the Contract Data**, or notified to the Supplier in accordance with this contract.

SCC1.4 The Contract Type defines the nature of this contracting arrangement and can be exclusively **one** of the following **as stated in the Contract Data**:

- (a) Sole Contract, which means a contract utilised to procure Goods and Services as a once-off, non-recurring delivery or pre-programmed multiple deliveries, or
- (b) Term Contract, which means the Supplier is appointed for a fixed term (called a Service Period) to provide Goods and Services over that period on an "as and when required" basis as instructed by means of a Purchase Order, or
- (c) Framework Contract, which is the same as a Term Contract above but which makes provision for more than one Supplier to be appointed under the same contract.

SCC2 Special Conditions of Contract for providing the Goods and Services

SCC2.1 GENERAL

SCC2.1.1 Actions and good faith

The Purchaser and Supplier shall act as described in this contract, and the Purchaser and Supplier shall act in a spirit of mutual trust and co-operation.

SCC2.1.2 Additional defined terms for the Goods and Services

- (a) The Parties are the Purchaser and the Supplier.
- (b) Contract Data contains variables and information giving effect to or customising certain clauses in the SCC, and is in a section called "Contract Data" in this bid document.
- (c) The Scope of Goods and Services contains the information necessary to provide the Goods and Services under this contract, and is in a section called the "Scope of Goods and Services" in a location **as stated in the Contract Data** or as an instruction given in accordance with this contract.

- (d) The Supplier's Cost is the amount payable by the Supplier (excluding any recoverable tax by the Supplier) for people (labour), subcontractors, materials, supplies, services, charges, transport and equipment used. It is a requirement of this contract that Supplier's Cost is always substantiated with documentary proof to the satisfaction of the Purchaser. The Purchaser reserves the right to request more than one quotation for item/s comprising the Supplier's Cost.
- (e) A Defect is a part of the Goods and Services which is not in accordance with the Scope of Goods and Services.
- (f) The Prices are the amounts stated in the price column of the Price Schedule and are either lump sums or are calculated by multiplying the quantity by the rate, as applicable.
- (g) Contract Completion is when the Supplier has done all the work and delivered the Goods and/or Services as stated in the Scope of Goods and Services for the contract as a whole, including correction of Defects as required by this contract. Contract Completion only applies to Sole Contracts.
- (h) The Contract Completion Date is the date **as stated in the Contract Data** upon which Contract Completion is set to be achieved, subject to revision in accordance with this contract.
- (i) Order Completion is when the Supplier has done all the work and delivered the Goods and/or Services as stated in the Scope of Goods and Services for a Purchase Order, including correction of Defects as required by this contract. Order Completion only applies to Term Contracts and Framework Contracts.
- (j) An Order Completion Date is the date stipulated in a Purchase Order upon which Order Completion is set to be achieved, subject to revision in accordance with this contract.
- (k) The Contract Date is the date that this contract is signed by the Purchaser and a letter of acceptance has been sent before the validity period has expired.
- (l) The Starting Date is the date **stated in the Contract Data** on which this contract becomes operational.
- (m) The Service Period for a Term Contract or Framework Contract is the period following the Starting Date **as stated in the Contract Data**, during which time this contract is in operation and after which the contract concludes/expires, unless extended in accordance with a provision for extension in this contract.

SCC2.1.3 Interpretation and the law

This contract is the entire agreement between the Parties.

SCC2.1.4 Communications

- (a) Any communication required by this contract will only have effect when it is received in writing at the last address notified by the recipient for receipt of communications. Email is an accepted form of written communication for this contract, but mobile phone text messaging in any form or format is not.
- (b) If this contract requires either Party to reply to a communication, they shall reply within the Period for Reply **as stated in the Contract Data**, unless otherwise stated in this contract.

SCC2.1.5 The Purchaser's authority and delegation, and the Purchaser's Agent

- (a) The Purchaser may give an instruction to the Supplier which changes the Scope of Goods and Services, in accordance with the stipulations for Change Events in this contract.
- (b) The Purchaser may instruct a change to the Contract Completion Date or Order Completion Date after consultation with the Supplier, in accordance with the stipulations for Change Events in this contract.
- (c) The Purchaser's acceptance of a communication from the Supplier does not change the Supplier's obligation to provide the Goods and Services in accordance with this contract.

- (d) The Purchaser may, after notifying the Supplier, delegate any of the Purchaser's actions and may cancel any delegation. Any reference to an action of the Purchaser in this contract also includes an action by the delegate.
- (e) The Purchaser will appoint a Purchaser's Agent, who acts on behalf of the Purchaser with the authority **as stated in the Contract Data**. If the Purchaser's Agent is not identified in this contract, the Purchaser will appoint one and shall notify the Supplier of their name. The Purchaser may replace the Purchaser's Agent and shall notify the Supplier of the name of the replacement.
- (f) If this contract is a Term Contract or Framework Contract and where another entity has been granted participation in this contract and has been given the authority to issue Purchase Orders in accordance with this contract, that entity becomes the Purchaser for that Purchase Order with all the rights and obligations of the Purchaser as stated in this contract. The names of the Purchaser and the Purchaser's Agent shall be stated in the Purchase Order.

SCC2.1.6 Access to and the provision of services

- (a) The Purchaser shall facilitate and allow access to and use of its premises to the Supplier as is required for the provision of the Goods and Services in this contract.
- (b) The Purchaser shall provide the necessary services and other things as stipulated in the Scope of Goods and Services.

SCC2.1.7 Early warning

- (a) The Supplier and Purchaser shall give early warning by notifying the other as soon as either becomes aware of anything which could increase the cost of the Goods and Services, or which could delay the Contract Completion Date or Order Completion Date (whichever applicable), or which could negatively impact the performance of the Supplier in providing the Goods and Services. Early warning for anything for which a change event has already been notified, is not required.
- (b) The Supplier and Purchaser shall co-operate in a process of making and considering proposals to mitigate or avoid the effects of a matter for which an early warning was notified. Actions to be taken shall be recorded in writing.

SCC2.1.8 Applicable law (As referred from GCC Clause 30.1)

Any other applicable law is **as stated in the Contract Data**.

SCC2.1.9 Acts or omissions by mandataries

In terms of Section 37(2) of the Occupational Health and Safety Act of 1993 (Act 85 of 1993), the Supplier hereby agrees that the Purchaser is relieved of any and all of its liabilities in terms of Section 37(1) of this Act in respect of any acts or omissions of the Supplier and its employees to the extent permitted by this Act, and that this contract comprises the written agreement between the Purchaser and the Supplier contemplated in section 37(2).

SCC2.1.10 Maintenance of mandatory registrations

The Supplier shall ensure that its registration as a supplier on the Western Cape Supplier Evidence Bank (WCSEB) and the Central Supplier Database (CSD) are maintained as active and compliant in all respects, for a Sole Contract until the later of the Contract Completion Date an associated Retention Period, and for a Term Contract or Framework Contract until the later of the end of the Service Period and the date of the last Order Completion or associated Retention Period.

SCC2.1.11 No gifts/tokens/invitations from the Supplier to Purchaser's officials/representatives

Although there are formal prescripts and mechanisms in place to regulate and record the receipt of small tokens/gifts/invitations from suppliers, contractors and service providers, officials of the Purchaser are actively discouraged from accepting any such gifts/tokens/invitations. In terms of this contract, the Supplier shall not offer any gift/token/invitation which carries any monetary benefit, irrespective of value, directly

or indirectly, to any official or representative in the Purchaser's service, before, during or after completion of this contract.

SCC2.2 THE SUPPLIER'S MAIN RESPONSIBILITIES

SCC2.2.1 Providing the Goods and Services

- (a) The Supplier shall provide the Goods and Services in accordance with the Scope of Goods and Services.
- (b) If the Supplier makes use of subcontractors, the Supplier shall remain responsible to provide the Goods and Services as if the Supplier did not subcontract and the contract applies as if the subcontractor's employees and resources were the Supplier's own employees and resources.
- (c) The Purchaser may, after having stated reasons, instruct the Supplier to remove an employee or a subcontractor from the contract. The Supplier shall then arrange that the employee or subcontractor will have no further connection with this contract within one day after the instruction.
- (d) The Supplier shall provide access for the Purchaser and others as notified by the Purchaser, to Goods stored and Services executed for this contract.
- (e) The Supplier shall obey all instructions given by the Purchaser and which are in accordance with this contract.
- (f) The Supplier shall obtain all permissions, permits and other things necessary from the appropriate institutions and sources before transporting Goods to the place of delivery or executing Services as stated in the Scope of Goods and Services or in a Purchase Order.
- (g) The Supplier shall act in accordance with all health and safety requirements stated in the Scope of Goods and Services.

SCC2.2.2 Purchase Orders (pursuant to GCC Clause 1.19)

- (a) During the Service Period the Purchaser may issue a proposed Purchase Order to the Supplier. The Supplier shall price each proposed Purchase Order using the rates and prices from the Price Schedule and shall submit it with an Order programme for delivery and/or execution of the Services, to the Purchaser for evaluation and approval. Prices for items or work not included in the Price Schedule are evaluated as change events. The Purchaser may consult the Supplier about the contents of a Purchase Order before the Purchaser approves and issues it.
- (b) A Purchase Order includes the following:
 - A detailed description of the scope of Goods and Services to be provided in the Order;
 - A priced and totalled list of the items of Goods, Services or work in the Order;
 - The starting and completion dates for the Order, and
 - The amount of penalties payable for late fulfilment or completion of the Order, if different from the provisions made in the GCC.
- (c) The Supplier shall not start executing a Purchase Order until the Purchaser has approved the priced Order and instructed the Supplier to execute the Order.
- (d) A Purchase Order shall not be issued after the end of the Service Period.
- (e) Pricing for items of Goods or Services required by the Purchase Order which are not included in the Price Schedule, are change events.

SCC2.3 TIME AND TIME RELATED MATTERS

SCC2.3.1 Starting, delivery, completion and the Service Period

The Supplier shall start work only from the Starting Date and shall deliver the Goods and provide the Services under this contract until the date of Contract Completion or until the later of the end of the Service Period and the date of the latest Order Completion, as applicable to the Contract Type.

SCC2.3.2 Instructions to stop providing the Goods and Services

The Purchaser may issue an instruction to the Supplier to stop or not to start the provision of the Goods and Services, and may later instruct the Supplier to start or re-start it.

SCC2.3.3 The programme

The Supplier shall submit programmes where applicable for the provision of the Goods and Services to the Purchaser in accordance with the provisions in the Scope of Goods and Services.

SCC2.3.4 Non-working days and the annual December/January holiday break

- (a) The annual holiday break is deemed to comprise an approximate 4 week period commencing in mid-December and ending in mid-January.
- (b) Non-working days **stated in the Contract Data** are added to delays to the Contract Completion Date or Order Completion Date due to change events.
- (c) Inclusion or exclusion of the annual December/January holiday break in determining and influencing the Contract Completion Date or an Order Completion Date is **as stated in the Contract Data**, omission of which means EXCLUSION by default.
- (d) If the Contract Completion Date or an Order Completion Date is delayed until after the start of the holiday break, the full period of the holiday break is added in addition to delays to either date due to change events **only if** the annual holiday break was EXCLUDED when setting the Contract Completion Date or the Order Completion Date and the delay is not the Supplier's fault.
- (e) If either Party issues a communication in terms of this contract to the other at any time during the holiday break, the Period for Reply is extended by the remainder of the period of the holiday break at the time of the communication.

SCC2.3.5 Extension of the Service Period

The Purchaser reserves the option to extend the Service Period for a Term Contract or Framework Contract as a once-off occurrence only. The Service Period is extended if extension is notified by the Purchaser to the Supplier before or on the last day of the current Service Period, and the period of extension of the Service Period does not exceed the allowed maximum **stated in the Contract Data**.

SCC2.4 QUALITY: TESTING, DEFECTS AND INSPECTIONS (Supplementary to GCC Clause 8)

SCC2.4.1 Tests, inspections and notification of Defects

The Purchaser and Supplier shall carry out tests and inspections as required by the Scope of Goods and Services. If a test reveals that any Goods or Services have a Defect, the Supplier shall correct the Defect and the test shall be repeated to prove the Defect correction. The Purchaser may notify a Defect at any time before the later of any of the following, as applicable to each Contract Type: (a) the date of Contract Completion, (b) the date of the latest Order Completion or (c) the end of a Retention Period or Warranty period associated with Contract Completion or Order Completion.

SCC2.4.2 Correction of Defects

- (a) The Supplier shall correct a Defect when the Supplier becomes aware of it, irrespective of whether the Purchaser notifies him of it or not.
- (b) The Supplier shall correct a notified Defect within the Defects Correction Period **stated in the Contract Data**. This period begins when the Purchaser has

arranged the necessary access and other things required for the Supplier to correct the Defect.

SCC2.4.3 Acceptance of Defects

The Parties may each propose to the other that the Scope of Goods and Services should be changed so that a Defect does not have to be corrected. If the Parties are both prepared to consider the proposal, the Supplier shall submit a quotation for reduced prices and an earlier Contract Completion Date or Order Completion Date to the Purchaser for approval. If the Purchaser approves the quotation, the Purchaser shall give an instruction to change the Scope of Goods and Services, the prices and the Contract Completion Date or Order Completion Date accordingly.

SCC2.4.4 Uncorrected Defects

If the Supplier has not corrected a notified Defect within the time stipulated by this contract, the Purchaser shall have the right (without prejudice to any other claims which the Purchaser may have against the Supplier under the contract) to assess the cost of having the Defect corrected by others and the Supplier shall pay for this cost.

SCC2.4.5 Latent Defects

The Supplier shall be liable to the Purchaser for latent defects in the Goods and Services for a period **as stated in the Contract Data**.

SCC2.5 PAYMENT (As referred from GCC Clause 16)

SCC2.5.1 The Supplier's pricing for this contract is in the location **stated in the Contract Data**.

SCC2.5.2 Calculation of the amount due for payment

- (a) The Supplier shall calculate the amount due and shall apply to the Purchaser for payment of the change in the amount due since the previous payment. The Supplier's application for payment shall include details of how the amount due has been assessed and calculated, and the Supplier shall provide record of cumulative payments during this contract with each application for payment.
- (b) The amount due includes:
 - the price for each lump sum item in the Price Schedule which the Supplier has completed,
 - where a quantity is stated for an item for which a rate is applied in the Price Schedule, the amount calculated by multiplying the rate by the quantity that the Supplier has completed,
 - any other amounts payable to the Supplier,
 - less any amounts retained from, or payable by, the Supplier.
- (c) For a Sole Contract, penalties as stated in the Contract Data for late Contract Completion shall be payable from the Contract Completion Date as stated in the Contract Data (subject to revision in accordance with the contract), to the date that Contract Completion is achieved. For a Term Contract or Framework Contract, penalties stated in a Purchase Order shall be payable from the Order Completion Date as stipulated in the Purchase Order (subject to revision in accordance with the contract), to the date that Order Completion is achieved.

SCC2.5.3 Payment

- (a) The Supplier shall prepare a tax invoice for the exact amount claimed. The Supplier shall submit the tax invoice and any relevant corresponding documentation to the Purchaser for payment.
- (b) The Purchaser shall assess the Supplier's tax invoice inclusive of all required supporting documentation within one week of receipt thereof. Incomplete and incorrect payment submissions are not processed for payment and the Supplier shall be notified to correct the payment submission within one week. Payment shall be made within thirty calendar days of receipt of a complete and correct Supplier's payment submission.

- (c) The following information **MUST** be referenced on all invoices submitted to the Purchaser for payment. Omitting any of these details shall be deemed as an incorrect invoice:
- Purchaser's (Department) name and address.
 - Tender/contract number.
 - If applicable, the project title/description.
 - If applicable, Purchase Order number.

SCC2.5.4 Price adjustment for inflation (as referred from GCC Clause 17)

- (a) The application or not of Price adjustment for inflation for this contract is **as stated in the Contract Data**.

- (b) Statutory price increases

Statutory price increases as well as exemptions and constraints applicable to price adjustment for this contract are **as stated in the Contract Data**.

- (c) Price adjustment factor (PAF)

- On each anniversary of the Contract Date, the Purchaser shall calculate a price adjustment factor equal to $(L - B) / B$, where L is the last published value of the index and B is the last value of the index published before the Contract Date. The index is the CPAP index ("Consumer Price Index: Index numbers and year on year rates", as published in the Statistical News Release, P0141 Table B) prepared by Statistics South Africa. (www.statssa.gov.za) The price adjustment factor is applied prior to adding VAT.
- If an index is changed after it has been used in calculating a price adjustment factor, the calculation shall be repeated and a correction included in the next calculation of the amount due.
- The price adjustment factor calculated at the end of the Service Period of this contract (as amended in accordance with the contract) is used for calculating price adjustment after this date.

- (d) Price adjustment

For the rates and lump sums in the Price Schedule, each amount payable after the first anniversary shall include an amount for price adjustment which is calculated as follows:

- the sum of the change in the rates and lump sums included in the amount payable since the last assessment, multiplied by the price adjustment factor calculated at the last anniversary before the assessment,
- plus the amount for price adjustment included in the previous amount payable.

- (e) Change events

The Supplier's Cost for change events is assessed using the Supplier's Cost current at the time of assessing the change event adjusted to the Contract Date by dividing by $(1 + \text{PAF})$, where PAF is the price adjustment factor calculated at the last anniversary.

SCC2.5.5 Foreign exchange price fluctuations (as referred from GCC Clause 17)

Where pricing of Goods and/or Services are identified in the Scope of Goods and Services or in the Pricing Data as subject to fluctuations in a foreign currency exchange rate ("forex"), price adjustment shall be made as follows:

- (a) Forex price adjustment factor

When preparing a payment claim for Goods and/or Services subject to forex fluctuations, the Supplier shall calculate an exchange rate adjustment factor equal to (X / B) , where X is the actual currency exchange rate/s applied at the time of the international purchase, and B is the base currency exchange rate

at the opening of currency trade markets in South Africa on the day of tender closing for this contract. The forex price adjustment factor is applied prior to adding VAT.

(b) Forex price adjustment

- For the rates and lump sums in the Price Schedule subject to forex fluctuations, each amount payable shall be calculated by multiplying the amount by the forex price adjustment factor.
- Forex price adjustment and price adjustment for inflation shall always be mutually exclusive. Rates and lump sums in the Price Schedule which are subject to forex fluctuations shall never be subject to price escalation for inflation.

SCC2.5.6 Retention

- (a) For a Sole Contract a Retention amount **as stated in the Contract Data** is retained from the Supplier in the assessment of each amount payable until the date of Contract Completion. The amount retained is halved in the first assessment made after the date of Contract Completion and shall remain at this amount until the end of the Retention Period **as stated in the Contract Data**.
- (b) For a Term Contract or a Framework Contract a Retention amount **as stated in the Purchase Order** is retained from the Supplier in the assessment of each amount due until the date of Order Completion. The amount retained is halved in the first assessment made after the date of Order Completion and shall remain at this amount until the end of the Retention Period **as stated in the Purchase Order**.

SCC2.5.7 Payment by the Supplier of its subcontractors and suppliers

The Supplier shall pay a subcontractor or supplier for all subcontracted work or goods and services rendered to the Supplier which in terms of this contract have been certified and paid to the Supplier. The Supplier shall pay a subcontractor or supplier within 30 days of receipt of payment from the Purchaser or in accordance with the terms as stipulated in writing in a subcontracting or supply agreement, whichever is the earlier.

SCC2.6 CHANGE EVENTS

SCC2.6.1 Change events

Change events are events which have implications of cost and/or time and/or variation of the Goods and Services which are not made provision for by the stipulations in the Scope of Goods and Services or elsewhere in this contract. Change events do not require a contract amendment procedure as contemplated in GCC Clause 18, but are instead governed as stated in the clauses contained in SCC2.6. The following are change events:

- (1) The Purchaser instructs a change in the Scope of Goods and Services, unless the change is effected to make a Defect acceptable. Any change to the Scope of Goods and Services shall be limited to include only items logically related to, or associated with, those of the original Scope of Goods and Services contemplated by, and included in, this contract.
- (2) The Purchaser instructs a change to the Contract Completion Date or an Order Completion Date.
- (3) The Purchaser does not allow access to its premises or does not provide the services and things necessary which the Purchaser is to provide to the Supplier as stated in this contract.
- (4) The Purchaser gives an instruction to stop or not to start the provision of the Goods and/or Services.
- (5) The Purchaser does not reply to a communication within the Period for Reply required by this contract.

- (6) The Purchaser changes a decision which the Purchaser has previously communicated to the Supplier, which results in cost and/or time impacts on the provision of the Goods and/or Services.
- (7) The Purchaser instructs the Supplier to search for a Defect in the provided Goods and/or Services and no Defect is found.
- (8) The Purchaser notifies a correction to an assumption which the Purchaser has stated about a change event which results in cost and/or time impacts on the change event.
- (9) An event which stops the Supplier from providing the Goods and Services by the Contract Completion Date or by the Order Completion Date and which neither Party could prevent, and deemed at the time of quotation to have such a small chance of occurring that it would have been unreasonable to have allowed for it.
- (10) A difference between the final quantity of any item of Goods and/or Services completed, and the quantity stated for that item in the contract or in a Purchase Order.
- (11) A loss or damage to Goods and Services completed which is not the fault or responsibility of the Supplier or could not have been prevented by any reasonable action of the Supplier.
- (12) An item of Goods or Services required which is not included in the Price Schedule.

SCC2.6.2 Notification of change events

- (a) The Supplier shall give notification to the Purchaser of an event which the Supplier believes has happened or which the Supplier believes will happen as a change event, unless the Purchaser has already notified the event to the Supplier. If the Supplier does not notify the change event within four weeks of becoming aware of it, the Supplier will forfeit any change in the prices and changes to the Contract Completion Date or an Order Completion Date, unless the event arises from an instruction by the Purchaser. The Supplier may include a quotation for the change event at the time of notification.
- (b) If the Purchaser decides that an event notified by the Supplier is as result of a fault of the Supplier, or has not happened and is not expected to happen, or has no effect on the Supplier's Cost and/or completion time or is not one of the change events stated in this contract, the Purchaser shall notify the Supplier of the decision that the prices, and the Contract Completion Date or Order Completion Date are not to be changed.
- (c) If the Purchaser decides otherwise, then within one week of receiving the Supplier's notification, the Purchaser shall acknowledge receipt of the notification. At the same time, the Purchaser shall instruct the Supplier to submit a quotation for the event, unless a quotation was included in the notification or if a revised quotation is required.
- (d) If the Purchaser decides that the Supplier did not give early warning of the event which the Supplier reasonably could have given, the Purchaser shall notify the decision at the time when acknowledging receipt of the Supplier's notification and instructing the Supplier to submit a quotation.
- (e) Change events cannot be notified after the later of the date of Contract Completion and the end of the Retention Period stated for the contract. For a Purchase Order, change events cannot be notified after the later of the date of Order Completion and the end of the Retention Period stated in the Purchase Order.

SCC2.6.3 Quotations for change events

- (a) A quotation for a change event comprises two distinct components: (1) proposed changes to the prices or rates, and (2) any delay in stipulated completion times for providing the Goods and/or Services. The Supplier shall include details of the assessment and calculations with each quotation and shall submit the quotation to the Purchaser within one week after receiving

instruction from the Purchaser to do so, or within two weeks of the date of notification of the change event if no such instruction is received.

- (b) The Purchaser may also instruct the Supplier to submit a quotation for a proposed instruction or a proposed changed decision (a "Proposal"). A quotation for a Proposal is not put into effect by the Supplier unless explicit instruction to do so is given by the Purchaser.
- (c) The Purchaser shall reply within one week of receipt of the Supplier's quotation submission. For a Proposal the Purchaser's reply is one of the following: (1) that the Proposal will not be effected (the default if no reply is given) or (2) a notification that the Proposal including quotation is approved and will be effected or (3) a notification that the Proposal is acceptable in principle but the Purchaser does not agree with the quotation. For all other change events the Purchaser's reply is either approval of the quotation or a notification that the Purchaser does not agree with the quotation (no default if no reply is given).
- (d) If the Purchaser does not agree with the quotation, the Supplier may submit a revised quotation within one week of receipt of the Purchaser's reply. If no revised quotation is received or if the Purchaser does not agree with the revised quotation, the Purchaser may perform an own evaluation and shall notify the Supplier of it.

SCC2.6.4 Evaluation/assessment of change events

- (a) If a change event only affects the quantities of Goods and/or Services in the Price Schedule, the changes to the prices are calculated by multiplying the changed quantities by the appropriate rates in the Pricing Schedule.
- (b) For all other change events the changes to the prices are calculated based on the Supplier's Cost, forecasted if not already incurred or actual if already incurred. The Supplier's Cost is broken down and shown separately for labour (people), materials, equipment used, subcontracted work and transport, excluding any overheads and profit. The mark-up percentage for overheads and profit **as stated in the Contract Data** is applied to the calculated effect of the event, excluding any taxes such as Value added Tax (VAT) and taxes for import, export and customs clearance.
- (c) The effects of change events on the Supplier's Cost are calculated at open market or competitively tendered prices where all recoverable discounts, rebates and taxes have been deducted. The cost of events that the Supplier is required to be insured for by this contract as well as any costs paid to the Supplier by an insurer for the event are deducted from the Supplier's Cost.
- (d) The delay to the Contract Completion Date or an Order Completion Date is calculated as the length of time that the applicable Completion Date is forecasted to be delayed by the change event.
- (e) Prices and rates for work not included in the Price Schedule and approved by the Purchaser are added to the Price Schedule as lump sums or rates, as appropriate, and are used from there on forward for pricing subsequent Purchase Orders.

SCC2.6.5 Cost of preparation of quotations for change events

All costs associated with the preparation of quotations for change events for this contract are the Supplier's risk and are not reimbursable by the Purchaser.

SCC2.7 TITLE, AND THE USE OF EQUIPMENT AND OTHER THINGS

SCC2.7.1 The Purchaser's title to, and marking of, Goods

Irrespective of the type of title the Supplier has to any Goods delivered as specified in the Scope of Goods and Services, title shall pass to the Purchaser upon delivery. The Supplier shall mark all the Goods for payment by the Purchaser before delivery in accordance with the stipulations in the Scope of Goods and Services.

SCC2.7.2 Intellectual property rights

- (a) The ownership of and all rights in and to intellectual property owned by either Party prior to the commencement of this contract shall be and remain vested with the Party who as at the commencement of this contract is the owner thereof.
- (b) The Supplier shall have no claim or be entitled to any copyright or other intellectual property that arises as deliverables or otherwise out of the execution of this contract, ownership of which shall at all times vest in the Purchaser. The Supplier may not reproduce or use the copyright or any intellectual property unless with the prior written permission of the Purchaser.
- (c) The Supplier hereby warrants that it either owns or obtained the right to use all intellectual property in all material used by it in the course of providing the Goods and/or Services in terms of this contract.
- (d) The Supplier hereby indemnifies the Purchaser from and against any claim that any material used by it, in the course of providing the Goods and/or Services in terms of this contract, infringes any third party's intellectual property rights.

SCC2.7.3 The Parties' use of equipment and other things

- (a) The Supplier has the right to use equipment and other things provided by the Purchaser only to provide the Goods and Services.
- (b) The Supplier shall return to the Purchaser all equipment and other surplus things provided by the Purchaser, provide items of equipment and provide the information and other things for the Purchaser's use as stated in the Scope of Goods and Services, for a Sole Contract before the date of Contract Completion and for a Term Contract or Framework Contract before the earlier of the date of Order Completion and the end of the Service Period, as applicable.

SCC2.7.4 Keeping a site attendance register

If the Supplier operates a site on the Purchaser's premises as part of providing the Goods and Services, the Supplier shall keep a site attendance register detailing the identity of, sign-in and sign-out by its employees and visitors to the site or location where the Goods and Services are provided, details of which shall be made available to the Purchaser upon request.

SCC2.8 RISK, INDEMNITY, AND INSURANCE

SCC2.8.1 Purchaser's risks

The following are Purchaser's risks:

- (a) Claims, proceedings, compensation and costs payable which are due to negligence, breach of statutory duty or interference with any legal right by the Purchaser or any person employed by the Purchaser (with the exception of the Supplier), or a fault of the Purchaser.
- (b) Loss of or damage to the Goods and/or Services after delivery/completion except loss or damage occurring before the date of Contract Completion or the later of the end of the Service Period and the latest date for Order Completion as applicable, which is due to (1) a Defect which existed at delivery or completion, or (2) an event which is not a Purchaser's risk or (3) activities of the Supplier after delivery/completion.
- (c) Loss of or damage to the Goods and Services retained by the Purchaser after delivery/completion upon contract termination except loss or damage due to the activities of the Supplier after delivery/completion following the termination.

SCC2.8.2 Supplier's risks

For the duration of the contract until the later of Contract Completion, end of Service Period, last Order Completion or any associated Retention Period, all risks which are not stated in this contract as carried by the Purchaser shall be carried by the Supplier.

SCC2.8.3 Insurance cover and insurance policies (as referred from GCC Clause 11.1)

- (a) The Supplier shall provide insurance cover against loss of or damage to the Goods and Services, materials, equipment and against any other risks carried by the Supplier from the Starting Date until the later of Contract Completion, end of Service Period, last Order Completion or any associated Retention Period, for the amount deemed sufficient by the Supplier to cover the total of the Supplier's risk or for the minimum amount of cover **stated in the Contract Data**.
- (b) Insurance cover shall include a Coupon Policy for Special Risks Insurance issued by the South African Special Risks Insurance Association (SASRIA).
- (c) When requested by the Purchaser, the Supplier shall provide certificate/s from its insurer or broker confirming that the insurances required by this contract are in force.

SCC2.8.4 Performance security (As referred from GCC Clause 7)

- (a) If so **stated in the Contract Data**, the Supplier shall provide the Purchaser with performance security for the amount **stated in the Contract Data** and in the form set out in the Scope of Goods and Services.
- (b) Insurers must be duly registered in terms of the Short-Term Insurance Act 1998 (Act 35 of 1998) and banks must be duly registered in terms of the Banks Act, 1990 (Act 94 of 1990). Financial service providers other than registered banks and insurers are not acceptable as guarantors.
- (c) No alterations or amendments of the wording of the form of the performance security form will be accepted.
- (d) Alternatively, a cash deposit or electronic money transfer for the same amount into the bank account of the Purchaser, is also acceptable as performance security.

SCC2.9 MEDIATION PROCEEDINGS, TERMINATION AND CANCELLATION OF PURCHASE ORDERS

SCC2.9.1 Mediation proceedings (as referred from GCC Clause 27.4)

If any dispute has not been resolved by negotiation, the Parties shall submit the dispute to mediation administered by the Arbitration Foundation of Southern Africa (AFSA) (Cape Region), (<http://www.arbitration.co.za>, Tel +27 21 426 5006), upon the terms set by the AFSA Secretariat. Mediation shall be conducted in Cape Town in the governing language of this contract, which is English.

SCC2.9.2 Termination for reasons other than Supplier's default or insolvency (GCC Clauses 23 and 26)

If either Party wishes to terminate the Supplier's obligation to supply the Goods and Services in terms of this contract, he notifies the intention to terminate together with a valid reason for terminating to the other Party. Unless the Parties can agree otherwise, termination is effected by the Purchaser issuing a termination certificate to the Supplier if the reason complies with this contract.

(a) Additional reasons for termination

The following are the only valid reasons for termination of this contract, in addition to the reasons of Supplier's default or insolvency as contemplated in GCC Clauses 23 and 26:

- (i) The Supplier may terminate if the Purchaser has not made a payment within 12 weeks of receipt of a complete and correct payment submission from the Supplier;
- (ii) The Purchaser may terminate for any other reason.

(b) Procedures on termination

- (i) On termination, the Supplier shall return to the Purchaser any equipment and surplus things provided by the Purchaser, and hand over any items ordered and paid for by the Purchaser.

(c) Payment on termination

The amount payable on termination includes the following:

- (i) The amount payable assessed as for normal payments,
- (ii) the Supplier's Cost associated with cancelling of items ordered by the Supplier, where applicable,
- (iii) The total of the Prices of any items ordered by the Supplier which cannot be resold or used elsewhere and of which the Supplier has to accept delivery, and
- (iv) for a Sole Contract, if the Purchaser terminates for reason (a)(ii) above, 5% of the Prices of any remaining Goods and Services deliverable under the contract, had there been no termination.

SCC2.9.3 Cancellation of Purchase Orders (Term Contract and Framework Contract only)

The Purchaser may cancel a Purchase Order at his sole discretion.

(a) Procedures on cancellation of a Purchase Order

- (i) On cancellation of a Purchase Order, the Supplier shall return to the Purchaser any equipment and surplus things provided by the Purchaser, and hand over any items ordered and paid for by the Purchaser in terms of the Purchase Order.

(b) Payment on cancellation of a Purchase Order

The amount payable on cancellation of a Purchase Order shall be limited to the following:

- (i) The amount payable assessed as for normal payments under the Purchase Order,
- (ii) the Supplier's Cost associated with cancelling of items ordered by the Supplier where applicable, and
- (iii) The total of the Prices of any items ordered by the Supplier which cannot be resold or used elsewhere and of which the Supplier has to accept delivery.

SCC2.10 FRAMEWORK CONTRACT (Only applicable if Contract Type is Framework Contract)

SCC2.10.1 Object and operation of the Framework

- (a) The object of this Framework is to enable the Purchaser to invite tenders and to appoint more than one Supplier to carry out work over the Service Period on an "as instructed" basis within its defined scope, based on the pricing information provided by the Supplier in the Pricing Schedule of this document. The goal of this approach is to speed up and streamline procurement of the Goods and/or Services required by the Purchaser from the open market in order to fulfil its strategic objectives, while maintaining transparency and equitability of the procurement process.
- (b) The Purchaser is not obligated and does not guarantee that the Supplier will be issued with a minimum number of Purchase Orders instructing the provision of Goods and/or Services during the Service Period.
- (c) The Purchaser issues Purchase Orders for the provision of Goods and/or Services during the Service Period of the contract based on best value and best serving the strategic objectives of the Purchaser.

SCC2.10.2 Management of the Framework

- (c) A Framework Core Management Group (the "Group") of people may be established by the Purchaser. The Group is responsible for operating and maintaining the Framework relationship to facilitate continuity, effectiveness and communication.

- (d) The Group consists of nominated representatives of the Purchaser and the Supplier. The Supplier shall nominate 2 (two) representatives on the appropriate returnable Schedule ("Supplier's Nominees for Framework Core Management Group") in this document. Up to 4 (four) Purchaser's representatives can be nominated at the Group's establishment meeting. Both the Purchaser and the Supplier are free to replace their representatives at any time and for any reason during the Service Period, by notifying the other of the names of the replacements. If the Purchaser is not satisfied with a nominated representative of the Supplier, the Purchaser shall give the reasons and instruction to the Supplier to replace the representative. The Supplier shall replace the representative unless the reasons given by the Purchaser are illegal or impossible to comply with.
- (e) The Group meets through meetings scheduled by the Purchaser when the Purchaser deems necessary. In the event of problems or obstacles in the way of satisfactory operation of the Framework, an ad hoc meeting of the Group may be called by either the Purchaser or the Supplier. The Purchaser is responsible to take minutes of all meetings, which are distributed to all Group members within two weeks after the meeting. Expenditure to attend meetings of the Group is not a cost-reimbursable item for the Supplier.

SCC2.10.3 Adding Suppliers to the Framework

- (a) Annual and ad hoc review of the Framework and addition of Suppliers

Within the period of 4 weeks before and after each Framework Contract anniversary date until the end of the Service Period or if circumstances of insufficient Supplier availability arise or prevail at any other time during the Service Period which are deemed by the Purchaser to threaten or impair the effective and efficient operation of the Framework in the fulfilment of the strategic objectives of the Purchaser, the Purchaser shall review and evaluate the Framework per geographic region or location as applicable. Where circumstances of insufficient Supplier availability are indicated, the Purchaser may exercise the option to add Suppliers to the Framework, subject to the following conditions:

 - (ii) The Framework's pricing is such that all Suppliers are remunerated in accordance with a Price Schedule comprising uniform rates and prices which are the same for all, or failing which competitive pricing and value for money compared to that of other existing Suppliers be clearly demonstrated and documented;
 - (iii) All added Suppliers shall be contracted under the exact same conditions of contract as the other existing Suppliers and are remunerated in accordance with the same Framework Price Schedule.
 - (iv) Where existing suitable Framework Suppliers appointed under this contract but in other geographical regions or locations can be identified, preference be given to such Suppliers to be added to the region or location where the Goods and/or Services are required;
 - (v) Where no suitable existing Framework Suppliers can be identified to be added to a particular region or location, the Purchaser may approach other service providers not contracted under this Framework but who are suitable to be added to the Framework, in that region or location.
- (b) The procedure to be followed for adding Suppliers to the Framework is as follows:
 - (i) For existing Framework Suppliers, a contract amendment as per GCC Clause 18, which shall be effected by mutual agreement between the Purchaser and Supplier, reduced to writing in an addendum signed by both Parties and added to the Supplier's existing Framework Contract;
 - (ii) For service providers not contracted under the Framework, secondary open procurement and competitive negotiations in compliance with all applicable Government procurement prescripts including a secondary risk assessment procedure to evaluate inter alia current commitments,

previous performance and other risk factors. Successful bidder/s to be appointed with a notification of appointment issued by the Purchaser and signature by both Parties of this Framework Contract document, effective for the remainder of the Service Period.

SCC2.10.4 The Selection Procedure

The Purchaser shall select a Supplier appointed under the Framework to submit a quotation for a proposed Purchase Order according to these criteria and terms:

(a) Eligibility of a Supplier for selection

A Supplier is eligible for selection by the Purchaser to submit a quotation for a proposed Purchase Order if (1) the Goods and/or Services required are within the scope of the Supplier's offer in terms of this contract, and (2) the Supplier has a business presence in the geographical location where the Goods and Services are required, and (3) the Supplier is not currently engaged in the execution of another Purchase Order under this Framework, the workload of which is deemed by either the Purchaser or the Supplier likely to impair the Supplier's ability to undertake and complete the proposed Purchase Order effectively, and (4) the Supplier does not have a record of unsatisfactory performance during execution of previous Purchase Orders under this Framework, and if the Supplier has, then only if the Purchaser is satisfied with remedial measures instituted by the Supplier to prevent a recurrence of such unsatisfactory performance for future Purchase Orders.

(b) Selection of a Supplier in the Framework

- (i) If the Purchaser seeks quotations for proposed Purchase Orders under the Framework, the Purchaser (1) selects a Supplier who is eligible for selection and (2) if more than one Supplier is eligible for selection, the Purchaser rotates its selection of Suppliers sequentially to spread Orders fairly between eligible Suppliers as far as it is practically possible, within the limits of the Purchaser's strategic business objectives.
- (ii) The Purchaser also has the option to invite a secondary competitive process by selecting all eligible Suppliers to submit a competitive quotation, where the Supplier offering the lowest price within the context of acceptable risk, is selected. A reason for exercising this option may be when quotations are sought for significant quantities of Goods and/or Services for which no prices or rates are available in the Price Schedule. Selection of a Supplier is effected when a written issue of instruction to submit a quotation for a proposed Purchase Order is received by the Supplier.

SCC2.10.5 The Quotation Procedure

The Supplier provides a quotation to the Purchaser for a proposed Purchase Order according to these criteria and terms:

- (a) The Purchaser shall give written instruction to the Supplier to submit a quotation for a proposed Purchase Order, by issuing a Purchase Order form in either hardcopy or digital format to the Supplier. The Purchase Order form documentation shall contain all the relevant forms, the scope of work and related information describing and defining the Goods and/or Services to be delivered/completed. If the quotation is simultaneously competing with quotations from other selected Suppliers under this Framework, the Supplier is so notified.
- (b) The Supplier shall give written acknowledgement of receipt of the Purchase Order form. The Supplier shall prepare the quotation for the Purchase Order based on the pricing in the Price Schedule for this contract. The Supplier's rates and prices in the Price Schedule are binding and apply as the maximum allowable rates and prices quoted for any Purchase Order under this Framework. If a quotation is competing with quotations from other selected Suppliers under the Framework, the Supplier may reduce any of the rates or prices in the Pricing Schedule in order to improve the competitiveness of the

quotation. Rates and prices may never be exceeded, except for the provisions of price escalation for inflation, if applicable.

- (c) Quotation for items for which there are no prices available in the Price Schedule are subject to assessment by the Purchaser and negotiation where applicable, and the Purchaser reserves the right to treat new items in the same way as change events.
- (d) The Supplier shall submit its quotation by returning the Purchase Order documentation together with any other required documentation or information to the Purchaser in compliance with the instructions given by the Purchaser, on or before the stated date and time. Late or incomplete submissions may be rejected.
- (e) The Purchaser shall give reply to the Supplier. The reply can be (1) acceptance and approval of the quotation and instruction to provide the Goods and/or Services for the Purchase Order, or (2) a notification that the Purchaser does not accept the quotation and the Purchase Order will not be effected, or (3) a notification that the Supplier's submission is acceptable in principle but the Purchaser does not agree with the quotation and further refinement of pricing and/or detailing must be concluded to the Purchaser's satisfaction before the quotation will be approved.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

WCBD7.1: Contract Form

SCHEDULE B1: Contract Form: Purchase of Goods and Services

Part 1 (to be filled in by the Supplier **ONLY UPON AWARD OF THE CONTRACT**)

The Purchaser, identified in the Part 2 signature block, has solicited offers to enter into a contract for the procurement of: **Bid No: MT01/2025: SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT**

The bidder, identified in the Part 1 signature block, hereby agrees to supply all or any of the goods and services described in the attached bidding documents to the Purchaser in accordance with the requirements and specifications stipulated in the bid documents at the price/s quoted. The offer/s remain binding upon the bidder and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing time of bid.

The bidder confirms that he has satisfied himself as to the correctness and validity of this bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all the obligations and accepts that any mistakes regarding price(s) and rate(s) and calculations will be at own risk. The bidder further declares that he has no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

By the representative of the bidder, deemed to be duly authorised signing this part of this Contract Form, the bidder offers to perform all of the obligations and liabilities of the Supplier under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with this contract.

This offer may be accepted by the Purchaser by signing Part 2 of this Contract Form and returning one copy of this document to the bidder before the end of the period of validity stated in the document, whereupon the bidder becomes the party named as the Supplier in this contract.

For the bidder:

AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS CONTRACT FORM

Bidder MUST complete the following:

CSD* Reg No.....

B-BBEE Status Level.....

*Central Supplier database

Name of organisation **as per Schedule A1**

Name and capacity of signatory **as per Schedule A1**

Address of organisation **as per Schedule A1**

Part 2 (to be filled in by the Purchaser)

By signing this part of this Contract Form, the Purchaser identified below accepts the bidder's offer. In consideration thereof, the Purchaser shall pay the service provider the amount due in accordance with this contract. Acceptance of the bidder's offer shall form an Agreement between the Purchaser and the bidder upon the terms and conditions contained in this Agreement and in the contract that is the subject of this Agreement.

Deviations from and amendments to the documents listed in the document and any addenda thereto as listed in the returnable schedules as well as any changes to the terms of the offer agreed by the bidder and the Purchaser during this process of offer and acceptance, are contained in the Schedule of Deviations included and forming part of this Agreement. No amendments to or deviations from said documents are valid unless contained in this schedule.

The bidder shall arrange for the delivery of any bonds, guarantees, proof of insurance and any other documentation to be provided in terms of this contract. Failure to fulfil any of these obligations in accordance with the terms stipulated shall constitute a repudiation of this Agreement.

This Agreement comes into effect on the Starting Date as stated in the Contract Data.

For the Purchaser: **WESTERN CAPE GOVERNMENT**
GOVERNMENT MOTOR TRANSPORT (GMT)
 SCM: Tender Office
 27 Wale Street
 CAPE TOWN
 8001

SIGNATURE OF PURCHASER

Name:

Capacity:

Name and signature of witness:

.....

Date:

Schedule of Deviations

(Append separate page if not enough space)

1 Subject:

Details:

.....

.....

2 Subject:

Details:

.....

.....

3 Subject:

Details:

.....

.....

4 Subject:

Details:

.....

.....

5 Subject:

Details:

.....

.....

By the duly authorized representatives signing this Agreement, the Purchaser and the bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the GCC and SCC and addenda thereto as listed in the tender schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the bidder and the Purchaser during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the Parties arising from this Agreement.

For the Bidder:

AUTHORISED SIGNATURE OF BIDDER (Only required if the Schedule of Deviations contains entries)

Name:

Capacity:

Name and signature of witness:

.....

Date:

For the Purchaser:

WESTERN CAPE GOVERNMENT
GOVERNMENT MOTOR TRANSPORT (GMT)
 SCM: Tender Office
 27 Wale Street
 CAPE TOWN
 8001

SIGNATURE OF Purchaser (Only required if the Schedule of Deviations contains entries)

Name:

Capacity:

Name and signature of witness:

.....

Date:

Number of additional pages appended by the bidder to this schedule: (If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Contract Data

Contract Data Part One

Data provided by the Purchaser

SCC Clause	Contract Data
SCC1.2	The Purchaser is GOVERNMENT MOTOR TRANSPORT (GMT)
SCC1.3	<p>The Purchaser's Agent is</p> <p>Name: Christiaan Kriegler: DD Management Support Services</p> <p>Address: 3 Rusper Street MAITLAND 7405</p> <p>Phone: 021 467 4745</p> <p>Email: Christiaan.Kriegler@westerncape.gov.za</p>
SCC1.4	The Contract Type is Term Contract .
SCC2.1.2 (c)	The Scope of Goods and Services is in the section called "Scope of Goods and Services" in this document.
SCC2.1.2 (l)	The Starting Date is the date of receipt by the Supplier of the letter of notification of appointment of the Supplier by the Purchaser.
SCC2.1.2 (m)	The Service Period is a period of 36 months following the Starting Date (applicable to Term Contracts and Framework Contracts only).
SCC2.1.4 (b)	The Period for Reply is one week .
SCC2.1.5 (e)	The Purchaser's Agent act shall act with full authority on the Purchaser's behalf in the execution and administration of this contract.
SCC2.1.8	There is no other applicable law other than the laws of the Republic of South Africa
SCC2.3.4 (b)	There are no non-working days when assessing delays to the Contract Completion Date or an Order Completion Date due to change events.

SCC Clause	Contract Data
SCC2.3.4 (c)	The full period of the annual holiday break of approximately 4 weeks each year in December/January for the duration of the contract, inclusive of any extension thereof is/are INCLUDED in the Contract Completion Date or an Order Completion Date and will NOT be added to any other delays due to change events, unless otherwise stated in a Purchase Order.
SCC2.3.5	The allowed maximum period of extension of the Service Period for this contract is 36 months .
SCC2.4.2 (b)	The Defects Correction Period for this contract is two weeks .
SCC2.4.5	The Latent Defects Period for this contract is 5 years after the date of Contract Completion or the date of an Order Completion, as applicable.
SCC2.5.2 (c)	The penalties payable for late delivery of the Goods and Services shall be as stated in a Purchase Order.
SCC2.5.4 (a)	Prices and rates for this contract shall remain fixed for the first 12 months of this contract and shall be subject to price adjustment for inflation thereafter.
SCC2.5.4 (b)	Consumables or goods subject to statutory price fluctuations are to be adjusted in terms of their statutory prices.
SCC2.8.3 (a)	The minimum amount of insurance cover required for this contract is R10 000 000 (ten million rand)
SCC2.8.4 (a)	Performance security for Purchase Orders shall be as stated in the purchase Order .

WESTERN CAPE GOVERNMENT

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Contract Data

Contract Data Part Two

SCHEDULE B2: Data provided by the Supplier

SCC Clause	Contract Data
SCC2.1.2 (b)	<p>The name and address of the Supplier is</p> <p>Name:</p> <p>Address:</p> <p>.....</p> <p>Telephone:</p> <p>Email address:</p>
SCC2.5.1	<p>The details of the Supplier's pricing for this contract is in the section called "Pricing Data" of this document.</p>
SCC2.6.4 (b)	<p>The mark-up percentage for overheads and profit added to the Supplier's Cost for change events is % (max 15% allowed, default is 7% if not specified)</p>

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

**SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND
GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT**

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Pricing assumptions & instructions

Pricing assumptions & instructions

1. GENERAL

- 1.1 It will be assumed that prices included in the pricing schedule are based on Acts, Ordinances, Regulations, By-laws, International Standards and National Standards that were published 28 days before the closing date for tenders. (Refer to www.iso.org for information on standards).
- 1.2 The Supplier will be paid for completed work i.e. work without Defects in accordance with time charges (sum of the products for each of the resource rate multiplied by the time appropriate to that rate properly spent on work in the contract). This is a re-measurement contract and the Price Schedule comprises only items measured in terms of the standard method of measurement using quantities and rates or stated as lump sums. Time related items are items measured using rates where the rate is a unit of time.
- 1.3 The Price Schedule needs to be read in conjunction with any information identified in the Scope of Goods and Services.
- 1.4 For the purpose of the Price Schedule, the following words have the meanings hereby assigned to them:

Unit:	The unit of measurement for each item of work as defined in the relevant Standards or Specifications stated in the Goods Information of this document.
Quantity:	The number of units of work for each item.
Rate:	The agreed payment per unit of measurement.
Price:	The product of the quantity and the agreed rate for an item, or an agreed amount for an item, the extent of which is described in the Price Schedule but the quantity of work of which is not measured in any units.
- 1.5 Expenses as provided for in the contract are paid in addition to the total of time-based charges, lump sum prices and fee amounts (see Item 4: Expenses below).
- 1.6 There is no adjustment to the rates for items in the pricing schedule if the amount, or quantity, of work within that activity later turns out to be different to that which the Supplier estimated at the time that the work schedule was accepted by the Purchaser.
- 1.7 The prices and rates stated for each item in the Price Schedule shall be treated as being fully inclusive of all work, risks, liabilities, obligations, overheads, profit and everything necessary as incurred or required by the Supplier in carrying out or providing that item. IMPORTANT: Please see item 6 in the Scope of Goods and Services for details in regard to services and other things provided by the Purchaser to the Supplier for execution of the Service.
- 1.8 All prices and rates in the Price Schedule exclude VAT, while the total of Prices reflected in the Bid Form and Contract Form include VAT.

2. RESOURCE RATES

- 2.1 The resource rates are the prices charged for resources and include for all the costs to the Supplier, including basic salary, any additional payments or benefits and social costs, overhead charges incurred as part of normal business operations including the cost of management, as well as payments to administrative, clerical and secretarial staff used to support professional and technical resources in general and not on a specific project only.

- 2.2 The total annual cost of employment of a person is the total amount borne by the Supplier in respect of the employment of such a person per year, calculated at the amounts applicable to such a person at the time when the services are rendered, including basic salary, or a nominal market related salary, fringe benefits not reflected in the basic salary, including normal annual bonus; Supplier's contribution to medical aid; group life insurance premiums borne by the Supplier; the Supplier's contribution to a pension or provident fund; and all other benefits or allowances payable in terms of a letter of appointment, including any transportation allowance or company vehicle benefits, telephone and/or computer allowances, etc; and amounts payable in terms of an Act.
- 2.3 The time quantities in the resource rates pricing schedule are for tender evaluation purposes, and do not reflect the actual quantum of time-based work envisaged to perform the service for this contract. Time Charge quanta will only be determined upon execution of the service.
- 2.4 Time spent by resources travelling to and from destinations as required by the contract will be remunerated to the Supplier at half (50%) of the tendered full hourly rate.

3. CHANGE EVENTS

- 3.1 Payment for items in the Price Schedule which are associated with any budgetary allowances, provisional sums and prime costs are dealt with in the same manner as payment for change events, i.e. Supplier's Cost plus the mark-up percentage for overheads and profit **as stated in the Contract Data**.

4. EXPENSES

- 4.1 When it is required for resources to travel or incur expenses for work included in this contract, any such expenses payable to the Supplier for reimbursement to the resource will not exceed the rates as specified in the latest published edition of reimbursable rates of the National Departments of Public Service and Administration (DPSA), Department of Transport (DOT) and Department of Public Works and Infrastructure (DPWI), subject to further conditions as follows:
 - 4.1.1 All air travel shall be in economy class on a scheduled airline.
 - 4.1.2 Hired vehicles may not exceed Group B (compact) unless it will be more economical for a group of resources to utilise a larger vehicle. This will be subject to prior written approval by the Purchaser in each instance.
 - 4.1.3 Accommodation cost may not exceed R1300 per person per night, inclusive of VAT until such time as a change during execution of the contract is effected and notified.
 - 4.1.4 When using own transport, the maximum claimable per-kilometre rate will be the prevailing DOT rate for vehicles up to 1600cc.
- 4.2 All other cost to the Supplier associated with performance of the service is included within the resource rates.

5. THE TOTAL FINANCIAL OFFER FOR THIS TENDER

- 5.1 The financial offer of this tender is the total price reflected in the Pricing Summary of the Price Schedule and, subsequently, in the Contract Form.

6. MATERIAL CONFLICT WITH CONDITIONS OF CONTRACT

- 6.1 PLEASE NOTE: If anything in this Price Schedule materially contradicts or is in conflict with any stipulation in the GCC and SCC as contained in this contract, the stipulation in the GCC and SCC shall prevail.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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Pricing schedule

SCHEDULE C1: Pricing Summary

TOTAL PRICE OFFER FOR THIS CONTRACT

The total price offer, EXCLUSIVE of VAT for all goods and services specified in the Price Schedule, is as follows:

Total Price carried from Price Schedule: R.....

Add VAT at 15% R.....

TOTAL PRICE OFFER : R.....

This total price offer is to be carried over to WCBD1: Bid Form on page 5 of this document.

PLEASE NOTE: The total price offer is based on illustrative quantities which are used for bid comparison and evaluation purposes only, and DOES NOT reflect the actual expenditure envisaged for this contract.

<p>AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE</p>

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT****Pricing schedule****SCHEDULE C2: Price Schedule**

The Price Schedule for this contract is relatively simple and only requires that the bidder tenders hourly rates for the resources as specified below, multiplying same with the illustrative number of hours and arriving at a comparative price for each resource role.

Pricing will be for year 1 only, as this contract makes provision for annual escalation of the hourly rates in accordance with the Consumer Price Index figures published by Statistics South Africa.

PRICING ITEM NO	ROLE	ICN NO	RATE (Hourly Rate (R/h) excl VAT)	QUANTITY (Illustrative hours)	PRICE (Rate x Quantity, excl VAT)
1	Senior Specialist Microsoft Engineer	81112011-0001	R	25 000	R
2	Senior Specialist Functional Support	81112011-0002	R	4 000	R
3	Specialist Functional Support	81112011-0002	R	15 000	R
4	Senior Functional Support	81112011-0002	R	15 000	R

PRICING ITEM NO	ROLE	ICN NO	RATE (Hourly Rate (R/h) excl VAT)	QUANTITY (Illustrative hours)	PRICE (Rate x Quantity, excl VAT)
5	Functional Support	81112011-0002	R	15 000	R
6	Senior Specialist Project Manager	81112011-0005	R	20 000	R
7	Senior Project Manager	81112011-0005	R	30 000	R
8	Project Manager	81112011-0005	R	20 000	R
9	Senior Project Coordinator	81112011-0006	R	15 000	R
10	Project Coordinator	81112011-0006	R	15 000	R
11	Project Administrator	81112011-0006	R	15 000	R
12	Project Assistant	81112011-0006	R	1 000	R
13	Software Testing & Quality Assurance Technician	81112011-0009	R	15 000	R
14	Senior Specialist Business Analyst	81112011-0011	R	35 000	R

PRICING ITEM NO	ROLE	ICN NO	RATE (Hourly Rate (R/h) excl VAT)	QUANTITY (Illustrative hours)	PRICE (Rate x Quantity, excl VAT)
15	Senior Business Analyst	81112011-0011	R	20 000	R
16	Business Analyst	81112011-0011	R	2 000	R
17	Senior Specialist Solution Architect	81112011-0015	R	8 000	R
18	Specialist Solution Architect	81112011-0015	R	1 000	R
19	Senior Solution Architect	81112011-0015	R	1 000	R
20	Solution Architect	81112011-0015	R	1 000	R
21	Enterprise Architecture Services	81112011-0017	R	2 000	R
22	Senior Specialist Analyst Developer	81112011-0018	R	40 000	R
23	Specialist Analyst Developer	81112011-0018	R	20 000	R
24	Senior Analyst Developer	81112011-0018	R	20 000	R

PRICING ITEM NO	ROLE	ICN NO	RATE (Hourly Rate (R/h) excl VAT)	QUANTITY (Illustrative hours)	PRICE (Rate x Quantity, excl VAT)
25	Analyst Developer	81112011-0018	R	1 000	R
26	Senior Specialist Data Scientist	81112011-0022	R	25 000	R
27	Specialist Data Scientist	81112011-0022	R	1 000	R
28	Senior Data Scientist	81112011-0022	R	1 000	R
29	Data Scientist	81112011-0022	R	1 000	R
30	Senior GIS Specialist	81112011-0023	R	1 000	R
31	GIS Specialist	81112011-0023	R	15 000	R
32	Information Security: Business Continuity Consultancy	81112011-0030	R	2 000	R
33	Business Solutions Implementation: Organisational Change Management	81112011-0040	R	2 000	R
34	Data Capturer	81112011-0041	R	1 000	R

PRICING ITEM NO	ROLE	ICN NO	RATE (Hourly Rate (R/h) excl VAT)	QUANTITY (Illustrative hours)	PRICE (Rate x Quantity, excl VAT)
35	System Administrator	81112011-0051	R	1 000	R
36	Senior Specialist Database Administrator	81112011-0058	R	3 000	R
37	Senior Database Administrator	81112011-0058	R	1 000	R
38	Database Administrator	81112011-0058	R	1 000	R
39	Architecture and Governance Services	81112011-0069	R	1 000	R
Total of the Prices (to be carried to Pricing Summary)					R

IMPORTANT: Please note the following:

1. Ensure that the fully priced Price Schedule is returned with your bid submission. Failure to do so will invalidate your tender.
2. Ensure that the pricing total in the Price Schedule is carried as appropriate to the Pricing Summary on page 78 of this document, and the total of the Prices from there to the Bid Form on page 5 of this document. Failure to do so will invalidate your tender.
3. Please check the SCC for the requirements pertaining to submission of the priced document, and ensure that you comply with the stipulations thereof. Failure to comply will invalidate your tender.
4. All information given in the Scope of Goods and Services must be taken into account for pricing. Unrealistic pricing in terms of the envisaged supply will render your tender high-risk, and therefore ineligible for award.
5. All items in the Price Schedule are to be priced EXCLUSIVE of VAT.
6. All items in the Price Schedule must be priced. Non-priced items may render your bid invalid – please see the Terms and Conditions for Bidding Clause 8 for details.

7. If the Prices in the Price Schedule are based on illustrative quantities of goods and services and not on pre-determined and known physical quantities at the time of tender, it means that the objective of the pricing structure is to obtain unit rates for the goods/services instead of final calculated Prices for the tender as a whole. Therefore, the total of the Prices in the Price Schedule and bid offer shall revert to "NIL, rates-only" upon award of this contract.

<p>AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE</p>

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

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WESTERN CAPE GOVERNMENT

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Scope of Goods and Services

Preamble to Scope of Goods and Services

Procurement methodology

The procurement of the ICT services identified for this contract is in essence open bidding, but the eligible service providers enabled to bid for this contract are limited to those listed under the SITA RFB1183/2022 transversal contract, in accordance with the prescribed engagement model. (A copy of the engagement model is included in the Appendix to this document as Annexure 1).

The RFB 1183/2022 procurement process is essential for several reasons.

- Firstly, it aims to appoint a panel of service providers to deliver IT services and skills for SITA and government departments over a five-year period, starting in 2022. This strategy ensures compliance with public sector procurement legislation and aims to cover all requirements comprehensively. Appointments under this transversal contract remain valid, in force and in operation for their specific duration, which may continue beyond the RFB1183/2022 validity date.
- Additionally, the process addresses the need for specialised services which most providers generally do not offer. By engaging new service providers, the procurement strategy ensures that all necessary services are available to support the government's IT infrastructure and operations.
- Furthermore, the strategy involves stakeholder consultations and market analysis to identify potential suppliers, ensuring that the procurement process is thorough and inclusive. This approach helps mitigate risks, such as retaining current resources and avoiding legal challenges from excluded providers. In this instance, ALL providers participating in RFB1183/2022 for the services listed in this contract will have the opportunity to submit a bid, with no exclusions.
- Overall, the RFB 1183/2022 process is designed to enhance the efficiency and effectiveness of IT service delivery, ensuring that the government has access to the necessary skills and services to support its operations and achieve its strategic objectives.

Material conflict with the GCC and SCC

PLEASE NOTE: If anything in the Scope of Goods and Services materially contradicts or is in conflict with any stipulation in the conditions of contract as contained in the GCC and SCC, the stipulation in the GCC and SCC shall prevail.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

1. Description of the Goods and Services

This service is being procured as a term contract, to enable continuity of the service over a time period. This ICT service can essentially be summarised as the provision of ICT related personnel/resources for the research, planning, design, development, implementation, maintenance and support of ICT projects over the stated contract term.

1.0 Overview and background

The Western Cape Mobility Department (WCMD) including its trading entity Government Motor Transport (GMT) plays a crucial role in ensuring efficient and sustainable transportation systems. As our cities and transportation networks become increasingly complex, the need for IT professionals within the department has never been more critical. Here are a few key reasons:

1.0.1 IT Governance:

- **Data Management and Analysis:** Modern transportation systems generate vast amounts of data. IT professionals are essential for managing, analysing, and leveraging this data to improve traffic flow, reduce congestion, and enhance public transportation services.
- **Smart Infrastructure:** The development and maintenance of smart infrastructure, such as intelligent traffic lights, automated toll systems, and real-time public transit updates, require advanced IT skills. These technologies help create more responsive and adaptive transportation networks.
- **Cybersecurity:** With the rise of connected vehicles and smart infrastructure, cybersecurity becomes a top priority. IT professionals ensure that these systems are protected against cyber threats, safeguarding both the infrastructure and the personal data of citizens.
- **Innovation and Development:** IT professionals drive innovation by developing new applications and technologies that improve mobility services. This includes everything from mobile apps for public transit to advanced algorithms for route optimization.
- **Sustainability Initiatives:** IT expertise is vital for implementing and managing sustainability initiatives, such as electric vehicle charging networks and bike-sharing programs. These initiatives are key to reducing the environmental impact of transportation.
- **User Experience:** Enhancing the user experience is a major focus for the WCMD and GMT. IT professionals work on creating user-friendly interfaces and systems that make it easier for citizens and personnel alike to navigate and utilize transportation services.

In summary, IT professionals are indispensable to the WCMD and GMT. Their expertise ensures that transportation systems are efficient, secure, innovative, and user-friendly, ultimately contributing to the overall quality of life in our communities and in the workplace.

1.0.2 Description of the current need and link to strategic outcomes

1.0.2.1 Strategic and Operational Management Support (SOMS) – ICT Initiative – WCMD IT Governance

- **Business Continuity Management System (BCMS)** emphasizes the importance of understanding the organization's needs and the necessity for establishing business continuity management policy and objectives, implementing and operating controls and measures for managing an organization's overall capability to manage disruptive incidents, monitoring and reviewing the performance and effectiveness

of the BCMS, and continual improvement based on objective measurement (ISO 22301; 2012).

- The WCMD needs to conduct a Business Impact Analysis (BIA) to develop the BIA Report. This report will be used to articulate the Business Continuity Plan and ICT Continuity Plan. The unit Systems and Technology will coordinate the process for the BIA Report and ICT Continuity Plan development and therefore require the procurement of professional services with the respective expertise and skills set to execute this deliverable.
- This project will form part of the mitigation strategy to address the WCMD ICT Risks namely Information Security, Continuity of ICT Systems, ICT Third Party Services, ICT Compliance, and Governance.
- A new requirement emanating from the Corporate Governance of ICT Policy Framework v2 is for Departments to merge the ICT 5-year Strategic Plan into the Departmental Strategic Plan. A Business Analyst is required to assist with aligning and reviewing of the Departmental strategy to the ICT initiatives for the 2025/26 – 2029/30 Strategic Planning process.
- By leveraging the expertise of external resources, the WCMD can ensure that DPSA CGICT v2 initiatives are not only compliant with regulatory requirements but also aligned with broader organizational goals and objectives. This approach fosters a culture of continuous improvement, enhancing the overall efficiency, transparency, and accountability of ICT governance.

1.0.2.2 Integrated Transport Hub (ITH) ICT Initiative

- The eNforce system is designed to enhance traffic law enforcement by providing a comprehensive tool that integrates advanced technology for real-time management and control of issued notices. It includes features like handheld devices linked to printers for issuing Section 56 or Section 44 notices, which can be printed in both offline and online modes. The system allows for the cancellation and reprinting of notices as needed and integrates with the Traffic contravention system to record notice information. Additionally, the eNforce system aims to improve officer mobility and efficiency through the integration of technologies like Zello, which enhances communication and coordination among officers. The system supports the Department's vision of zero fatalities and serious injuries on provincial roads by leveraging technology such as predictive analysis and in-vehicle systems to improve planning and coordination.
- The Common Logistics Engine (CLE) is designed to enhance decision-making processes and deliver essential information for the consumption of subsystems. It incorporates intelligent and scalable systems along with data solutions to improve the efficiency of transportation management, enforcement, and operational processes.
- The Public Transport Regulation System (PTRS) is designed to support the Western Cape Government's Public Transport Regulations. This transactional system is essential for issuing operating licenses. It focuses on two main areas: ongoing support and maintenance to ensure accessibility and operational efficiency, and development to enhance customer focus, process improvement, and legislative alignment. The PTRS aims to centralize data and streamline processes across departments, thereby improving the efficiency of application workflows. This strategic development aligns business and system processes, ultimately contributing to the overall goal of enhanced public transport regulation.
- The Freight system aims to enhance the efficiency and effectiveness of freight transportation management by improving decision-making processes through essential information and integrating intelligent, scalable systems and data solutions. It supports various aspects of transportation management, enforcement, and operational processes. Additionally, it plays a crucial role in the development, maintenance, and success of enforcement and freight technologies, systems, applications, and analytics within the Western Cape Mobility Framework. This includes initiatives like integrating cameras at weighbridges to capture vehicle data and alerts, aiding in monitoring and managing vehicle movement. The Road

Transport Management System (RTMS) is designed to enhance road safety, compliance, efficiency, environmental sustainability, and professionalism within the road transport industry. It also involves stakeholder consultations and market analysis to identify potential suppliers for the RTMS toolkit and ensure its accessibility to the industry.

- The Advanced Analytics Demand Management (AADM) aims to enhance decision-making and improve public transport initiatives and enforcement through detailed analytical reporting. This service seeks to uncover patterns and prescribe actions to achieve desired outcomes, such as reducing road fatalities and optimizing deployment strategies. The key objective was to develop an end-to-end machine learning solution to predict traffic accidents by location and time, considering factors like occupant type (pedestrian or vehicle) and the severity of the accident (fatal or non-fatal). This predictive model uses historical data to create a minimum viable solution, which is then constantly enriched with additional data to identify causal factors.

1.0.2.3 Government Motor Transport (GMT) ICT Initiative

Government Motor Transport relies on key systems as crucial components of its fleet management capabilities. These systems underpin fleet and support operations, as well as financial management and reporting, which enables GMT to provide valuable services to government departments. GMT is focused on ensuring that the evolution of these key systems takes effectiveness, efficiency, value and future proofing into account. The solution architecture of which is based on a multiple cloud strategy encapsulating a composable architecture approach. It is important to note that there are further significant initiatives in the pipeline which are undergoing due diligence.

Key aspects of the GMT systems include:

- **Fleet Management:** The system supports the monitoring, optimisation, operations and management of the GMT fleet. This includes acquisition, maintenance, repairs, losses, all the way to disposal, as well multiple secure integrations to internal and external systems.
- **Fleet Finance:** The system ensures that all functions related to the financing of all GMT activities, including budgets, acquisition, payments, billing, time and expense management and financial reporting are performed in accordance with the GRAP standards required for a government entity.
- **Intelligent Transport System:** The system enables fleet logistics management through the monitoring and analysis of data retrieved from the in-vehicle technology components. This includes a key sub-system that manages the prevention and containment of fuel fraud. Another key sub-system is the traffic infringement management capability, which relies on secure integration with the Road Traffic Infringement Agency (RTIA) and enables the effective redirection of fines to the drivers in the relevant government departments.
- **Enterprise Document Management:** All GMT Systems have extended integrated into the Enterprise document management system, which is the official repository for all GMT documentation pertaining to acquisitions, losses, disposal, vehicle registration documentation, financial information, policies, processes, procedures, statutory reports, service level agreements, as well as other key documents.
- **Client Facing Systems:** These systems include initiatives such as the Client Portal which allows all clients secure access to valuable operational and financial information pertaining to the fleet that they lease from GMT. It will include digital apps for drivers and transport officers, which will ensure accessibility to pertinent vehicle, as well as GMT information and services.

These systems and initiatives are key in the enablement of efficient, effective and valuable fleet services to government departments within South Africa.

1.0.2.4 Traffic Administration and Licensing System (TALS)

The Transport Administration and Licensing system is a crucial component of the Western Cape Government's efforts to manage and regulate transportation effectively. This system encompasses various functions and initiatives aimed at enhancing the efficiency, safety, and compliance of transport operations within the region.

Key aspects of the Transport Administration and Licensing system include:

- **Provincial Land Transport Policy and Strategy:** The system supports the formulation and implementation of provincial land transport policies and strategies. This involves planning, coordination, and facilitation of land transport functions, as well as collaboration between municipalities and liaison with other government departments.
- **Registration and Licensing of Motor Vehicles:** The system ensures that all functions related to the registration and licensing of motor vehicles, driver fitness testing, and vehicle fitness testing are performed in accordance with the National Road Traffic Act, 1996 (Act No. 93 of 1996) (NRTA).
- **Road Safety Promotion:** The system promotes road safety through the powers and functions of the Minister and Director General as outlined in the Road Safety Act, 1972 (Act No. 9 of 1972) and the Road Traffic Act, 1989 (Act No. 29 of 1989).
- **Road Traffic Management Corporation:** The system provides for cooperative and coordinated strategic planning, regulation, facilitation, and law enforcement in respect of road traffic matters by the national, provincial, and local spheres of government. It also regulates the contracting out of road traffic services and the phasing in of private investment in road traffic.
- **Enforcement Technologies and Systems:** The system includes initiatives such as integrating cameras at weighbridges to capture vehicle data and alerts, which helps in monitoring and managing vehicle movement.
- **Stakeholder Consultations and Market Analysis:** The system involves stakeholder consultations and market analysis to identify potential suppliers for various transport-related technologies and systems, ensuring their accessibility and effectiveness.

All the above initiatives and functions collectively contribute to the overall goal of enhancing the efficiency, safety, and compliance of transport operations within the Western Cape.

1.1 List of ICT Services for RFB1183/2022

The following is a list of services available under RFB1183/2022 under each respective service code with accompanying cryptic description:

ICN. No	Description
ICT Management Services	
81112011-0001	ICT Management - Technical Management
81112011-0002	ICT Management - Functional Support Management
81112011-0003	ICT Management - Contract Management
81112011-0004	ICT Management - Program Management
81112011-0005	ICT Management - Project Management
81112011-0006	ICT Management - Project Administration Support
81112011-0007	ICT Management - ICT Governance and Compliance
81112011-0008	ICT Management - Document Configuration
81112011-0009	ICT Management - Quality Management
Business Planning and Development	
81112011-0010	Business Planning and Development - ICT Strategic Consulting
81112011-0011	Business Planning and Development - Business Analysis
81112011-0012	Business Planning and Development - Business Process Architecture
81112011-0013	Business Planning and Development - Information Systems Architecture
81112011-0014	Business Planning and Development - Information Architecture
81112011-0015	Business Planning and Development - Information Technology Architecture
81112011-0016	Business Planning and Development - Business Modelling
81112011-0017	Business Planning and Development - Enterprise Architecture
Business Solutions Delivery Services	
81112011-0018	Business Solutions Delivery - System Analysis and Design
81112011-0019	Business Solutions Delivery - Business Solution Development
81112011-0020	Business Solutions Delivery - Business Solution Certification/Accreditation
81112011-0021	Business Solutions Delivery - Business Solution Maintenance
81112011-0022	Business Solutions Delivery - Specialised - Business Intelligence
81112011-0023	Business Solutions Delivery - Specialised - Geographic Information Management
81112011-0024	Business Solutions Delivery - Specialised - Document and Image Management
81112011-0025	Business Solutions Delivery - Specialised - Knowledge Management
81112011-0026	Business Solutions Delivery - Application Configuration Management
81112011-0027	Business Solutions Delivery - Service Delivery (SLA) Management
81112011-0028	Business Solutions Delivery - Capacity Planning and Availability Management
Information Security Services	
81112011-0029	Information Security - Security Architecture
81112011-0030	Information Security - Business Continuity Consultancy
81112011-0031	Information Security - Policy Development and Implementation
81112011-0032	Information Security - Specialised - Access Control
81112011-0033	Information Security - Specialised - Identity Management
81112011-0034	Information Security - Specialised - Physical and Environmental Security

ICN. No	Description
81112011-0035	Information Security - Specialised - Communication and Operations Security
81112011-0036	Information Security - Specialised - Application Security
Business Solution Implementation Services	
81112011-0038	Business Solution Implementation - Application / ICT/COTS Training
81112011-0039	Business Solution Implementation - Training Development and Accreditation
81112011-0040	Business Solution Implementation - Organisational Change Management
81112011-0041	Business Solution Implementation - Data Management
81112011-0042	Functional Application Support/COTS/ICT Services
81112011-0043	Business Solution implementation - ICT Infrastructure Acquisition Management
81112011-0044	Business Solution Implementation - Operational Procedure Development
Applications Development Service	
81112011-0045	Applications Development Services – Analysis Services
81112011-0046	Applications Development Services – AI, IoT, DevOps and Integration Provisioning Services
ICT Services Support Management	
81112011-0047	ICT Services Support Management - Service Management Centre
81112011-0048	ICT Services Support Management - Service Level Management
81112011-0049	ICT Services Support Management - Problem Management
81112011-0050	ICT Services Support Management - Incident Management
81112011-0051	ICT Services Support Management - ICT Configuration Management
81112011-0052	ICT Services Support Management - Performance and Capacity Management
81112011-0053	ICT Services Support Management - Change and Release Management
Data Centre Services	
81112011-0054	Data Centre - Data Centre Architecture Planning and Design
81112011-0055	Data Centre - Disaster Recovery and Business Continuity
81112011-0056	Data Centre – Printing
81112011-0057	Data Centre - Software Support and Maintenance
81112011-0058	Data Centre - Database Support and Maintenance
81112011-0059	Data Centre - Data Centre Operations
Communication Network	
81112011-0060	Communication Network - WAN/VPN Planning and Design
81112011-0061	Communication Network - WAN/VPN Development and Implementation
81112011-0062	Communication Network - WAN/VPN Maintenance
81112011-0063	Communication Network - Network Monitoring and Management
81112011-0064	Communication Network - Internet/Intranet Hosting
81112011-0065	Communication Network – Telecommunication
LAN and Desktop	
81112011-0066	LAN and Desktop - LAN Planning and Design
81112011-0067	LAN and Desktop - LAN Support
81112011-0068	LAN and Desktop - LAN and Desktop Support
Planning and Organisation	

ICN. No	Description
81112011-0069	Architecture and Governance Services
81112011-0070	Functional Application Support Services

1.1.1 Definitions

1.1.1.1 ICT Management Services

The ICT Management Services portfolio consists of services traditionally related to the technical or functional government of an ICT domain, but specific reference to the human effort related to such management or administrative activities.

1.1.1.2 ICT Management: Technical Management Services: ICN no. 81112011-0001

Technical Management Services will typically be used for the management or supervising of application development, application maintenance, or any technical domain within the ICT environment. The service will typically be called for when one or more technical expertise is required with specific technical experience or proficiencies, as independent resources in an advisory or specific execution role. Any skill combinations may be called for in terms of these services, but services will typically relate to technical management, inclusive of project and program management.

1.1.1.3 Functional Support Management Services: ICN no. 81112011-0002

Functional Application Support Services relates to the management or supervising of teams and individual responsible to functionally support of business solutions, applications or specific software products. Functional support can range from the effective utilization of such product, training, data capturing, up the physical operation of such products. The service will typically be called for when one or more managers are required with background in functional support services, as independent resources in an advisory or specific execution role.

1.1.1.4 Contract Management Services: ICN no. 81112011-0003

Often within technical environments dedicated staff is assigned to Contract Management Services. This service will normally relate to the management of supplier/Client contracts and related service level agreement (SLAs) or even internal operational level agreements (OLAs). Experience that will be called in terms of this service will relate to the compilation of such contracts, SLAs and OLAs, definition of service metrics and/or the monitoring of performance indicators.

1.1.1.5 Program Management Services: ICN no. 81112011-0004

Program management services are the centralised coordinated management of a programme to achieve the programme's strategic benefits and objectives. In addition, it allows for the application of several broad management themes to help ensure the successful accomplishment of the programme. These themes are benefits management, stakeholder management, and program governance. Program management focuses on achieving the benefits aligned with the portfolio and, subsequently, organisational objectives.

Management of multiple projects by means of a programme allows for optimised or integrated cost, schedules, or effort, integrated or dependent deliverables across the programme, delivery of incremental benefits, and optimisation of staffing in the context of the overall programme's needs. Programme management focuses on these projects interdependencies and determines the optimal pacing for the programme. This enables appropriate planning, scheduling, executing, monitoring, and controlling of the projects within the programme.

1.1.1.6 Project Management Services: ICN no. 81112011-0005

Project Management Services can consist of the services of project managers to oversee ICT projects or specific portions thereof. Project Management is the application of knowledge, skills, tools and techniques to project activities to meet the predefined project requirements according to the organisational standards. The Project Management service entails the

planning, organizing, securing, managing, leading, and controlling resources to achieve specific goals. The primary challenge of project management is to achieve all of the project goals and objectives while honouring the preconceived constraints. The primary constraints are scope, time, quality and budget.

The services may call for certified staff but may also include any other skill sets related to the execution of projects in assistance, coordinating or advisory perspective, to cover the full spectrum of related services or any independent portions thereof. Skills set in this service group may include project management toolset experts or project management methodology experts to assist with defining, auditing or improving project management tools, standards and processes.

1.1.1.7 Project Administration Support Services: ICN no.81112011-0006

Project Support Services may consist of any support service that is used in executing of ICT projects where such capability is required in a full time or part time capacity to ensure the successful execution of the project. Project Support entails general project office coordination support to the Project Manager and or Programme Manager in order to ensure smooth running of project. To track and report project status, administer schedule, administer meetings, administer Project Office and resolve administrative issues that arise during project execution in order to ensure that coordinating and reporting is streamlined. It also includes maintenance of project documentation in order to ensure proper and accurate quality management and baseline change controls through consistent and accurate configuration processes.

1.1.1.8 ICT Governance and Compliance Services: ICN no.81112011-0007

The delivery and execution of ICT related services are subject to standards and policies and other regulatory frameworks to ensure its successful completion, interoperability, acceptance and/or certification. Skills sets required in this regard may be any specialist of any ICT discipline, proficient in one or more of the following governance principles in an advisory or execution role:

- Statutory Frameworks e.g. Act's, Regulations, Prescripts
- Policies Frameworks e.g. Security Policy, MISS, Open Standards Policy;
- Governance Frameworks e.g. COBIT, PMBOK;
- Best Practice Implementations e.g. ITIL; and
- Accreditation /Certification e.g. SAQA, PMI, ISO.

1.1.1.9 Document Configuration Services: ICN no.81112011-0008

Configuration services would normally, in basic form, consist of managing documents and other ICT deliverables, where effective version control and traceability of such items are of vital importance. This is not to be confused with Asset Configuration or Software Configuration. These services may consist of the following:

- document management in electronic or manual format;
- document configuration management i.e. adhering layout or methodology, standards and version control;
- language editing; and
- document production, reproduction and distribution.

1.1.1.10 Quality Management Services: ICN no.81112011-0009

Quality Management Services are normally associated with the certification of any ICT business (or portion thereof) in terms of ICT industry best practices, e.g. ISO certification, ITIL certification and PMBOK certification. Besides the initial certification, this service is normally also associated with the auditing of the consistent execution of ICT processes within such certified frameworks with the explicit intension to remain compliant and to constantly improve on such services. Quality Management services can also be applied from a good practice perspective, without the requirement for formal certification.

1.1.2 Business Planning and Development

The Business Planning and Development portfolio consists of services and skills sets related to the analysis and modelling of business processes, services and information entities, to form part of enterprise, departmental or business process specific architectures to define the ICT operational requirements. The methodologies that need to be applied and the skill sets combinations will be defined in the respective task directives.

1.1.2.1 ICT Strategic Consulting: ICN no.81112011-0010

ICT Strategic Consulting normally consists of advice and consultation on both short- and long-term business objectives of an organisation, identifying how Information and Communication Technologies (ICT) can help resolve immediate needs, while helping the organisation achieve its long-term goals and improve its long-term performance.

Tasked with the development of a strategic ICT plan, such a plan would contain key ICT objectives tied to the organisation's business strategy, and a detailed plan of action required to achieve those objectives.

- A typical strategic consulting process includes the following stages:
- strategic business analysis, identifying business structure and key business processes (what the system is and what the system does);
- system architecture design, determining key components of a new system and principles of their collaboration;
- system implementation plan, defining a set of major projects to be completed, with timeframes; and
- execution of the system implementation plan, executing the projects and ensuring achievement of organisational objectives.
- ICT strategic consulting may:
- use formal frameworks or methodologies to identify problems or suggest more effective or efficient ways of performing business tasks; and
- involve the identification and cross-fertilization of best practices, analytical techniques, change management and coaching skills, technology implementations, strategy development or even the simple advantage of an outsider's perspective.

ICT Strategic Consulting Services identifies and quantifies business value through improvement in business and operational efficiencies and helps transform business by creating new business opportunities through ICT.

1.1.2.2 Business Analysis Services: ICN no.81112011-00011

Business Analysis Services would normally be used to analyse business needs, to help identify business problems and propose solutions, using the discipline of business analysis.

Traditionally Business Analysts would develop functional design specifications and are usually involved in improving business processes. They assess the impact of change on business areas and can review and redesign business processes. The Business Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers.

Key profile/skills requirements include:

- Business Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis;
- Business Analysts provides expertise in the modelling of business processes; conduct as-is/to-be business processes, is instrumental in the business process re-engineering (BPR) and involved in the change management exercise;
- IT capabilities, understanding of what systems can and cannot do;
- feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs;

- skills required to successfully execute the business analysis process include:
- communication skills;
- understanding a variety of technologies and platforms (Client/server and mainframe);
- entity-relationship diagrams and relational database concepts;
- object-oriented technologies (Rational Rose, object-oriented analysis, object-oriented design, object-oriented programming); and
- the SDLC;
- techniques that a Business Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and
- the Business Analyst needs to have the ability to assemble, analyze and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.

1.1.2.3 Business Process Architecture Services: ICN no.81112011-00012

Business Process Architecture typically is a process architecture in a written or diagrammatic summary of the value chains and business processes supported by a given organisation.

A good process architecture shows how value chains and business processes are related to each other and to the strategic goals of the organisation.

It establishes processes that links business strategy to Information Technology systems development to ensure business value. It combines process/workflow, functional, organisational and data/resource views with underlying metrics such as costs, cycle times and responsibilities to provide a foundation for analysing value chains, activity-based costs, bottlenecks, critical paths and inefficiencies.

Business Architecture is the expression of the enterprise's key business strategies and their impact on business functions and processes. Business Architecture aims to:

- define the business events, owners and stakeholders of each business process, as well as the interconnection of the processes, both internal and external;
- consists of current and future state models of business functions, processes and information value chains;
- documents the organisation's mission, objectives, and goals;
- documents the business function's structure, core business procedures, processes and activities; and
- uses functional decomposition diagrams, capabilities and organisational models.

1.1.2.4 Information System Architecture: ICN no.81112011-0013

This Information Systems Architecture Service will provide for compiling a coherent vision of an organisation's current and target information provision. The information systems architecture will typically make explicit, all the elements of the information provisioning systems and their mutual relationships, their relationships with the business architecture and the ICT-architecture, and the reasons for these ties. The resultant architecture will make recommendations in relation to information functions and structures. These choices are documented in the form of principles, standards and models.

1.1.2.5 Architecture Services: ICN no.81112011-0014

Information Architecture (IA) refers to data modelling and the analysis and design of the information within the system, concentrating on entities and their interdependencies. IA models the information requirements of an organisation, driven by the Business Architecture, for the total enterprise and per subject area, independent of organisation and technology.

The Information Architect is responsible to perform the necessary analysis and design tasks related to developing an enterprise information architecture aligned with a set of technology competencies. Information Architect is responsible for defining the EIA process and leads the effective integration of this process with other related business and processes.

IA is expressed as a high-level map or information value chain, relating the specific business

functions to information needs by describing the key artefacts of business events. IA provides logical models of the business's entities (the categories of relevant and related people or things about which the organisation needs to retain information and elements) and the elements (the smallest artefact of data that the business deals with). IA models the key information flow between business events and between business processes, both internal and external (including conceptual schemas, process flow diagrams, information flow diagrams, association matrices of current and future enterprise information requirements). IA guides the applications development and facilitates integration and sharing of data.

1.1.2.6 Information Technology / Architecture Services: ICN no.81112011-0015

ICT Architecture Services refers to the performance of the analysis and design tasks related to the development of technology architectures that is aligned with Client requirements according to the accepted Process Information Technology Architecture models and guides the infrastructure component of the enterprise's ICT deployment.

It provides the framework and an underlying set of rules and descriptions that govern how complimentary components can together provide an infrastructure base upon which applications can be built, ported and integrated in order to support the business processes of the enterprise. The infrastructure component architectures include the architectures for the computing platform, the network, infrastructure software, middleware and database architecture.

1.1.2.7 Business Modelling Services: ICN no.81112011-0016

This service will consist of modelling the Client's business as defined by its key strategies, stakeholders, mission, functions, processes and organisational structures both for current and future state on a project/initiative. Modelling the hierarchical analysis of the key functions, sub-functions, and associated information required in support of the organisation's major activities that provides a framework for developing the information architecture and establishing the information systems development plan.

Business Process Modelling is the process that links business strategy to ICT systems development to ensure business value. It combines process/workflow, functional, organisational and data/resource views with underlying metrics such as costs, cycle times and responsibilities to provide a foundation for analysing value chains, activity-based costs, bottlenecks, critical paths and inefficiencies.

This service caters for the capturing of business models only, to formalise other analysis service and/or the actual gathering of the information. Departmental modelling standards must be adhered to.

1.1.2.8 Enterprise Architecture Services: ICN no.81112011-0017

EA Services is the practice of applying a comprehensive and rigorous method for describing a current and future structure and behaviour for an organisation's processes, information systems, personnel and organisational subunits, so that they align with the organisation's core goals and strategic direction. It relates broadly to the practice of business optimisation in that it addresses business architecture, performance management, organisational structure and process architecture as well.

In terms of information systems, the EA is a strategic information asset base that defines the overall structure of the business, the information and technologies necessary to support the business, and the transitional processes (i.e. migration plans and configuration management) necessary for implementing new technologies in response to changing business needs. It provides a framework and foundation upon which an organisation can use ICT to address business objectives and gain competitive advantage.

Practice of EA involves developing an architecture framework to model and describe the following:

- the "as-is" (current state);
- the "to-be" (desired future state); and
- the "migration plans" to guide the enterprise from the current state so the desired future state.

1.1.3 Business Solution Delivery Services

The business solution delivery will encompass all disciplines within the solution development/delivery lifecycle, from design to implementation phases. The service can consist of any one or more or all of the services as listed, but related to the business solution delivery.

1.1.3.1 System Analysis and Design Services: ICN no.81112011-0018

The System Analysis and Design Services will encompass those skill sets associated with the formulation of functional and/or technical design specifications for ICT solutions. Such specifications will normally be done within the user requirement specifications and in compliance to the Information Technology; information and business architectures defined for the solution.

1.1.3.2 Business Solution Development Services: ICN no.81112011-0019

Business Solution Development is defined as the physical development, customisation, integration or packaging of an ICT solution, using a predefined technical architecture framework and performed within the application development toolsets and standards.

Skill sets required for this group will vary based on the methodology applied for the solution development and the specific technology applied.

1.1.3.3 Business Solution Certification / Accreditation Services: ICN no.81112011-0020

Certain business or ICT solutions require certification in terms of compliance to applicable standards, norms or practises, or may require accreditation by specific external bodies, committees, etc., before such solutions can be operationalised. The service may require the involvement of a number of specialists, specialising of specific component of the solution or the support practise in a whole, but mainly focused on the technical correctness of the solution, rather than the educational/business value thereof.

1.1.3.4 Business Solution Maintenance Services: ICN no.81112011-0021

Following the successful deployment of the business solutions, such solution needs to be maintained in the production state. Maintenance activities can range from software corrective, perfective or adaptive maintenance, data maintenance, database maintenance, user maintenance, utilisation monitoring etc.

Skills sets in this group will vary, based on the nature of the maintenance required and can call for a permanent capacity or *ad hoc* involvement based on the policies of the Clients.

Specialised Business Solution

In the area of specialised business solutions, the focus is in obtaining resources with specific expertise, experience or capabilities, rather than with a focus on a specific skill set. The list of specialised business solutions can be very extensive as the specific functional domain knowledge is combined with the technical disciplines. The following services are therefore a generic approach to current commonly used areas of expertise but the exact expertise required would be defined when the task directives are issued.

1.1.3.5 Specialised Business Intelligence Services: ICN no.81112011-0022

This service will consist of people specialising in the analysis of business information and/or specialising in the packaging of such business information to realise the business value thereof. Expertise can range from data warehousing, statistical analysis, to mere information valuation based on operation business knowledge. This skills group will focus on the presentation of the business information on knowledge level and to group such intelligence based on the business value and business impact.

1.1.3.6 Specialised: Geographic Information Management Services: ICN no.81112011-0023

The Geographic Information Management Services have been available for a number of years, especially with Government departments being dependent on the information for their operational existence. The wider availability and commercialisation of spatial data and the recent establishment of governing bodies for information sources and standards within Government, has exponentially increased the availability of GIS data sets and assets. With the availability the demand for such resources has increased considerably, and with it the requirement for skilled resources specialising in the acquisition, decomposition and analysis of spatial data into usable layers of information.

1.1.3.7 Specialised: Document and Image Management Services: ICN no.81112011-0024

Enterprise Content Management (ECM) has become an integral part of the management of business units and departments, in support of business operations, to enable interfacing with external stakeholders and to ensure compliance to appropriate legislation.

The acquisition of information sources into digital mediums and the indexing of such information for reference purpose has become a specialised field. The service will range from the initial consultancy on ECM strategy to the development thereof within a file plan inclusive of back-scanning with a managed workflow defined.

1.1.3.8 Specialised: Knowledge Management Services: ICN no.81112011-0025

The basic information management requirements of most departments have grown to a level where information needs to be converted into knowledge databases. Fueled by staff turnover and as source of business process improvement initiatives, Knowledge Management Services has become a much-specialised field. Services can range from analysing information, repacking it, to publishing it in a meaningful structured manner.

1.1.3.9 Application Configuration Management Services: ICN no.81112011-0026

Application Configuration Management Services centre on the version control of application software in the development, test and production domains. Although increasingly managed by embedded functional offered by most IDE, the actual release management and versioning control in most application/business solution environments remains a challenge, especially for legacy systems.

1.1.3.10 Service Delivery (SLA) Management Services: ICN no.81112011-0028

After the initial development and implementation of business applications, an ongoing cycle of corrective and improvement initiatives are launched to ensure that such business applications stay in step with actual business changes. Whereas Service Support Management focuses on the operational reaction times to requests, the Service Delivery (SLA) Management focuses in the committed service levels define to ensure that application change requests are dealt with in the contracted manner by the technical teams.

1.1.3.11 Capacity Planning and Availability Management Services: ICN no.81112011-0029

From a business application perspective, regular interventions are required to ensure that sufficient processing and storage capacity is acquired to ensure the operational availability of business solutions. Capacity planning will involve estimating data growth in relation to transaction volumes in a three to five-year framework.

1.1.4 Information Security Services

1.1.4.1 Security Architecture Services: ICN no.81112011-0029

Security Architecture Services focus of the definition of technical and information security controls within an architecture that will ensure the protection of such information source against illegal intrusion by unauthorised users. Spanning the application, processing and communication domains, security architecture will define the required policies standard and procedures that need to be followed within a set technology framework.

1.1.4.2 Business Continuity Consultancy Services: ICN no.81112011-0030

This service will encapsulate the following activities to define and implement a comprehensive Business Continuity plan that will include:

- Impact Analysis due to ICT system unavailability and the definition of remedial actions;
- development of DRP;
- maintenance documentation of the DRP plans; and
- testing of the DRP plans from a business perspective.

1.1.4.3 Policy Development and Implementation Services: ICN no.81112011-0031

Guided by the applicable Information Security legislation and the MISS, departments are responsible to define and implement their own security policies.

This Policy Development and Implementation Services will cater for the consultancy services in terms of the definition of the policies and the initial implementation thereof.

Policies shall be defined within the ISS architecture that will govern the planning and acquisition phases of the systems life cycle, as well as during the change management in the operational phase. The ISS architecture shall specify and verify the framework of technical security mechanisms that is used to implement the security policies throughout all phases of the development life cycle. The documented information security architecture shall specify a set of security mechanisms and supporting standards that can be implemented by system developers. Though the security architecture can address security requirements for individual systems, the objective is to identify generic security requirements across departments and to design generic security mechanisms that can be utilised in a wide range of systems.

- ISS policy awareness sessions should be conducted to ensure that all business managers understand the key elements of information security, why it is needed and their personal responsibilities in information security.
- ISS policy monitoring controls should be established to oversee the implementation and the compliance to the policy.

Specialised Security Services

Within the Information Security domain certain areas of expertise exist that may function independently or is monitored independently, depending on the already implemented policy and standards implemented in a domain.

1.1.4.4 Specialised: Access Control Services: ICN no.81112011-0032

This service will cater for the analysis and implementation of ICT based access control solutions, including local and remote access to business solutions.

Activities within this service would typically include:

- definition and monitoring of operating system access control setting and procedures;
- application specific access controls and procedures;
- user specific access controls and procedures, including user administration (registration, passwords and deregistering);
- business process access controls and procedures (segregation of duties);
- services access controls and procedures; and
- data level access controls and procedures.

1.1.4.5 Specialised: Identity Management Services: ICN no.81112011-0033

The service of Identity Management revolves around the unique identification and repetitive confirmation of user identification within business process controls.

This service will include the research, development and maintenance (assurance) of identity management mechanisms to ensure that personal identification can be confirmed.

This area of expertise would typically focus on:

- single sign-on environments for business applications;
- biometrics identification of application users (hardware and related software);
- user authentication based on biometric identification;
- business process specific authentication requirements (e.g. Biometric confirmation for cancellation of sensitive business events);
- assessment and reporting on illicit user representation/events; and
- Public Key Identification and certification.

1.1.4.6 Specialised: Physical and Environmental Security Services: ICN no.81112011-0034

Physical and environmental security addressed the access to data centres and other premises where business information or ICT systems are operated.

Typical activities related to this service may be to:

- perform the risk analysis on current security controls;
- assess vulnerabilities and quality assurance processes;
- perform health checks on implemented policies and controls;
- provide risk assessment governance support (procedures and standards); and
- perform regular risk analysis reports functions.

1.1.4.7 Specialised: Communication and Operations Security Services: ICN no.81112011-0035

This service will focus on security related to the communication network and within the operations domain. Responsibilities may include the following:

- install and manage anti-virus products based on departmental standards. Interfaces with the SITA GCCN may require adherence to some additional SITA standards;
- install and manage web filtering products;
- install and manage mail filtering products;
- install and manage Public Key Infrastructure; and
- develop and manage processes, procedures and policies.

1.1.4.8 Specialised: Application Security Services: ICN no.81112011-0036

This service will include the defining and implementing application specific security controls. Application security may vary based on business requirements ranging from classification of systems and information, to technology specific constraints/enablers.

Application Security Services will focus on the establishment of procedures and standards per technological domain and may oversee the consistence of implementation of such controls.

1.1.4.9 Business Solution Compliancy Services: ICN no.81112011-0037

The Business Solution Compliance Service will focus on the compliancy of business solutions (hardware, software and combinations thereof) to the departmental security policies and standards. Activities may include the following:

- install Intrusion Detection/Prevention Systems or devices;
- conduct investigations for compliance;
- continuously monitor security compliance;
- conduct network audits;
- conduct network and/or application penetration tests;
- install and maintain public domains on security networks;
- presents specialist security training to developers and users;
- research and evaluation of security products; and
- network/computer security incident response and incident management

1.1.5 Business Solution Implementation Services

1.1.5.1 Application / ICT / COTS Training: ICN no.81112011-0038

Application, ICT and COTS training in broader terms has evolved with the emerging of new technologies and methodologies.

Whilst concepts like e-learning are increasing in popularity, with continued training where end users may be familiar with the basic business application solutions, new business solutions

that impact business process, may be better served with conventional classroom training.

This group will cater for all training interventions in terms of the actual training of end users, which may range from basic computer literacy training, commercial software training or customised/developed business application.

1.1.5.2 Training Development and Accreditation: ICN no.81112011-0039

The specialist area of training development has evolved to improve on the success rate of training interventions. With various speciality areas in developing training material, preparing training methodologies and continually improving techniques, certain standards have been set for the training industry. In order to receive recognition on the credibility of training presented of training material used, formal accreditation by SAQA is required on training courses and material used at formal training sessions. Formal NQF ratings will be given to accredited training interventions.

The correct preparation of system values during the staging phase of deployments often determines the accuracy of business rules applicable to the applications. The conversion of historic data and the migration of existing data sources are often underestimated, leading to invalid baseline for trend analysis or other information required during operations or decision-making processes.

1.1.5.3 Organisational Change Management Services: ICT no.81112011-0040

This service focuses on the organisational changes required in preparing for the deployment of new business solutions. Ranging from the basic awareness campaigns and marketing of solutions, change agents are often required to also assist in influencing cultures and perceptions in the organisation. The traditional job security concerns and resistance to change has proven to prolong the deployment periods for applications, if not managed properly.

Skills sets required to manage change will differ per deployment, per user community and per complexity basis of the business application.

1.1.5.4 Data Management Services: ICT no.81112011-0041

This service focuses on the management of data during the implementation of a new solution. In the instance where there is data from a previous solution to be moved to a replacing solution, it is important to be able to draw up Data Management and Data Migration strategies, Data Migration and Management plans, and to execute the migration of data between old and a new solution. Skills sets required to manage change will differ per deployment and per complexity of the business application.

1.1.5.5 Functional Application Support/COST/ICT Services: ICT no.81112011-0042

Application, ICT and COTS configuration and implementation in broader terms has evolved with the emerging of new technologies and methodologies. Various technologies/services exist that satisfies a high degree of business requirements.

The type of functions performed to implement a COTS type of solution are: Procurement:

- Analysis:
 - Requirement gathering
 - Solution specification
 - Business case development
 - Tender specification development
 - Contracting
- Functional activities:
 - Planning
 - Analysis
 - Design
 - Customisation and configuration

- Infrastructure design
- Implementation planning
- Implementation
- Rollout
- Support and maintain

The types of skills required for implementing COTS type of solutions are:

- Business Analysts to analyse, specific the requirements, and business process mapping
- COTS Architects to architect the solution, security, and infrastructure
- Systems Analysts design the solution and technical specifications
- COTS configuration consultants
- COTS software developers to customise the product
- COTS infrastructure configuration consultants to install and configure the software
- Testers
- Change Management consultants

Skills required to successfully execute the COTS implementation process include:

- Communication skills
- Understanding a variety of technologies and platforms (client/server and mainframe)
- Understand the SDLC of the COTS implementation methodology
- Understand the release management process

1.1.5.6 ICT Infrastructure Acquisition Management: ICN no.81112011-0043

Planning for the deployment of any business application always coincides with a reassessment of the technical capacity of the ICT infrastructure required, especially in terms of network bandwidth and end-user equipment. Although this is a formal deliverable of most development methodologies, executing such a planned acquisition will require a dedicated capacity for a period in time.

1.1.5.7 Operation Procedure Development: ICN no.81112011-0044

During the transition phase of any new business application, operational procedures need to be developed and often integrated in terms of on-line help functions as part of the software solutions. Operational procedures also need to be constantly updated as the systems evolve and business benefits materialise in terms of business process improvements.

1.1.6 Application Development Service

1.1.6.1 Analysis Services: ICN no.81112011-0045

Analysis Services analyse business and data needs, to help identify business and data problems and propose solutions, using the discipline of business and data analysis.

1.1.6.2 Analysis Services: ICN no.81112011-0045

Business Analyst develop functional specifications, logical design products and are usually involved in improving business functions. They assess the impact of change on business areas and can review and redesign business processes. The Business Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers.

Key profile/skills requirements include:

- Business Analysts defines the data problem that provides the required context for the work that must be completed;
- Business Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis;
- Business Analysts provides expertise in the modeling of business processes; conduct as-is/to-be business processes, is instrumental in the business process re-engineering (BPR) and involved in the change management exercise;
- IT capabilities, understanding of what systems can and cannot do;
- feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs;
- skills required to successfully execute the business analysis process include
 - i. communication skills;
 - ii. understanding a variety of technologies and platforms (Client/server and mainframe);
 - iii. entity-relationship diagrams and relational database concepts;
 - iv. object-oriented technologies (Rational Rose, object-oriented analysis, object-oriented design, object-oriented programming); and
 - v. the SDLC;
- techniques that a Business Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and
- the Business Analyst needs to have the ability to assemble, analyse and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.

1.1.6.3 Data Analyst: ICN no.81112011-0045

The Data Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers.

Key profile/skills requirements include:

- Data Analysts defines the data problem that provides the required context for the work that must be completed;
- Data Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis;
- Data Analysts provides expertise in the modeling of data, systems validation rules, data flows, report design, content for websites, data access control, and systems integration;
- IT capabilities, understanding of what systems can and cannot do;
- feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs;
- skills required to successfully execute the data analysis process include
 - i. communication skills;
 - ii. understanding a variety of technologies and platforms (Client/server and mainframe);
 - iii. entity-relationship diagrams and relational database concepts;
 - iv. object-oriented technologies (Rational Rose, object-oriented analysis, object-oriented design, object-oriented programming); and

v. the SDLC;

- techniques that a Data Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and
- the Data Analyst needs to have the ability to assemble, analyse and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.

1.1.6.4 AI, IoT, DevOps and Integration Provisioning Services: ICN no.81112011-0046

The Applications Development Service – AI, IoT, DevOps and Integration Provisioning Services section provide the following services:

- Artificial intelligence solutions development services
- Internet of things solutions development services
- Integration solution development services
- DevOps solution development services
- Applications database development services

The above services cover various technologies, frameworks, methodologies, and practices targeting various government operating environments. The type of functions performed by the software developers or applications database administrators are:

- Procurement:
 - Solution specification
 - Tender specification development
 - Tender evaluations
- Functional activities:
 - Planning
 - Technical design and infrastructure specifications
 - Software development
 - Software quality assurance
 - Unit testing
 - Participate in software components testing
 - Participating in software integration testing
 - Deployment planning
 - Product packaging and deployment
 - Post production support and maintenance

The types of skills required for implementing COTS type of solutions are:

- Software developers
- Technical writers

1.1.7 ICT Service Support Management

ICT Service Support Management focuses on the operational support of business applications, ensuring the operational availability of such capability through all elements that may influence the unavailability of the applications for a period in time. The services range from corrective to proactive incident management, depending on the contracted support levels required.

1.1.7.1 Service Management Centre Services (Service Desk): ICN no.81112011-0047

Service Management Centres offers telephony support to all users of business applications, from first line support in terms of direct interventions available to rectify problems, to remote desktop support or the dispatching of technicians for onsite support.

Depending on the placement of the service management centres in relation to the user base, remote support may be available in order to reduce reaction times. A strong focus will also be on establishing proactive monitoring capabilities.

The group will not cater for the establishment of such call centre capability, but rather the contracting of skill sets in support of existing facilities.

1.1.7.2 Service Level Management: ICN no.81112011-0048

Service Level Management within the service management centre consists primarily of the monitoring of performance of SMC Operators in relation to the services level as contracted to with such a centre. Measuring and monitoring calls from receipt to conclusion, service level management will address exceptions, escalations and reporting on performance.

1.1.7.3 Problem Management: ICN no.81112011-0049

For each service request received, a proper root cause analysis must be done to determine the position of such problem within the value chain of the larger service delivery.

Recommendations will be made for preventative measures to be implemented and resolutions will be published to a knowledge base for future reference. In addition to reactive analysis, the problem management services will also address the proactive identifying of areas that can impact on current service support as well as the analysis of trends that could highlight improvement areas.

1.1.7.4 Incident Management: ICN no.81112011-0050

For all incidents reported via the service management centre, incident management aims to restore such ICT services with minimal disruption on business.

Mainly responsible to monitor and track requests in line with predetermined SLAs to effectively and efficiently improve service delivery to the customer.

Incident Management also facilitates escalation management in line with predetermined SLAs. Provides online management and operational reports to facilitate corrective and preventative action.

1.1.7.5 ICT Configuration Management: ICN no.81112011-0051

This service will consist of the integration of ICT assets and the configuration of such asset configuration info into the Service Management Centre or Help Desk systems.

Resources will be responsible to establish and to maintain records with respect to relationships between ICT elements involving hardware, software and associated applications. Specialised skills in terms of networks, desktop and application knowledge will be required.

1.1.7.6 Performance and Capacity Management: ICN no.81112011-0052

Performance and Capacity Management is directly related to the business requirements by ensuring that sufficient capacity is available at all times and is involved in incident resolution and problem identification for those difficulties relating to capacity issues.

Capacity management should also be actively involved in evaluating all changes, as a change could very easily have an adverse effect on the capacity and hence performance of the system. This includes managing the cumulative effect on capacity of changes over a period of time.

Performance management's aim is to enable meeting service level commitments for support levels, transaction volumes, turn-around times, and resilience and response times.

1.1.7.7 Change and Release Management: ICN no.81112011-0053

Change and Release Management will cater for the analysis and communication of the impact of any changes to hardware, software and applications that will influence the formal operational availability and functionality of services. Changes will normally be centrally defined, evaluated and approved prior to implementation. Change management may be

managed through Cross Functional Change Advisory Boards if fulltime resources in all disciplines are not secured.

1.1.8 Data Centre Services

Data Centre Services encapsulates the hosting of mainframe, servers, printers, network front-end processors and other peripherals in a controlled environment. The controlled environment includes the physical security of such environment, the infrastructure support in terms of temperature control, fire prevention, disaster recovery and other mechanisms to secure such operating environment. Services in this group include all disciplines required to establish, maintain and operate such data centres. This service will not cater for the outsourcing of such capacity, but merely securing certain groups of skills for the operation of such data centres.

1.1.8.1 Data Centre Architecture Planning and Design: ICN no.81112011-0054

The planning and design of Data Centre Architectures and the maintenance thereof will address the following key components, which will vary in terms of the complexity depending on the business requirements for the operational capability:

- data centre processing requirements;
- centralised data processing services;
- hardware and software configuration;
- maintenance procedures for hardware according to the OEM specifications;
- data centre environmental and occupational safety plans;
- definition of physical security management; and
- to define data security management controls for all production data.

1.1.8.2 Disaster Recovery and Business Continuity: ICN no.81112011-0055

The Disaster Recovery and Business Continuity Service will include the following consultancy services:

- development and/or maintenance on an extensive mainframe disaster recovery plan designed to recover the functionality of the Data Processing Centre and to re-establish according to the priority list of the disaster recovery plan in the event of the loss, up to the end of the capacity used for disaster recovery;
- development a disaster recovery procedure for the midrange and mainframe applications;
- planning and execution of bi-annual disaster recovery exercise to ascertain whether application recovery procedure can be practically implemented within the specified requirements and time constraints; and
- facilitating the integration of the DRP plans and procedures with other DRP plans (e.g. Network) to form a holistic DRP capability.

1.1.8.3 Printing Services: ICN no.81112011-0056

This Printing Services group will consist of the processing of large batch related printing services, consisting of the following:

- large batch job printing services (e.g. reports, pay sheets);
- forms design for pre-printed stationary of predefined communication media;
- sorting and dispatching of printed material;
- coordination of maintenance on all lasers and line printers; and
- control over face-value forms.

1.1.8.4 Software Support and Maintenance: ICN no.81112011-0057

Software Support and Maintenance services is focused on the operating software and will include the following key services:

- maintaining software configuration records;

- maintaining software version control;
- implementing new versions of the operating systems (including planning operating system installation, testing, adaptation, training, deployment and adaptation of standards or procedures);
- providing back up recovery of the operating systems;
- controlling the operating system's configuration;
- configuring and installing third party products; and
- optimising the operating systems.

1.1.8.5 Database Support and Maintenance: ICN no.81112011-0058

The Database Support and Maintenance service will consist of two key components, being Application DBA services and DBMS support services. Mutually exclusive the typical services in each grouping are as follows:

DBA application support:

- support and consultation to development staff throughout the application development cycle;
- modelling and normalising data contained in the DBMS;
- physical design of databases according to database and environmental constraints and the implementation thereof;
- creating and maintenance of a data dictionary;
- monitoring and advise on the effective use of the DBMS and related tools; and
- optimising the database access.

DBMS support:

- installation, testing, tuning and deploying version and revision of DBMS software;
- maintaining, revising and upgrading DBMS software;
- providing back-up and recovery mechanisms;
- managing the database administration;
- verifying database designs prior to implementation;
- providing first line technical support to application development staff and operational staff; and
- implementing technical manual guidelines for system migration and development activities.

1.1.8.6 Data Centre Operations: ICN no.81112011-0059

This group of services will ensure the optimal availability of mainframe, midrange servers and peripheral devices, including the applications and operating software of such devices.

Typical associated tasks will include:

- scheduling/planning of operational and batch tasks and the monitoring thereof;
- workload balancing for optimal performance of processors;
- development of job control software;
- operating and monitoring of storage media (local and remote);
- operating and routing of line- and laser print output;
- performing of housekeeping procedures; and
- identify, evaluate, escalate and respond to hardware, software and application software errors and problems.
- Skills sets may include the actual operating staff, supervisors, production planning and management resources.

1.1.9 Communication Network Services

All services associated to the GCCN and contracted VPNs must be rendered by SITA as intended in the SITA Act and in terms of existing agreements.

SITA tenders were published for the establishment and maintenance of most services related to communication networks. The following tenders (or related replacement tenders) must be used to acquire the services of contractors for the services as intended in terms of engagement models of such tenders:

- Networking design, data and voice cabling installation, extension and maintenance thereof on the local area networks.
- LAN and WAN Maintenance.
- Supply and Installation of LAN and WAN Equipment.

This group of services is intended for the sole use of the Client who has not transferred their private telecommunications networks and value-added network services to SITA.

This group will therefore consist of services related to the maintenance support services and management of already established wide area networks, virtual private networks, telecommunication services and related services offered in such domain.

This category caters for appointing certain grouped skills with a focus of managing the contracting of services and service delivery of suppliers in terms of Tenders as per par a up to c above (or replacement tender), or to manage inalienable functions within the ambit of the service group.

Services secured through this tender may not constitute a potential conflict of interest with suppliers appointed in terms of tenders as per par a up to c above.

1.1.9.1 WAN/VPN Planning and Design: ICN no.81112011-0060

This service will cater for the appointment of specialists in the planning and design of WAN or VPN, to work in consultation or in a quality assurance capacity with suppliers appointed. Services may include:

- providing consulting services;
- planning and design of network solutions;
- formulation of infrastructure provisioning strategies; and
- monitor external trends in technology solutions.

1.1.9.2 WAN/VPN Development and Implementation: ICN no.81112011-0061

This service will cater for appointing specialists for the management of WAN and VPN development and implementation services. This service will focus on the specifications for contracting and in quality assurance capacity with suppliers appointed in terms of replacement tenders.

1.1.9.3 WAN/VPN Maintenance Services: ICN no.81112011-0062

The WAN/VPN Maintenance Service will cater for appointing specialists for the management of WAN and VPN maintenance services. This service will focus on the specifications for contracting and in quality assurance capacity with suppliers appointed in terms of replacement tender.

1.1.9.4 Network Monitoring and Management Services: ICN no.81112011-0063

This service will cater for the appointment of specialists for the monitoring of the utilisation of the network hardware and software. In consultation with the WAN/VPN planning Architects and other network specialists, this service will focus on the interaction and assurance capacity with suppliers appointed in terms of replacement tenders.

1.1.9.5 Internet / Intranet Hosting Services: ICN no.81112011-0064

In most business solutions areas the development and/or hosting of Internet and Intranet services are dealt with within the Network domain. The hosting, monitoring and the management of the service are done via the converged communications environments. This service does not cater for the development of Internet and Intranet solutions, but merely the hosting of such business solutions within the secure data centre domains.

1.1.9.6 Telecommunication Services: ICN no.81112011-0065

This service will cater for the appointment of specialists in the planning, design and maintenance of Telecommunication Services which include VoIP technologies, IP Telephony, PABX, Telephone Management Systems, to work in consultation or in a quality assurance capacity with suppliers appointed in terms of tender 385 or 439 or replacement tender.

Services may include:

- providing consulting services;
- planning and design of voice related solutions;
- formulation of Voice infrastructure provisioning strategies;
- maintenance and support of Telecommunication environment; and
- monitor external trends in technology solutions.

1.1.10 LAN and Desktop Services

The logical grouping of LAN and Desktop services is aimed at providing end user support in terms of the optimal performance and availability of network connected and unconnected workstations, as well as the maintenance of such network infrastructure.

SITA tenders were published for the supply, establishment and maintenance LANs and desktop. The following tenders (or related replacement tenders) must be used to acquire the services of contractors for the services as intended in terms of engagement models of such tenders:

- a. Networking design, data and voice cabling installation, extension and maintenance thereof on the local area networks.
- b. LAN and WAN Maintenance.
- c. Supply and Installation of LAN and WAN equipment.
- d. Seat Management Services for lease or outright purchase of end user workstations.

Services secured through this tender may not constitute a potential conflict of interest with suppliers appointed in terms of tender as per par a up to c above.

1.1.10.1 LAN Planning and Design: ICN no.81112011-0066

This service relates to designing and planning LAN architectures based on user requirements, with associated Change Management, Capacity Management, Availability Management, Configuration Management, LAN Service Continuity Management, Service Support Plans and Security Management.

Designs will include Integration planning, LAN Management Tools, Database Management and quality assurance; establishing service improvement initiatives as part of local area network management functions, to ensure the improvement of the service.

1.1.10.2 LAN Support Services: ICN no.81112011-0067

This service addresses the operational control and management of LAN services, it's components and configurations.

Key activities include:

- installation, de-installation, distribution, configuration, re-configuration, housekeeping and preventative maintenance, inventory and asset management under control of Configuration Management process;
- management of all LAN Event Lifecycle and Event reporting including, logging and analysis;
- workload scheduling and management, output and printer scheduling management, secure control and distribution of electronic and physical output media, fail-over testing and disaster recovery testing;
- storage and information management, system backup and recovery and database management and administration;

- management and control of operational security which involves the control and management of access to all operational infrastructure both physically and logically, security monitoring by detection and containment of all intrusion attempts or unauthorised access, logging, management and reporting of all security events and exceptions;
- management of supporting operational processes which include the management of operational documentation, information logging and collection, information analysis and scripting; and
- pro-active operational management by reviewing operations process for efficiency, effectiveness and compliance, operational tuning, internal or external audits.

1.1.10.3 LAN and Desktop Support Services: ICN no.81112011-0068

This service will consist of hardware diagnostics and software maintenance and support services for ICT LAN and desktop infrastructure equipment and related peripherals, as well as the support services related to installing hardware and software including:

- operation and delivery of local services to agreed service levels;
- local user liaison, training and support providing local coordination for support services;
- local equipment support;
- control of access to local equipment and services;
- maintenance of local documentation and procedures;
- configuration management and change management of all distributed ICT infrastructure components;
- logging, reporting, filtering and correlation of local events, incidents and problems;
- liaison for users on all major deployments of new or updated services, assisting with the deployment where necessary with any on-site activities; and
- maintenance and monitoring of local security procedures.

1.1.11 Planning and Organisation

1.1.11.1 Architectures and Government Services: ICN no.81112011-0069

The Architecture and Governance Services section perform advice, consultation, architecture, and governance activities that enables applications development, implementation, and maintenance service delivery.

Tasked with planning, architecting and governing relating to solutions delivery, the key ICT services tied to the Planning and Organisation strategy performed by Architecture and Governance Services are:

- Business Architecture
- Applications Solution Architecture
- Information and Data Architecture
- SOA, API, and Integration Architecture
- Technical Architecture
- Application Security Architecture
- DevOps Architecture
- Systems Engineering
- Technical writing

1.1.11.2 Functional Application and Support Services: ICN no.81112011-0070

Functional Application Support Services relates to the management/supervising of teams and individuals responsible to functionally support business solutions, applications or specific

software products. Functional support can range from the effective utilisation of such product, training, data capturing, up to the physical operation of such products. The service will typically be called for when one or more managers or resources are required with background in functional support services, as independent resources in an advisory or specific application support role.

1.2 List of current ongoing ICT projects

The initiatives listed under 1.0.2 in the Overview and Background section of this document, comprise the main projects which have been undertaken and are continuing under this term contract, viz.

- Strategic and Operational Management Support (SOMS) ICT initiative;
- Integrated Transport Hub (ITH) ICT Initiative;
- Government Motor Transport (GMT) ICT Initiative; and
- Traffic Administration and Licensing System (TALS).

These projects are further described under Item 1.0.2 above.

In terms of detailing the above projects with functional tasks, number of resource allocations and envisaged hourly input required going forward under this term contract, refer to main item 3 of the Scope of Goods and Services: Specifications.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

2. List of drawings, schematics & annexures

The Goods and Services are to be provided in accordance with the following design drawings, schematic representations and annexures which form part of this contract. The list below indicates which items are included in the Appendix to this document, and which are issued separately due to size or other considerations. It is the responsibility of tenderers to ensure they have obtained and considered all the listed items for preparing their bid, which is the assumption when tenders are evaluated.

Identification	Size	Description	Included in Appendix
Annexure 1	A4	SITA RFB1183/2022 Engagement Model	Yes

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

3. Specifications

The Goods and Services are to be provided subject to these specifications, standards and workmanship requirements. Please note that compliance with all these specifications and standards, including requirements in terms of qualifications, accreditation (where applicable) and work experience of both the tendering entity and its key people will be material in the Purchaser's risk assessment for awarding this contract.

Standard Specifications

Where reference is made to the standard specifications in this contract, it means the latest edition of the documents which apply to the specific discipline involved in the supply, as referenced under any of the headings below. The standard specifications may, due to their generality and completeness, also cover items not applicable to this particular contract.

Project specifications

Project specifications include amendments to the standard specifications as well as supplemental specifications applicable to work items not covered by the standard specifications. Project specifications, where applicable, may be found throughout the Scope of Goods and Services of this document, including drawings. The Price Schedule may also contain references to standard specifications as well as project specifications, for clarification in terms of pricing for certain items, where applicable.

In the event of any discrepancy between the project specifications and a part of the standard specifications found in the Scope of Goods and Services of this document, the project specifications take precedence.

Accreditation, qualifications and work experience

Minimum requirements for work experience, qualifications and accreditation (where applicable) as well as minimum/maximum personnel are as stated in this section. The tenderer must supply the relevant information in regard to accreditations, qualifications and work experience for both the enterprise and key people who will be working on this contract on the appropriate returnable schedule in the Scope of Goods and Services, if applicable.

3.1 Roles, Descriptions, Qualification and Years Experience for ICT Resources

The roles, work descriptions, minimum qualifications and years of experience required for ICT resources by ICN category breakdown and -code are as stated in Table 3.1 below. These requirements/attributes are applicable to all resources deployed on all projects included in this ICT term contract.

Table 3.1

ICN-Code	Roles	Description	Education	Years Experience
3.1.1	ICT Management Services The ICT Management Services portfolio consists of services traditionally related to the technical or functional governance of an ICT domain, but with specific reference to the human effort related to such management or administrative activities.			
81112011-0001	ICT Management - Technical Management	Technical Management Services will typically be used for the management or supervising of application development, application maintenance, or any technical domain within the ICT environment. The service will typically be called for when one or more technical expertise is required with specific technical experience of proficiencies, as independent resources in an advisory or specific execution role. Any skill combinations may be called for in terms of this service, but services will typically relate to technical management, inclusive of project and program management.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field is preferred, but not essential. Advanced qualifications like a Postgraduate Diploma or a Master's degree in Information Technology Management or a related discipline can be advantageous. 2. Professional Experience: Relevant work experience in ICT, usually more than eight years, is highly valued. Experience in technical management roles, project management, and leadership positions within the ICT sector is beneficial. 3. Certifications: Professional certifications such as Information Technology Certified Professional (ITCP) or other industry-recognized certifications can enhance your qualifications. 4. Skills: Strong technical skills in ICT infrastructure, systems analysis, and network management. Excellent leadership, project management, and strategic planning abilities. Proficiency in emerging technologies and trends in the ICT sector.	5 to 7 years
81112011-0002	ICT Management - Functional Support Management	Functional Support Management Services relates to the management or supervising of teams and individual responsible to functionally support of business solutions, applications or specific software products. Functional support can range from the effective utilisation of such product, training, data capturing, up to the physical operation of such products. The service will typically be called for when one or more managers are required with background in functional support services, as	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field is preferred, but not essential. Advanced qualifications like a Postgraduate Diploma or a Master's degree in Information Technology Management or a related discipline can be advantageous. 2. Professional Experience: Relevant work experience in ICT, usually more than five years, is highly valued. Experience in technical support roles, project management,	5 to 7 years This experience often includes roles such as Systems Analyst, Network Engineer, IT Consultant, or Software Developer. Leadership experience, such as managing teams or

ICN-Code	Roles	Description	Education	Years Experience
		independent resources in an advisory or specific execution role.	and leadership positions within the ICT sector is beneficial. 3. Certifications: Professional certifications such as Information Technology Certified Professional (ITCP) or other industry-recognized certifications can enhance your qualifications. 4. Skills: Strong technical skills in ICT infrastructure, systems analysis, and network management. Excellent leadership, project management, and strategic planning abilities. Proficiency in emerging technologies and trends in the ICT sector.	overseeing projects, is also highly valued.
81112011-0003	ICT Management - Contract Management	Often within technical environments dedicated staff is assigned to Contract Management Services. This service will normally relate to the management of supplier/Client contracts and related service level agreement (SLAs) or even internal operational level agreements (OLAs). Experience that will be called in terms of this service will relate to the compilation of such contracts, SLAs and OLAs, definition of service metrics and/or the monitoring of performance indicators.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field is preferred, but not essential. Advanced qualifications like a Postgraduate Diploma or a Master's degree in Information Technology Management or a related discipline can be advantageous. 2. Professional Experience: Relevant work experience in ICT, usually more than five years, is highly valued. Experience in contract management, project management, and leadership positions within the ICT sector is beneficial. 3. Certifications: Professional certifications such as Information Technology Certified Professional (ITCP) or other industry-recognized certifications can enhance your qualifications. 4. Skills: Strong technical skills in ICT infrastructure, systems analysis, and network management. Excellent leadership, project management, and strategic planning abilities. Proficiency in contract negotiation, vendor management, and compliance with legal and regulatory requirements	5 to 8 years
81112011-0004	ICT Management - Program Management	Programme management services are the centralised coordinated management of a programme to achieve the programme's strategic benefits and objectives. In addition, it allows for the application of several broad management themes to help ensure the successful accomplishment of the programme. These themes are benefits management, stakeholder management, and program governance. Program management focuses on achieving the benefits aligned with the portfolio and, subsequently, organisational objectives. Management of multiple projects by means of a programme allows for optimised or integrated cost, schedules, or effort;	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field is preferred, but not essential. Advanced qualifications like a Postgraduate Diploma or a Master's degree in Information Technology Management or a related discipline can be advantageous. 2. Professional Experience: Relevant work experience in ICT, usually more than five years, is highly valued. Experience in program management, project management, and leadership positions within the ICT sector is beneficial. 3. Certifications: Professional certifications such as Project Management Professional (PMP), Certified Information Systems	Least 5 to 7 years. Often includes Project Manager, System Analyst, or IT Consultant. Leadership experience such as managing multiple projects.

ICN-Code	Roles	Description	Education	Years Experience
		integrated or dependent deliverables across the programme, delivery of incremental benefits, and optimisation of staffing in the context of the overall programme's needs. Programme management focuses on these projects interdependencies and determines the optimal pacing for the programme. This enables appropriate planning, scheduling, executing, monitoring, and controlling of the projects within the programme.	Manager (CISM), or other industry-recognized certifications can enhance your qualifications. 4. Skills: Strong technical skills in ICT infrastructure, systems analysis, and network management. Excellent leadership, project management, and strategic planning abilities. Proficiency in program management methodologies and tools, such as Agile, Scrum, or PRINCE2.	
81112011-0005	ICT Management - Project Management	Project Management Services can consist of the services of project managers to oversee ICT projects or specific portions thereof. Project Management is the application of knowledge, skills, tools and techniques to project activities to meet the predefined project requirements according to the organisational standards. The Project Management service entails the planning, organizing, securing, managing, leading, and controlling resources to achieve specific goals. The primary challenge of project management is to achieve all of the project goals and objectives while honouring the preconceived constraints. The primary constraints are scope, time, quality and budget. The services may call for certified staff, but may also include any other skill sets related to the execution of projects in assistance, coordinating or advisory perspective, to cover the full spectrum of related services or any independent portions thereof. Skills set in this service group may include project management toolset experts or project management methodology experts to assist with defining, auditing or improving project management tools, standards and processes.	1. Educational Background: A minimum of an NQF level 5 qualification in Information Systems, IT Management, IT Project Management, or a related field. Advanced diplomas or degrees in Information Technology Management can also be beneficial. 2. Professional Certifications: Industry-recognized Project Management certifications, such as PRINCE2 or PMP (Project Management Professional), are highly valued. 3. Skills and Competencies: Strong project management skills, including planning, execution, and monitoring of IT projects. Knowledge of industry-approved processes and standards for managing IT projects. 4. Experience: Practical experience in managing IT projects is often required, which can be gained through internships, work placements, or junior project management roles.	1. Entry-Level Positions: Typically require 1-3 years of experience in IT or project management roles. 2. Mid-Level Positions: Generally require 3-5 years of relevant experience, including managing small to medium-sized projects. 3. Senior-Level Positions: Often require 5-10 years of experience, with a proven track record of managing large and complex IT projects. 4. Executive-Level Positions: Usually require 10+ years of experience, including strategic planning and leadership roles in ICT management.
81112011-0006	ICT Management - Project Administration Support	Project Support Services may consist of any support service that is used in executing of ICT projects where such capability is required in a full time or part time capacity to ensure the successful execution of the project. Project Support entails general project office coordination support to the Project Manager and or Programme Manager in order to ensure smooth running of project. To track and report project status, administer schedule, administer meetings, administer Project Office and resolve	1. Educational Background: A Bachelor's degree in Business Administration, Project Management, Information Technology, or a related field is preferred, but not essential. Alternatively, a Higher Certificate in Information Technology (NQF Level 5) can also be a good starting point. 2. Professional Certifications: Certifications in project management methodologies, such as PRINCE2 or CAPM (Certified Associate in Project Management), can be beneficial.	1-3 years of experience in project administration or related roles is required

ICN-Code	Roles	Description	Education	Years Experience
		administrative issues that arise during project execution in order to ensure that coordinating and reporting is streamlined. It also includes maintenance of project documentation in order to ensure proper and accurate quality management and baseline change controls through consistent and accurate configuration processes.	3. Skills and Competencies: Proficiency in project management software and tools (e.g., Microsoft Project, JIRA). Strong organizational, communication, and time management skills. 4. Experience: Typically, 1-3 years of experience in project administration or related roles is required	
81112011-0007	ICT Management - ICT Governance and Compliance	The delivery and execution of ICT related services are subject to standards and policies and other regulatory frameworks to ensure its successful completion, interoperability, acceptance and/or certification. Skills sets required in this regard may be any specialist of any ICT discipline, proficient in one or more of the following governance principles in an advisory or execution role: a) Statutory Frameworks e.g. Act's, Regulations, Prescripts; b) Policies Frameworks e.g. Security Policy, MISS, Open Standards Policy; c) Governance Frameworks e.g. COBIT, PMBOK; d) Best Practice Implementations e.g. ITIL; and e) Accreditation /Certification e.g. SAQA, PMI, ISO.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, or a related field is preferred, but not essential. Advanced degrees or certifications in ICT Governance, such as COBIT or ITIL, can be advantageous. 2. Professional Experience: Experience in ICT governance, compliance, or a related field. Experience working in large or multinational organizations is often preferred. 3. Technical Skills: Strong understanding of ICT governance frameworks and compliance standards. Experience with identity and access management solutions and IT security. 4. Project Management Skills: Proven ability to manage ICT projects and ensure they meet compliance requirements. 5. Leadership and Communication: Strong leadership skills to guide teams and communicate effectively with stakeholders.	5-8 years of experience in ICT governance, compliance, or a related field
81112011-0008	ICT Management - Document Configuration	Configuration services would normally, in basic form, consist of managing documents and other ICT deliverables, where effective version control and traceability of such items are of vital importance. This is not to be confused with Asset Configuration or Software Configuration. These services may consist of the following: a) document management in electronic or manual format; b) document configuration management i.e. adhering layout or methodology, standards and version control; c) language editing; and d) document production, reproduction and distribution.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, or a related field is preferred, but not essential. Additional certifications in document management systems or related technologies can be beneficial. 2. Professional Experience: Experience in document management, configuration management, or a related field. Experience with specific document management systems (e.g., SharePoint, Documentum) is often preferred. 3. Technical Skills: Proficiency in document management software and tools. Understanding of document control processes and standards. 4. Project Management Skills: Experience in managing document configuration projects, including planning, execution, and monitoring. 5. Attention to Detail: Strong organizational skills and attention to detail to ensure accurate document configuration and management.	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0009	Management - Quality Management	Quality Management Services are normally associated with the certification of any ICT business (or portion thereof) in terms of ICT industry best practices, e.g. ISO certification, ITIL certification and PMBOK certification. Besides the initial certification, this service is normally also associated with the auditing of the consistent execution of ICT processes within such certified frameworks with the explicit intension to remain compliant and to constantly improve on such services. Quality Management services can also be applied from a good practise perspective, without the requirement for formal certification.	<p>1. Educational Background: A Bachelor's degree in Quality Management, Engineering, Business Administration, or a related field is preferred, but not essential. An Advanced Diploma in Quality from tertiary institutions can also be beneficial.</p> <p>2. Professional Certifications: Certifications in quality management methodologies, such as ISO 9001 or Six Sigma, are highly valued.</p> <p>3. Skills and Competencies: Strong understanding of quality management principles and practices. Proficiency in quality management tools and techniques.</p> <p>4. Experience: Experience in quality management roles, preferably within specific industries like manufacturing or services.</p>	5+ years experience
3.1.2	<p>Business Planning and Development</p> <p>The Business Planning and Development portfolio consists of services and skills sets related to the analysis and modelling of business processes, services and information entities, to form part of enterprise, departmental or business process specific architectures to define the ICT operational requirements. The methodologies that need to be applied and the skill sets combinations will be defined in the respective task directives.</p>			
81112011-0010	Business Planning and Development - ICT Strategic Consulting	<p>ICT Strategic Consulting normally consist of advice and consultation on both short- and long-term business objectives of an organisation, identifying how Information and Communication Technologies (ICT) can help resolve immediate needs, while helping the organisation achieve its long-term goals and improve its long-term performance.</p> <p>Tasked with the development of a strategic ICT plan, such plan would contain key ICT objectives tied to the organisation's business strategy, and a detailed plan of action required to achieve those objectives.</p> <p>a) A typical strategic consulting process includes the following stages: b) strategic business analysis, identifying business structure and key business processes (what the system is and what the system does); c) system architecture design, determining key components of a new system and principles of their collaboration; d) system implementation plan, defining a set of major projects to be completed, with timeframes; and e) execution of the system implementation plan, executing the projects and ensuring achievement of organisational objectives.</p> <p>f) ICT strategic consulting may: g) use formal frameworks</p>	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA) with a focus on Information Systems or Strategic Management, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in ICT governance and strategic management, such as COBIT (Control Objectives for Information and Related Technologies) or ITIL (Information Technology Infrastructure Library), are valuable.</p> <p>3. Skills and Competencies: Strong analytical and strategic planning skills. Proficiency in ICT project management and business development tools.</p> <p>4. Experience: Experience in ICT management, strategic consulting, or related roles.</p>	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
		<p>or methodologies to identify problems or suggest more effective or efficient ways of performing business tasks; and</p> <p>h) involve the identification and cross-fertilization of best practices, analytical techniques, change management and coaching skills, technology implementations, strategy development or even the simple advantage of an outsider's perspective. ICT Strategic Consulting Services identifies and quantifies business value through improvement in business and operational efficiencies and helps transform business by creating new business opportunities through ICT.</p>		
81112011-0011	Business Planning and Development - Business Analysis	<p>Business Analysis Services would normally be used to analyse business needs, to help identify business problems and propose solutions, using the discipline of business analysis.</p> <p>Traditionally Business Analysts would develop functional design specifications and are usually involved in improving business processes. They assess the impact of change on business areas and can review and redesign business processes. The Business Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers.</p> <p>Key profile/skills requirements include: a) Business Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis; b) Business Analysts provides expertise in the modelling of business processes; conduct as-is/to-be business processes, is instrumental in the business process re-engineering (BPR) and involved in the change management exercise;</p> <p>c) IT capabilities, understanding of what systems can and cannot do; d) feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs;</p> <p>e) skills required to successfully execute the business analysis process include I. communication skills; II. understanding a variety of technologies and platforms (Client/server and mainframe); III. entity-relationship diagrams and relational database concepts; IV. object-oriented technologies (Rational Rose, object-oriented</p>	<p>1. Educational Background: A Bachelor's degree in Business Administration, Information Systems, Industrial Engineering, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA) or a Master's in Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business process management and modeling, such as BPMN (Business Process Model and Notation), are valuable. Additional certifications like Six Sigma or Lean Management can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business process modeling tools and techniques.</p> <p>4. Experience: Experience in business process management, business analysis, or a related field</p>	

ICN-Code	Roles	Description	Education	Years Experience
		analysis, object-oriented design, object-oriented programming); and V. the SDLC; f) techniques that a Business Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and g) the Business Analyst needs to have the ability to assemble, analyze and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.		
81112011-0012	Business Planning and Development - Business Process Architecture	<p>Business Process Architecture typically is a process architecture in a written or diagrammatic summary of the value chains and business processes supported by a given organisation.</p> <p>A good process architecture shows how value chains and business processes are related to each other and to the strategic goals of the organisation. It establishes processes that links business strategy to Information Technology systems development to ensure business value. It combines process/workflow, functional, organisational and data/resource views with underlying metrics such as costs, cycle times and responsibilities to provide a foundation for analysing value chains, activity-based costs, bottlenecks, critical paths and inefficiencies. Business Architecture is the expression of the enterprise's key business strategies and their impact on business functions and processes. Business Architecture aims to:</p> <p>a) define the business events, owners and stakeholders of each business process, as well as the interconnection of the processes, both internal and external; b) consists of current and future state models of business functions, processes and information value chains; c) documents the organisation's mission, objectives, and goals; d) documents the business functions structure, core business procedures, processes and activities; and e) uses functional decomposition diagrams, capabilities and organisational models.</p>	<p>1. Educational Background: A Bachelor's degree in Business Administration, Information Systems, Industrial Engineering, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA) or a Master's in Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business process management and modeling, such as BPMN (Business Process Model and Notation), are valuable. Additional certifications like Six Sigma or Lean Management can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business process modeling tools and techniques.</p> <p>4. Experience: Experience in business process management, business analysis, or a related field1.</p>	3-5 years of experience
81112011-0013	Business Planning and Development - Information	This Information Systems Architecture Service will provide for compiling a coherent vision of an organisation's current and target information provision. The information systems architecture will typically make explicit, all the elements of the information provisioning systems and their mutual relationships, their relationships with the business	<p>1. Educational Background: A Bachelor's degree in Information Systems, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or MBA with a focus on Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in enterprise</p>	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
	Systems Architecture	architecture and the ICT-architecture, and the reasons for these ties. The resultant architecture will make recommendations in relation to information functions and structures. These choices are documented in the form of principles, standards and models.	architecture frameworks, such as TOGAF (The Open Group Architecture Framework) or BCS Practitioner Certificate in Enterprise and Solution Architecture. Additional certifications in IT governance and management, like COBIT or ITIL, can also be advantageous. 3. Skills and Competencies: Strong analytical and strategic planning skills. Proficiency in enterprise architecture tools and methodologies. 4. Experience: Experience in information systems, IT management, or a related field.	
81112011-0014	Business Planning and Development - Information Architecture	Information Architecture (IA) refers to data modelling and the analysis and design of the information within the system, concentrating on entities and their interdependencies. IA models the information requirements of an organisation, driven by the Business Architecture, for the total enterprise and per subject area, independent of organisation and technology. The Information Architect is responsible to perform the necessary analysis and design tasks related to developing an enterprise information architecture aligned with a set of technology competencies. Information Architect is responsible for defining the EIA process and leads the effective integration of this process with other related business and processes. IA is expressed as a high-level map or information value chain, relating the specific business functions to information needs by describing the key artefacts of business events. IA provides logical models of the business's entities (the categories of relevant and related people or things about which the organisation needs to retain information and elements) and the elements (the smallest artefact of data that the business deals with). IA models the key information flow between business events and between business processes, both internal and external (including conceptual schemas, process flow diagrams, information flow diagrams, association matrices of current and future enterprise information requirements). IA guides the applications development and facilitates integration and sharing of data.	1. Educational Background: A Bachelor's degree in Information Systems, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in enterprise architecture frameworks, such as TOGAF (The Open Group Architecture Framework) or BCS Practitioner Certificate in Enterprise and Solution Architecture. Additional certifications in IT governance and management, like COBIT or ITIL, can also be advantageous. 3. Skills and Competencies: Strong analytical and strategic planning skills. Proficiency in enterprise architecture tools and methodologies. 4. Experience: Experience in information systems, IT management, or a related field.	5-10 years of experience
81112011-0015	Business Planning and Development	ICT Architecture Services refers to the performance of the analysis and design tasks related to the development of technology architectures that is aligned with Client	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
	- Information Technology Architecture	requirements according to the accepted Process Information Technology Architecture models and guides the infrastructure component of the enterprise's ICT deployment. It provides the framework and an underlying set of rules and descriptions that govern how complimentary components can together provide an infrastructure base upon which applications can be built, ported and integrated in order to support the business processes of the enterprise. The infrastructure component architectures include the architectures for the computing platform, the network, infrastructure software, middleware and database architecture.	Information Systems or an MBA with a focus on Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in enterprise architecture frameworks, such as TOGAF (The Open Group Architecture Framework) or BCS Practitioner Certificate in Enterprise and Solution Architecture. Additional certifications in IT governance and management, like COBIT or ITIL, can also be advantageous. 3. Skills and Competencies: Strong analytical and strategic planning skills. Proficiency in enterprise architecture tools and methodologies. 4. Experience: Experience in information systems, IT management, or a related field.	
81112011-0016	Business Planning and Development - Business Modelling	This service will consist of modelling the Client's business as defined by its key strategies, stakeholders, mission, functions, processes and organisational structures both for current and future state on a project/initiative. Modelling the hierarchical analysis of the key functions, sub-functions, and associated information required in support of the organisation's major activities that provides a framework for developing the information architecture and establishing the information systems development plan. Business Process Modelling is the process that links business strategy to ICT systems development to ensure business value. It combines process/workflow, functional, organisational and data/resource views with underlying metrics such as costs, cycle times and responsibilities to provide a foundation for analysing value chains, activitybased costs, bottlenecks, critical paths and inefficiencies. This service caters for the capturing of business models only, to formalise other analysis service and/or the actual gathering of the information. Departmental modelling standards must be adhered to.	1. Educational Background: A Bachelor's degree in Business Administration, Information Systems, Industrial Engineering, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA) or a Master's in Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in business process management and modelling, such as BPMN (Business Process Model and Notation), are valuable. Additional certifications like Six Sigma or Lean Management can also be advantageous. 3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business process modelling tools and techniques. 4. Experience: Experience in business process management, business analysis, or a related field.	3-5 years of experience
81112011-0017	Enterprise Architecture Services	EA Services is the practice of applying a comprehensive and rigorous method for describing a current and future structure and behavior for an organisation's processes, information systems, personnel and organizational subunits, so that they align with the organisation's core goals and strategic direction. It relates broadly to the practice of business optimisation in that it addresses business architecture, performance management, organisational structure and process architecture as well.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in enterprise architecture frameworks, such as TOGAF (The Open Group Architecture Framework) or BCS Practitioner Certificate in Enterprise and Solution Architecture. Additional certifications in	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
		In terms of information systems, the EA is a strategic information asset base that defines the overall structure of the business, the information and technologies necessary to support the business, and the transitional processes (i.e. migration plans and configuration management) necessary for implementing new technologies in response to changing business needs. It provides a framework and foundation upon which an organisation can use ICT to address business objectives and gain competitive advantage. Practice of EA involves developing an architecture framework to model and describe the following: • the "as-is" (current state); • the "to-be" (desired future state); and • the "migration plans" to guide the enterprise from the current state so the desired future state.	IT governance and management, like COBIT or ITIL, can also be advantageous. 3. Skills and Competencies: Strong analytical and strategic planning skills. Proficiency in enterprise architecture tools and methodologies. 4. Experience: Experience in information systems, IT management, or a related field	
3.1.3	Business Solutions Delivery Services			
81112011-0018	Business Solutions Delivery - System Analysis and Design	The System Analysis and Design Services will encompass those skill sets associated with the formulation of functional and/or technical design specifications for ICT solutions. Such specifications will normally be done within the user requirement specifications and in compliance with the Information Technology; information and business architectures defined for the solution.	1. Educational Background: A Bachelor's degree in Information Systems, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in system analysis and design methodologies, such as Certified Business Analysis Professional (CBAP) or Certified Information Systems Analyst (CISA), are valuable. 3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in system analysis and design tools and techniques. 4. Experience: Experience in system analysis, business analysis, or a related field.	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0019	Business Solutions Delivery - Business Solution Development	Business Solution Development is defined as a physical development, customisation, integration or packaging of an ICT solution, using a predefined technical architecture framework and performed within the application development toolsets and standards. Skill sets required for this group will vary based on the methodology applied for the solution development and the specific technology applied.	<p>1. Educational Background: A Bachelor's degree in Business Administration, Information Systems, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA), can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business analysis and project management, such as Certified Business Analysis Professional (CBAP) or Project Management Professional (PMP), are valuable. Accreditation from recognized bodies like MICT SETA (Media, Information and Communication Technologies Sector Education and Training Authority) can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business process modeling and project management tools.</p> <p>4. Experience: Experience in business analysis, project management, or a related field.</p>	3-5 years of experience
81112011-0020	Business Solutions Delivery - Business Solution Certification/ Accreditation	Certain business or ICT solutions require certification in terms of compliance to applicable standards, norms or practises, or may require accreditation by specific external bodies, committees, etc, before such solutions can be operationalised. The service may require the involvement of a number of specialists, specialising of specific component of the solution or the support practise in a whole, but mainly focussed on the technical correctness of the solution, rather than the educational/business value thereof.	<p>1. Educational Background: A Bachelor's degree in Business Administration, Information Systems, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA), can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business analysis and project management, such as Certified Business Analysis Professional (CBAP) or Project Management Professional (PMP), are valuable. Accreditation from recognized bodies like MICT SETA (Media, Information and Communication Technologies Sector Education and Training Authority) can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business process modeling and project management tools.</p> <p>4. Experience: Experience in business analysis, project management, or a related field.</p>	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0021	Business Solutions Delivery - Business Solution Maintenance	<p>Following the successful deployment of the business solutions, such solution needs to maintained in the production state. Maintenance activities can range from software corrective, perfective or adaptive maintenance, data maintenance, database maintenance, user maintenance, utilisation monitoring etc.</p> <p>Skills sets in this group will vary, based on the nature of the maintenance required and can call for a permanent capacity or ad hoc involvement based on the policies of the Clients.</p> <p>Specialised Business Solutions In the area of specialised business solutions, the focus is in obtaining resources with specific expertise, experience or capabilities, rather with a focus on a specific skill set. The list of specialised business solutions can be very extensive as the specific functional domain knowledge is combined with the technical disciplines. The following services are therefore a generic approach to current commonly used areas of expertise but the exact expertise required would be defined when the task directives are issued.</p>	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in relevant areas, such as ITIL (Information Technology Infrastructure Library) for IT service management, are valuable. Additional certifications in specific business solutions or software platforms can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in business solution maintenance tools and techniques.</p> <p>4. Experience: Experience in business solutions maintenance, IT support, or a related field.</p>	3-5 years of experience
81112011-0022	Business Solutions Delivery - Specialised - Business Intelligence	<p>This service will consist of people specialising in the analysis of business information and/or specialising in the packaging of such business information to realise the business value thereof. Expertise can range from data warehousing, statistical analysis, to mere information valuation based on operation business knowledge. This skills group will focus on the presentation of the business information on knowledge level and to group such intelligence based on the business value and business impact.</p>	<p>1. Educational Background: A Bachelor's degree in Information Systems, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Postgraduate Diploma in Business Intelligence, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business intelligence and data analytics, such as Certified Business Intelligence Professional (CBIP) or Data Analysis Certified (DAC), are valuable. Additional certifications in specific BI tools and platforms (e.g., Microsoft Power BI, Tableau) can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and data interpretation skills. Proficiency in BI tools and techniques, including data visualization and data storytelling.</p> <p>4. Experience: Experience in business intelligence, data analysis, or a related field.</p>	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0023	Business Solutions Delivery - Specialised - Geographic Information Management	<p>The Geographic Information Management Services have been available for a number of years, especially with Government departments being dependent on the information for their operational existence. The wider availability and commercialisation of spatial data and the recent establishment of governing bodies for information sources and standards within Government, has exponentially increased the availability of GIS data sets and assets.</p> <p>With the availability the demand for such resources has increased considerably, and with it the requirement for skilled resources specialising in the acquisition, decomposition and analysis of spatial data into usable layers of information.</p>	<p>1. Educational Background: A Bachelor's degree in Geography, Environmental Science, Information Systems, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Geographical Information Systems (GIS) or Remote Sensing, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in GIS and related technologies, such as those offered by Esri or GISCI (GIS Certification Institute), are valuable. Additional certifications in specific GIS software platforms (e.g., ArcGIS, QGIS) can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and spatial data interpretation skills. Proficiency in GIS tools and techniques, including data visualization and spatial analysis.</p> <p>4. Experience: Experience in GIS, remote sensing, or a related field.</p>	3-5 years of experience
81112011-0024	Business Solutions Delivery - Specialised - Document and Image Management	<p>Enterprise Content Management (ECM) has become an integral part of the management of business units and departments, in support of business operations, to enable interfacing with external stakeholders and to ensure compliance to appropriate legislation.</p> <p>The acquisition of information sources into digital mediums and the indexing of such information for reference purpose has become a specialised field. The service will range from the initial consultancy on ECM strategy to the development thereof within a file plan inclusive of back-scanning with a managed workflow defined.</p>	<p>1. Educational Background: A Bachelor's degree in Information Systems, Computer Science, Library Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Management or Library and Information Science, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in document and records management, such as Certified Records Manager (CRM) or Certified Document Imaging Architect (CDIA+), are valuable. Additional certifications in specific document management systems (e.g., SharePoint, Documentum) can also be advantageous.</p> <p>3. Skills and Competencies: Strong organizational and data management skills. Proficiency in document management software and tools.</p> <p>4. Experience: Experience in document management, records management, or a related field.</p>	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0025	Business Solutions Delivery - Specialised - Knowledge Management	The basic information management requirements of most departments have grown to a level where information needs to be converted into knowledge databases. Fuelled by staff turnover and as source of business process improvement initiatives, Knowledge Management Services has become a much-specialised field. Services can range from analysing information, repacking it, to publishing it in a meaningful structured manner.	<p>1. Educational Background: A Bachelor's degree in Information Systems, Business Administration, Library Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Knowledge Management or Information Management, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in knowledge management and related areas, such as Certified Knowledge Manager (CKM) or Certified Information Professional (CIP), are valuable. Additional certifications in specific knowledge management tools and platforms can also be advantageous.</p> <p>3. Skills and Competencies: Strong organizational and data management skills. Proficiency in knowledge management software and tools.</p> <p>4. Experience: Experience in knowledge management, information management, or a related field.</p>	3-5 years of experience
81112011-0026	Business Solutions Delivery - Application Configuration Management	Application Configuration Management Services centre on the version control of application software in the development, test and production domains. Although increasingly managed by embedded functional offered by most IDE, the actual release management and versioning control in most application/business solution environments remains a challenge, especially for legacy systems.	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in relevant areas, such as ITIL (Information Technology Infrastructure Library) for IT service management, are valuable. Additional certifications in specific application configuration tools and platforms can also be advantageous.</p> <p>3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in application configuration management tools and techniques.</p> <p>4. Experience: Experience in application configuration, IT support, or a related field.</p>	3-5 years of experience
81112011-0027	Business Solutions Delivery - Service Delivery (SLA) Management	After the initial development and implementation of business applications, an ongoing cycle of corrective and improvement initiatives are launched to ensure that such business applications stay in step with actual business changes. Whereas Service Support Management focuses on the operational reaction times to requests, the Service Delivery (SLA) Management focuses in the committed service levels define to ensure that application change requests are dealt with in the contracted manner by the technical teams.	<p>1. Educational Background: A Bachelor's degree in Information Technology, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Business Administration (MBA) or a Master's in Information Systems, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in service management, such as ITIL (Information Technology Infrastructure Library), are highly valued. Additional certifications in contract management and SLAs can also be advantageous.</p> <p>3. Skills and Competencies: Strong understanding of service level agreements and their components. Proficiency in service</p>	3-5 years of experience

ICN-Code	Roles	Description	Education	Years Experience
			management tools and techniques. 4. Experience: Experience in service delivery management, IT support, or a related field.	
81112011-0028	Business Solutions Delivery - Capacity Planning and Availability Management	From a business application perspective, regular interventions are required to ensure that sufficient processing and storage capacity is acquired to ensure the operational availability of business solutions. Capacity planning will involve estimating data growth in relation to transaction volumes in a three to five-year framework.	1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Systems or an MBA with a focus on Information Systems, can be highly beneficial. 2. Professional Certifications: Certifications in IT service management, such as ITIL (Information Technology Infrastructure Library), are highly valued. Additional certifications in capacity planning and performance management tools can also be advantageous. 3. Skills and Competencies: Strong analytical and problem-solving skills. Proficiency in capacity planning and availability management tools and techniques. 4. Experience: Experience in capacity planning, IT service management, or a related field.	3-5 years of experience
3.1.4	Information Security Services			
81112011-0029	Information Security - Security Architecture Services	Security Architecture Services focus on the definition of technical and information security controls within an architecture that will ensure the protection of such information source against illegal intrusion by unauthorized users. Spanning the application, processing and communication domains, security architecture will define the required policies standard and procedures that need to be followed within a set technology framework.	1. Educational Background: A Bachelor's degree in Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Security or Cybersecurity, can be highly beneficial. 2. Professional Certifications: Certifications in cybersecurity and security architecture, such as Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), or Certified Cloud Security Professional (CCSP). Additional certifications in enterprise architecture frameworks, like TOGAF, can also be advantageous. 3. Skills and Competencies: Strong understanding of security architecture principles and practices. Proficiency in security management tools and techniques.	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
			4. Experience: Experience in information security, IT security, or a related field.	
81112011-0030	Information Security - Business Continuity Consultancy Services	This service will encapsulate the following activities to define and implement a comprehensive Business Continuity plan that will include: (f) Impact Analysis due to ICT system unavailability and the definition of remedial actions; (g) development of DRP; (h) maintenance documentation of the DRP plans; and (i) testing of the DRP plans from a business perspective	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Security or Business Continuity Management, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in business continuity and disaster recovery, such as Certified Business Continuity Professional (CBCP) or Certified Information Systems Security Professional (CISSP), are valuable. Additional certifications in IT governance and risk management, like ISO 22301 Lead Implementer, can also be advantageous.</p> <p>3. Skills and Competencies: Strong understanding of business continuity planning and disaster recovery principles. Proficiency in risk assessment and management tools and techniques.</p> <p>4. Experience: Experience in business continuity, disaster recovery, or a related field.</p>	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0031	Information Security - Policy Development and Implementation Services	<p>Guided by the applicable Information Security legislation and the MISS, departments are responsible to define and implement their own security policies.</p> <p>This Policy Development and Implementation Services will cater for the consultancy services in terms of the definition of the policies and the initial implementation thereof.</p> <p>Policies shall be defined within the ISS architecture that will govern the planning and acquisition phases of the systems life cycle, as well as during the change management in the operational phase. The ISS architecture shall specify and verify the framework of technical security mechanisms that is used to implement the security policies throughout all phases of the development life cycle. The documented information security architecture shall specify a set of security mechanisms and supporting standards that can be implemented by system developers. Though the security architecture can address security requirements for individual systems, the objective is to identify generic security requirements across departments and to design generic security mechanisms that can be utilised in a wide range of systems.</p> <ul style="list-style-type: none"> • ISS policy awareness sessions should be conducted to ensure that all business managers understand the key elements of information security, why it is needed and their personal responsibilities in information security. • ISS policy monitoring controls should be established to oversee the implementation and the compliance to the policy. Specialized Security Services Within the Information Security domain certain areas of expertise exist that may function independently or is monitored independently, depending on the already implemented policy and standards implemented in a domain. 	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Cybersecurity, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Security or Cybersecurity, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in information security and policy development, such as Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), or Certified Information Systems Auditor (CISA). Additional certifications in IT governance and risk management, like ISO 27001 Lead Implementer, can also be advantageous.</p> <p>3. Skills and Competencies: Strong understanding of information security policies, standards, and frameworks. Proficiency in policy development and implementation tools and techniques.</p> <p>4. Experience: Experience in information security, IT governance, or a related field.</p>	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0032	Information Security - Specialised - Access Control Services	<p>This service will cater for the analysis and implementation of ICT based access control solutions, including local and remote access to business solutions.</p> <p>Activities within this service would typically include: a) definition and monitoring of operating system access control setting and procedures; b) application specific access controls and procedures; c) user specific access controls and procedures, including user administration (registration, passwords and deregistering); d) business process access controls and procedures (segregation of duties); e) services access controls and procedures; and f) data level access controls and procedures.</p>	<p>1. Educational Background: A Bachelor's degree in Information Technology, Computer Science, Cybersecurity, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Security or Cybersecurity, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in access control and information security, such as Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), or Certified Information Systems Auditor (CISA). Additional certifications specific to access control, like Certified Access Control Specialist (CACS), can also be advantageous.</p> <p>3. Skills and Competencies: Strong understanding of access control principles, methods, and technologies. Proficiency in access control systems and tools, such as identity and access management (IAM) solutions.</p> <p>4. Experience: Experience in information security, access control, or a related field.</p>	3-5 years of experience
81112011-0033	Information Security - Specialised - Identity Management	<p>The service of Identity Management revolves around the unique identification and repetitive confirmation of user identification within business process controls.</p> <p>This service will include the research, development and maintenance (assurance) of identity management mechanisms to ensure that personal identification can be confirmed.</p> <p>This area of expertise would typically focus on: a) single sign-on environments for business applications; b) biometrics identification of application users (hardware and related software); c) user authentication based on biometric identification; d) business process specific authentication requirements (e.g. Biometric confirmation for cancellation of sensitive business events); e) assessment and reporting on illicit user representation/events; and f) Public Key Identification and certification.</p>	<p>1. Educational Background: A Bachelor's degree in Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced degrees, such as a Master's in Information Security or Cybersecurity, can be highly beneficial.</p> <p>2. Professional Certifications: Certifications in identity and access management (IAM), such as Certified Identity and Access Manager (CIAM) or Certified Identity Management Professional (CIMP), are valuable. Additional certifications in information security, like Certified Information Systems Security Professional (CISSP) or Certified Information Security Manager (CISM), can also be advantageous.</p> <p>3. Skills and Competencies: Strong technical skills in identity and access management solutions. Familiarity with best practices and compliance standards in IAM.</p> <p>4. Experience: Experience in IAM or related fields.</p>	5-10 years of experience

ICN-Code	Roles	Description	Education	Years Experience
81112011-0034	Information Security - Specialised - Physical and Environmental Security	Physical and environmental security addressed the access to data centres and other premises where business information or ICT systems are operated. Typical activities related to this service may be to: a) perform the risk analysis on current security controls; b) assess vulnerabilities and quality assurance processes; c) perform health checks on implemented policies and controls; d) provide risk assessment governance support (procedures and standards); and e) perform regular risk analysis reports functions.	<p>1. Educational Background: Bachelor's Degree: A degree in Information Security, Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Information Security or a related field can be beneficial for advanced positions.</p> <p>2. Certifications: Physical Security Professional (PSP): Offered by ASIS International, this certification demonstrates knowledge in physical security assessments, design, and implementation of security measures. Certified Information Systems Security Professional (CISSP): This certification covers a broad range of security topics, including physical and environmental security. Certified Information Security Manager (CISM): Focuses on managing and governing an enterprise's information security program. Certified Protection Professional (CPP): Also offered by ASIS, this certification covers all aspects of security management.</p> <p>3. Experience: Work Experience: Typically, several years of progressive experience in physical security or a related field are required. For example, the PSP certification requires at least four years of experience in physical security.</p> <p>4. Additional Skills: Risk Assessment and Management: Ability to conduct thorough risk assessments and implement appropriate security measures. Knowledge of Standards and Regulations: Familiarity with local and international security standards and regulations, such as the Minimum Information Security Standards (MISS) in South Africa.</p>	<p>1. Physical Security Professional (PSP): Requires at least 4 years of progressive experience in physical security.</p> <p>2. Certified Information Systems Security Professional (CISSP): Typically requires 5 years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes physical and environmental security.</p> <p>3. Certified Information Security Manager (CISM): Requires at least 5 years of work experience in information security management, with at least three years of management experience in three or more of the job practice analysis areas.</p> <p>4. Certified Protection Professional (CPP): Requires at least 7 years of security experience, with at least three years in responsible charge of a security function.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0035	Information Security - Specialised - Communication and Operations Security	<p>This service will focus on security related to the communication network and within the operations domain.</p> <p>Responsibilities may include the following: a) install and manage anti-virus products based on departmental standards. Interfaces with the SITA GCCN may require adherence to some additional SITA standards; b) install and manage web filtering products; c) install and manage mail filtering products; d) install and manage Public Key Infrastructure; and e) develop and manage processes, procedures and policies.</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Security, Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Information Security or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Information Systems Security Professional (CISSP): This certification covers a broad range of security topics, including communication and operations security. Certified Information Security Manager (CISM): Focuses on managing and governing an enterprise's information security program. CompTIA Security+ and CompTIA Cybersecurity Analyst (CySA+): These certifications are valuable for foundational and intermediate knowledge in cybersecurity operations.</p> <p>3. Experience: Work Experience: Generally, several years of progressive experience in information security are required. For example: CISSP: Requires at least five years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes communication and operations security. CISM: Requires at least five years of work experience in information security management, with at least three years in management roles. CompTIA CySA+: Recommends at least four years of hands-on experience in information security.</p> <p>4. Additional Skills: Risk Management and Mitigation: Ability to identify, assess, and mitigate security risks. Incident Response: Skills in responding to and managing security incidents. Knowledge of Standards and Regulations: Familiarity with local and international security standards and regulations.</p>	<p>Certified Information Systems Security Professional (CISSP): Requires at least 5 years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes communication and operations security.</p> <p>Certified Information Security Manager (CISM): Requires at least 5 years of work experience in information security management, with at least three years in management roles.</p> <p>CompTIA Cybersecurity Analyst (CySA+): Recommends at least 4 years of hands-on experience in information security.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0036	Information Security - Specialised - Application Security Services	This service will include defining and implementing application specific security controls. Application security may vary based on business requirements ranging from classification of systems and information, to technology specific constraints/enablers. Application Security Services will focus on the establishment of procedures and standards per technological domain and may oversee the consistence of implementation of such controls.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Security, Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Information Security or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Information Systems Security Professional (CISSP): This certification covers a broad range of security topics, including application security. Certified Secure Software Lifecycle Professional (CSSLP): Focuses specifically on application security throughout the software development lifecycle. Certified Ethical Hacker (CEH): Provides knowledge on how to think and act like a hacker to better protect applications. GIAC Web Application Penetration Tester (GWAPT): Specializes in web application security testing.</p> <p>3. Experience: Work Experience: Generally, several years of progressive experience in information security are required. For example: CISSP: Requires at least five years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes application security. CSSLP: Requires at least four years of cumulative, paid work experience in the software development lifecycle (SDLC) with at least one year in one or more of the seven domains of the CSSLP CBK. CEH: Recommends at least two years of work experience in the Information Security domain.</p> <p>4. Additional Skills: Secure Coding Practices: Knowledge of secure coding standards and practices. Threat Modeling and Risk Assessment: Ability to identify, assess, and mitigate security risks in applications. Knowledge of Standards and Regulations: Familiarity with local and international security standards and regulations, such as OWASP Top Ten and ISO/IEC 27001.</p>	<p>1. Certified Information Systems Security Professional (CISSP): Requires at least 5 years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes application security.</p> <p>2. Certified Secure Software Lifecycle Professional (CSSLP): Requires at least 4 years of cumulative, paid work experience in the software development lifecycle (SDLC) with at least one year in one or more of the seven domains of the CSSLP CBK.</p> <p>3. Certified Ethical Hacker (CEH): Recommends at least 2 years of work experience in the Information Security domain.</p> <p>4. GIAC Web Application Penetration Tester (GWAPT): While specific experience requirements can vary, having 2 to 4 years of experience in web application security is generally beneficial.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0037	Information Security - Business Solution Compliance Services	The Business Solution Compliance Service will focus on the compliancy of business solutions (hardware, software and combinations thereof) to the departmental security policies and standards. Activities may include the following: a) install Intrusion Detection/Prevention Systems or devices; b) conduct investigations for compliance; c) continuously monitor security compliance; d) conduct network audits; e) conduct network and/or application penetration tests; f) install and maintain public domains on security networks; g) presents specialist security training to developers and users; h) research and evaluation of security products; and i) network/computer security incident response and incident management	<p>1. Educational Background: Bachelor's Degree: Typically in Information Security, Computer Science, Information Technology, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Information Security, Business Administration, or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Information Systems Security Professional (CISSP): This certification covers a broad range of security topics, including compliance and risk management. Certified Information Security Manager (CISM): Focuses on managing and governing an enterprise's information security program. Certified in Risk and Information Systems Control (CRISC): Specializes in enterprise risk management and compliance. Certified Information Systems Auditor (CISA): Focuses on auditing, control, and assurance.</p> <p>3.Additional Skills: Risk Management and Compliance: Ability to identify, assess, and mitigate security risks and ensure compliance with relevant regulations. Audit and Assessment: Skills in conducting security audits and assessments. Knowledge of Standards and Regulations: Familiarity with local and international security standards and regulations, such as ISO/IEC 27001 and PCI-DSS.</p>	<p>CISSP: Requires at least 5 years of cumulative, paid work experience in two or more of the eight domains of the CISSP Common Body of Knowledge (CBK), which includes compliance and risk management.</p> <p>CISM: Requires at least 5 years of work experience in information security management, with at least three years in management roles.</p> <p>CRISC: Requires at least 3 years of cumulative work experience in at least two of the four CRISC domains.</p> <p>CISA: Requires at least 3 years of professional experience in information systems auditing, control, or security.</p>
3.1.5	Business Solution Implementation Services			

ICN-Code	Roles	Description	Education	Years Experience
81112011-0038	Business Solution Implementation - Application / ICT/COTS Training	Application, ICT and COTS training in broader terms has evolved with the emerging of new technologies and methodologies. Whilst concepts like e-learning are increasing in popularity, with continued training where end users may be familiar with the basic business application solutions, new business solutions that impact business process, may be better served with conventional classroom training. This group will cater for all training interventions in terms of the actual training of end users, which may range from basic computer literacy training, commercial software training or customised/developed business application.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Project Management Professional (PMP): This certification is valuable for managing and implementing business solutions. Certified Information Systems Security Professional (CISSP): Useful if the role involves aspects of information security. Certified Implementation Specialist (CIS): Focuses on the skills needed for successful implementation of software and systems. ITIL Certification: Provides knowledge on IT service management, which is beneficial for ICT roles.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of software applications, ICT systems, and COTS products. Project Management: Ability to manage multiple tasks and projects simultaneously. Training and Support: Skills in training end-users and providing ongoing support. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth implementation.</p>	5 to 7 years of experience Several years of progressive experience in IT, project management, or business solution implementation are required. For example: Implementation Specialist: Typically requires 2 to 3 years of experience in project management, IT, or related fields. Senior Roles: May require 5 to 7 years of experience, often with a deeper understanding of business processes and project management methodologies.
81112011-0039	Business Solution Implementation - Training Development and Accreditation	The specialist area of training development has evolved to improve on the success rate of training interventions. With various speciality areas in developing training material, preparing training methodologies and continually improving techniques, certain standards have been set for the training industry. In order to receive recognition on the credibility of training presented of training material used, formal accreditation by SAQA is required on training courses and material used at formal training sessions. Formal NQF ratings will be given to accredited training interventions. The correct preparation of system values during the staging phase of deployments often determines the accuracy of business rules applicable to the applications. The conversion of historic data and the migration of existing data sources are often underestimated, leading to invalid baseline for trend analysis or other information required during operations or decision-making processes.	<p>1. Educational Background: Bachelor's Degree: Typically in Education, Information Technology, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Education, Instructional Design, or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Professional in Learning and Performance (CPLP): Offered by the Association for Talent Development (ATD), this certification covers a broad range of skills in training and development. Certified Training and Development Professional (CTDP): This certification focuses on the competencies required for effective training and development. Project Management Professional (PMP): Useful for managing training projects and ensuring they are delivered on time and within budget. Instructional Design Certifications: Such as those offered by the International Society for Technology in Education (ISTE) or similar organizations.</p> <p>3. Additional Skills: Instructional Design: Ability to design effective training programs and materials. Project Management: Skills in managing training projects from inception to completion. Accreditation Processes: Knowledge</p>	Training Development Roles: 3 to 5 years of experience in designing and delivering training programs. Senior Roles: 5 to 7 years of experience, often with a focus on managing training projects and teams.

ICN-Code	Roles	Description	Education	Years Experience
			of accreditation standards and processes relevant to the industry. Communication and Facilitation: Excellent communication skills to effectively deliver training and engage learners.	
81112011-0040	Business Solution Implementation - Organizational Change Management	This service focuses on the organisational changes required in preparing for the deployment of new business solutions. Ranging from the basic awareness campaigns and marketing of solutions, change agents are often required to also assist in influencing cultures and perceptions in the organisation. The traditional job security concerns and resistance to change has proven to prolong the deployment periods for applications, if not managed properly. Skills sets required to manage change will differ per deployment, per user community and per complexity basis of the business application.	<p>1. Educational Background: Bachelor's Degree: Typically in Business Administration, Human Resources, Information Technology, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Organizational Development, Business Administration, or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Change Management Practitioner (CMP): Offered by APMG International, this certification is designed to help professionals manage the impact of change effectively. Certified Change Management Professional (CCMP): Offered by the Association of Change Management Professionals (ACMP), this certification validates your ability to manage and implement change initiatives. Prosci Change Management Certification: Focuses on the Prosci ADKAR® Model, a widely recognized framework for managing change. Project Management Professional (PMP): Useful for managing change projects and ensuring they are delivered on time and within budget.</p> <p>3. Additional Skills: Change Management Techniques: Knowledge of change management models and techniques, such as the ADKAR® Model. Stakeholder Engagement: Ability to identify and engage with key stakeholders throughout the change process. Communication and Facilitation: Excellent communication skills to effectively manage and support individuals and teams through change. Risk Management: Skills in identifying and mitigating risks associated with change initiatives.</p>	Change Management Practitioner (CMP): 2 to 3 years of experience in managing change initiative. Certified Change Management Professional (CCMP): 3 to 5 years of experience in change management. Senior Roles: 5 to 7 years of experience, often with a focus on leading large-scale change initiatives.

ICN-Code	Roles	Description	Education	Years Experience
81112011-0041	Business Solution Implementation - Data Management	This service focuses on the management of data during the implementation of a new solution. In the instance where there is data from a previous solution to be moved to a replacing solution, it is important to be able to draw up Data Management and Data Migration strategies, Data Migration and Management plans, and to execute the migration of data between old and a new solution. Skills sets required to manage change will differ per deployment and per complexity of the business application.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Data Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in Data Management, Information Systems, or a related field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Data Management Professional (CDMP): Offered by DAMA International, this certification covers a broad range of data management topics. Certified Information Management Professional (CIMP): Focuses on various aspects of information management, including data governance and data quality. Project Management Professional (PMP): Useful for managing data management projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of data security.</p> <p>3. Additional Skills: Data Governance and Quality: Knowledge of data governance frameworks and practices to ensure data integrity and quality. Database Management: Skills in managing and optimizing databases. Project Management: Ability to manage data management projects from inception to completion. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth implementation.</p>	CDMP: 2 years of experience in data management. Senior Roles: require 5 to 7 years of experience, often with a focus on managing data projects and teams.
81112011-0042	Functional Application Support/COTS /ICT Services	<p>Application, ICT and COTS configuration and implementation in broader terms has evolved with the emerging of new technologies and methodologies. Various technologies/services exist that satisfies a high degree of business requirements. The type of functions performed to implement a COTS type of solution are:</p> <p>Procurement:</p> <ul style="list-style-type: none"> • Analysis: • Requirement gathering • Solution specification • Business case development • Tender specification development • Contracting • Functional activities: • Planning • Analysis • Design • Customisation and configuration • Infrastructure design • Implementation planning • Implementation • Rollout • Support and maintain <p>The types of skills required for implementing COTS type of solutions are: • Business Analysts to analyse, specific the requirements, and business process mapping • COTS</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is beneficial for ICT roles. Project Management Professional (PMP): Useful for managing and implementing business solutions. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified Application Support Engineer (CASE): Focuses on the skills needed for supporting and maintaining applications.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of software applications, ICT systems, and COTS products. Problem-Solving and Troubleshooting: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and</p>	Application Support Roles: 2 to 4 years of experience in supporting and maintaining software applications. Senior Roles: 5 to 7 years of experience focus on managing support teams and complex systems.

ICN-Code	Roles	Description	Education	Years Experience
		<p>Architects to architect the solution, security, and infrastructure • Systems Analysts design the solution and technical specifications • COTS configuration consultants • COTS software developers to customise the product • COTS infrastructure configuration consultants to install and configure the software • Testers • Change Management consultants</p> <p>Skills required to successfully execute the COTS implementation process include: • Communication skills • Understanding a variety of technologies and platforms (client/server and mainframe) • Understand the SDLC of the COTS implementation methodology • Understand the release management process</p>	<p>provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	
81112011-0043	Business Solution implementation - ICT Infrastructure Acquisition Management	<p>Planning for the deployment of any business application always coincides with a reassessment of the technical capacity of the ICT infrastructure required, especially in terms of network bandwidth and end user equipment. Although this is a formal deliverable of most development methodologies, executing such planned acquisition will require a dedicated capacity for a period in time.</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk management and control. Project Management Professional (PMP): Useful for managing acquisition projects and ensuring they are delivered on time and within budget. ITIL Certification: Provides knowledge on IT service management, which is beneficial for ICT roles.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of ICT systems, hardware, and software. Project Management: Ability to manage multiple tasks and projects simultaneously. Vendor Management: Skills in negotiating and managing relationships with vendors and suppliers. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth implementation.</p>	<p>ICT Infrastructure Roles: 3 to 5 years of experience in managing IT infrastructure projects. Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale infrastructure acquisition and deployment.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0044	Business Solution Implementation - Operational Procedure Development	During the transition phase of any new business application, operational procedures need to be developed and often integrated in terms of on-line help functions as part of the software solutions. Operational procedures also need to be constantly updated as the systems evolve and business benefits materialise in terms of business process improvements.	<p>1. Educational Background: Bachelor's Degree: Typically in Business Administration, Information Technology, Operations Management, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Project Management Professional (PMP): Useful for managing and implementing operational procedures. Certified Business Analysis Professional (CBAP): Focuses on business analysis skills, which are crucial for developing effective operational procedures. Lean Six Sigma Certification: Provides knowledge on process improvement and operational efficiency. ITIL Certification: Offers insights into IT service management, which can be beneficial for developing IT-related operational procedures.</p> <p>3. Additional Skills: Process Improvement: Knowledge of methodologies like Lean, Six Sigma, or Kaizen for improving operational efficiency. Project Management: Ability to manage multiple tasks and projects simultaneously. Documentation and Communication: Excellent skills in documenting procedures and communicating them effectively to stakeholders. Risk Management: Skills in identifying and mitigating risks associated with operational procedures.</p>	Operational Procedure Development Roles: 3 to 5 years of experience in developing and implementing operational procedures. Senior Roles: 5 to 7 years of experience, often with a focus on managing complex projects and teams.
3.1.6	Applications Development Service			

ICN-Code	Roles	Description	Education	Years Experience
81112011-0045	Applications Development Services – Analysis Services	<p>6.1 Analysis Services: ICN no. 81112011-0045 Analysis Services analyse business and data needs, to help identify business and data problems and propose solutions, using the discipline of business and data analysis.</p> <p>6.1.1 Business Analyst: ICN no. 81112011-0045 Business Analyst develop functional specifications, logical design products and are usually involved in improving business functions. They assess the impact of change on business areas and can review and redesign business processes. The Business Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers. Key profile/skills requirements include: a) Business Analysts defines the data problem that provides the required context for the work that must be completed; b) Business Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis; c) Business Analysts provides expertise in the modeling of business processes; conduct as-is/to-be business processes, is instrumental in the business process re-engineering (BPR) and involved in the change management exercise; d) IT capabilities, understanding of what systems can and cannot do; e) feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs; f) skills required to successfully execute the business analysis process include i. communication skills; ii. understanding a variety of technologies and platforms (Client/server and mainframe); iii. entity-relationship diagrams and relational database concepts; iv. object-oriented technologies (Rational Rose, object-oriented analysis, object-oriented design, object-oriented programming); and v. the SDLC; g) techniques that a Business Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and the Business Analyst needs to have the ability to assemble, analyse and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.</p> <p>6.1.2 Data Analyst : ICN no. 81112011-0045</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Software Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2.Certifications: Certified Application Developer (CAD): Focuses on the skills needed for developing and maintaining applications. Certified Business Analysis Professional (CBAP): Provides knowledge on business analysis, which is crucial for analysis services. Project Management Professional (PMP): Useful for managing application development projects. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of software development, data modeling, and system analysis. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Application Development Roles: 3 to 5 years of experience in developing and maintaining software applications.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing development projects and teams.</p>

ICN-Code	Roles	Description	Education	Years Experience
		<p>The Data Analyst liaises between the business side of an enterprise and the ICT function or external Service Providers.</p> <p>Key profile/skills requirements include:</p> <p>a) Data Analysts defines the data problem that provides the required context for the work that must be completed;</p> <p>b) Data Analysts should have background knowledge of the subject to make the requirements gathering efficient, or at least have the skills to apply logical analytical thought to a business issue. This kind of investigation is also known as domain analysis;</p> <p>c) Data Analysts provides expertise in the modeling of data, systems validation rules, data flows, report design, content for websites, data access control, and systems integration;</p> <p>d) IT capabilities, understanding of what systems can and cannot do;</p> <p>e) feasibility studies including analysis around how realistic the requirements are in terms of effort, time and costs;</p> <p>f) skills required to successfully execute the data analysis process include:</p> <p>i. communication skills;</p> <p>ii. understanding a variety of technologies and platforms (Client/server and mainframe);</p> <p>iii. entity-relationship diagrams and relational database concepts;</p> <p>iv. object-oriented technologies (Rational Rose, object-oriented analysis, object-oriented design, object-oriented programming);</p> <p>and v. the SDLC;</p> <p>g) techniques that a Data Analyst uses to gather and document requirements (existing systems and/or processes) will be based on departmental standards; and the Data Analyst needs to have the ability to assemble, analyse and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.</p>		

ICN-Code	Roles	Description	Education	Years Experience
81112011-0046	Applications Development Services – AI, IoT, DevOps and Integration Provisioning Services	<p>The Applications Development Service – AI, IoT, DevOps and Integration Provisioning Services section provide the following services:</p> <ul style="list-style-type: none"> • Artificial intelligence solutions development services • Internet of things solutions development services • Integration solution development services • DevOps solution development services • Applications database development services <p>The above services cover various technologies, frameworks, methodologies, and practices targeting various government operating environments. The type of functions performed by the software developers or applications database administrators are:</p> <ul style="list-style-type: none"> • Procurement: ▪ Solution specification ▪ Tender specification development ▪ Tender evaluations • Functional activities: ▪ Planning ▪ Technical design and infrastructure specifications ▪ Software development ▪ Software quality assurance ▪ Unit testing ▪ Participate in software components testing ▪ Participating in software integration testing ▪ Deployment planning ▪ Product packaging and deployment ▪ Post production support and maintenance <p>The types of skills required for implementing COTS type of solutions are: • Software developers • Technical writers</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Software Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions. Certifications: AI and IoT: Microsoft Certified: Azure AI Fundamentals: Demonstrates fundamental AI concepts related to the development of software and services on Microsoft Azure. Certified Internet of Things (CIoT): Focuses on IoT technologies and their applications. DevOps: AWS Certified DevOps Engineer – Professional: Validates technical expertise in provisioning, operating, and managing distributed application systems on the AWS platform. Microsoft Certified: DevOps Engineer Expert: Demonstrates expertise in working with people, processes, and technologies to continuously deliver business value.</p> <p>2. Integration Provisioning: Certified Integration Professional (CIP): Focuses on integration technologies and methodologies. TOGAF Certification: Provides knowledge on enterprise architecture, which is beneficial for integration roles.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of AI, IoT, DevOps practices, and integration technologies. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>AI and IoT Roles: 3 to 5 years of experience in developing and implementing AI and IoT solutions.</p> <p>DevOps Roles: 3 to 5 years of experience in DevOps practices and tools.</p> <p>Integration Roles: 3 to 5 years of experience in system integration and architecture.</p>
3.1.7	ICT Services Support Management			
81112011-0047	ICT Services Support Management - Service Management Centre	<p>Service Management Centres offers telephony support to all users of business applications, from first line support in terms of direct interventions available to rectify problems, to remote desktop support or the dispatching of technicians for onsite support.</p> <p>Depending on the placement of the service management centres in relation to the user base, remote support may be availed in order reduce reaction times. A strong focus will also be on establishing proactive monitoring capabilities.</p> <p>The group will not cater for the establishment of such call</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk</p>	<p>Service Management Roles: 3 to 5 years of experience in managing IT services and support teams.</p> <p>Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale IT service operations.</p>

ICN-Code	Roles	Description	Education	Years Experience
		centre capability, but rather the contracting of skill sets in support of existing facilities.	management and control. 3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Customer Service: Ability to manage and improve customer relationships and address their needs and concerns.	
81112011-0048	ICT Services Support Management - Service Level Management	Operators in relation to the services level as contracted to with such a centre. Measuring and monitoring calls from receipt to conclusion, service level management will address exceptions, escalations and reporting on performance.	1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions. 2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk management and control. 3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Customer Service: Ability to manage and improve customer relationships and address their needs and concerns.	Service Management Roles: 3 to 5 years of experience in managing IT services and support teams. Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale IT service operations.

ICN-Code	Roles	Description	Education	Years Experience
81112011-0049	ICT Services Support Management - Problem Management	For each service request received, a proper root cause analysis must be done to determine the position of such problem within the value chain of the larger service delivery. Recommendations will be made for preventative measures to be implemented and resolutions will be published to a knowledge base for future reference. In addition to reactive analysis, the problem management services will also address the proactive identifying of areas that can impact on current service support as well as the analysis of trends that could highlight improvement areas.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Certified Problem and Incident Manager (CPIM): Focuses specifically on problem and incident management. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Customer Service: Ability to manage and improve customer relationships and address their needs and concerns.</p>	Problem Management Roles: 3 to 5 years of experience in managing IT services and support teams. Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale IT service operations.
81112011-0050	ICT Services Support Management - Incident Management	disruption on business. Mainly responsible to monitor and track requests in line with predetermined SLAs to effectively and efficiently improve service delivery to the customer. Incident Management also facilitates escalation management in line with predetermined SLAs. Provides online management and operational reports to facilitate corrective and preventative action.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Certified Problem and Incident Manager (CPIM): Focuses specifically on problem and incident management. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from</p>	Incident Management Roles: 3 to 5 years of experience in managing IT services and support teams. Senior Roles: 5 to 7 years of experience, on managing large-scale IT service operations.

ICN-Code	Roles	Description	Education	Years Experience
			inception to completion. Customer Service: Ability to manage and improve customer relationships and address their needs and concerns.	
81112011-0051	ICT Services Support Management - ICT Configuration Management	This service will consist of the integration of ICT assets and the configuration of such asset configuration info into the Service Management Centre or Help Desk systems. Resources will be responsible to establish and to maintain records with respect to relationships between ICT elements involving hardware, software and associated applications. Specialised skills in terms of networks, desktop and application knowledge will be required.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk management and control. Certified Configuration Management Professional (CCMP): Focuses specifically on configuration management principles and practices.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Documentation and Process Management: Ability to maintain accurate configuration records and manage change processes effectively.</p>	Configuration Management Roles: 3 to 5 years of experience in managing IT services and support teams. Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale IT service operations.

ICN-Code	Roles	Description	Education	Years Experience
81112011-0052	ICT Services Support Management - Performance and Capacity Management	Performance and Capacity Management is directly related to the business requirements by ensuring that sufficient capacity is available at all times and is involved in incident resolution and problem identification for those difficulties relating to capacity issues. Capacity management should also be actively involved in evaluating all changes, as a change could very easily have an adverse effect on the capacity and hence performance of the system. This includes managing the cumulative effect on capacity of changes over a period of time. Performance management's aim is to enable meeting service level commitments for support levels, transaction volumes, turn-around times, and resilience and response times.	1 .Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk management and control. Certified Capacity Management Professional (CCMP): Focuses specifically on capacity management principles and practices. 2. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Performance Monitoring and Analysis: Ability to monitor and analyze system performance and capacity to ensure optimal operation.	Performance and Capacity Management Roles: 3 to 5 years of experience in managing IT services and support teams. Senior Roles: 5 to 7 years of experience, focus on managing large-scale IT service operations.
81112011-0053	ICT Services Support Management - Change and Release Management	Change and Release Management will cater for the analysis and communication of the impact of any changes to hardware, software and applications that will influence the formal operational availability and functionality of services. Changes will normally be centrally defined, evaluated and approved prior to implementation. Change management may be managed through Cross Functional Change Advisory Boards if fulltime resources in all disciplines are not secured.	1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions. 2. Certifications: ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. Certified Change Management Professional (CCMP): Focuses specifically on change management principles and practices. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. 3. Additional Skills: Technical Expertise: Strong understanding of IT systems, infrastructure, and software. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion. Change Management: Ability to	Change and Release Management Roles: 3 to 5 years of experience in managing IT services and support teams2. Senior Roles: 5 to 7 years of experience, focus on managing large-scale IT service operations2.

ICN-Code	Roles	Description	Education	Years Experience
			handle and implement changes in IT services with minimal disruption.	
3.1.8	Data Centre Services			
81112011-0054	Data Centre - Data Centre Architecture Planning and Design	The planning and design of Data Centre Architectures and the maintenance thereof will address the following key components, which will vary in terms of complexity depending on the business requirements for the operational capability: a) data centre processing requirements; b) centralised data processing services; c) hardware and software configuration; d) maintenance procedures for hardware according to the OEM specifications; e) data centre environmental and occupational safety plans; f) definition of physical security management; and g) to define data security management controls for all production data.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Electrical Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Data Center Design Professional (CDCDP): This certification covers comprehensive data center design principles and best practices. Cisco Certified Internetwork Expert (CCIE) Data Center: Recommended for those with five to seven years of experience in designing, deploying, operating, and optimizing data center technologies. Certified Data Center Management Professional (CDCMP): Focuses on managing and operating data centers effectively. Data Center Design Consultant (DCDC): Provides expertise in data center design and infrastructure.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of data center infrastructure, including power, cooling, and network systems. Project Management: Ability to manage multiple tasks and projects simultaneously. Regulatory Compliance: Knowledge of national and international regulations, codes, and standards relevant to data center design. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth implementation.</p>	<p>CDCDP: 2 years working within a data center environment, p in a technical IT, operational, or facilities role.</p> <p>Senior Roles: 5 to 7 years of experience, often with a focus on managing large-scale data center projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0055	Data Centre - Disaster Recovery and Business Continuity	The Disaster Recovery and Business Continuity Service will include the following consultancy services: a) development and/or maintenance on an extensive mainframe disaster recovery plan designed to recover the functionality of the Data Processing Centre and to re-establish according to the priority list of the disaster recovery plan in the event of the loss, up to the end of the capacity used for disaster recovery; b) development a disaster recovery procedure for the midrange and mainframe applications; c) planning and execution of bi-annual disaster recovery exercise to ascertain whether application recovery procedure can be practically implemented within the specified requirements and time constraints; and d) facilitating the integration of the DRP plans and procedures with other DRP plans (e.g. Network) to form a holistic DRP capability.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Business Administration, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Business Continuity Professional (CBCP): This certification is widely recognized and requires at least two years of significant, practical experience in business continuity and disaster recovery. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of information security. Certified in Risk and Information Systems Control (CRISC): Focuses on risk management and control. Project Management Professional (PMP): Useful for managing projects and ensuring they are delivered on time and within budget.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of data center infrastructure, including power, cooling, and network systems. Risk Management and Compliance: Knowledge of national and international regulations, codes, and standards relevant to disaster recovery and business continuity. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth implementation. Project Management: Ability to manage multiple tasks and projects simultaneously.</p>	<p>CBCP: 2 years of significant, practical experience in five of the subject areas of the Professional Practices for Business Continuity Management.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing large-scale disaster recovery and business continuity projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0056	Data Centre – Printing	This Printing Services group will consist of the processing of large batch related printing services, consisting of the following: a) large batch job printing services (e.g. reports, pay sheets); b) forms design for pre-printed stationary of predefined communication media; c) sorting and despatching of printed material; d) coordination of maintenance on all lasers and line printers; and e) control over face-value forms.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, or a related field is preferred, but not essential. Some roles may also accept degrees in Printing Technology or Graphic Communications.</p> <p>2. Certifications: Printing SA Certifications: Printing SA offers a range of certifications and training programs tailored to the printing industry, including digital printing, pre-press, and post-press operations. Adobe Certified Expert (ACE): Useful for roles involving digital printing and pre-press operations, focusing on software like Adobe Photoshop, Illustrator, and InDesign. Certified Data Center Professional (CDCP): Beneficial for understanding data center operations and infrastructure, which can be relevant for managing printing services within a data center environment.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of printing technologies, including digital and offset printing, pre-press, and post-press operations. Project Management: Ability to manage multiple tasks and projects simultaneously. Communication: Excellent communication skills to liaise with various stakeholders and ensure smooth operations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently.</p>	<p>Printing Roles: 2 to 4 years of experience in printing operations, including digital and offset printing.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing printing projects and teams.</p>
81112011-0057	Data Centre - Software Support and Maintenance	Software Support and Maintenance services is focused on the operating software and will include the following key services: a) maintaining software configuration records; b) maintaining software version control; c) implementing new versions of the operating systems (including planning operating system installation, testing, adaptation, training, deployment and adaptation of standards or procedures); d) providing back up recovery of the operating systems; e) controlling the operating system's configuration; f) configuring and installing third party products; and g) optimising the operating systems.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Software Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Data Centre Professional (CDCP): This certification covers comprehensive data center operations and best practices. CompTIA Server+: Focuses on server support and maintenance, which is crucial for data center roles. Microsoft Certified: Azure Administrator Associate: Useful for managing and maintaining cloud-based data center services. ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of software applications, server infrastructure, and data center operations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project</p>	<p>Entry-Level Roles: 1 to 2 years of experience in IT support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in software support and maintenance.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex systems and teams.</p>

ICN-Code	Roles	Description	Education	Years Experience
			Management: Skills in managing projects from inception to completion.	
81112011-0058	Data Centre - Database Support and Maintenance	The Database Support and Maintenance service will consist of two key components, being Application DBA services and DBMS support services. Mutually exclusive the typical services in each grouping are as follows: DBA application support: a) support and consultation to development staff throughout the application development cycle; b) modelling and normalising data contained in the DBMS; c) physical design of databases according to database and environmental constraints and the implementation thereof; d) creating and maintenance of a data dictionary; e) monitoring and advise on the effective use of the DBMS and related tools; and f) optimising the database access. DBMS support: a) installation, testing, tuning and deploying version and revision of DBMS software; b) maintaining, revising and upgrading DBMS software; c) providing back-up and recovery mechanisms; d) managing the database administration; e) verifying database designs prior to implementation; f) providing first line technical support to application development staff and operational staff; and g) implementing technical manual guidelines for system migration and development activities.	1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Software Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions. 2. Certifications: Certified Data Centre Professional (CDCP): This certification covers comprehensive data center operations and best practices. CompTIA Server+: Focuses on server support and maintenance, which is crucial for data center roles. Microsoft Certified: Azure Administrator Associate: Useful for managing and maintaining cloud-based data center services. ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively. 3. Additional Skills: Technical Expertise: Strong understanding of software applications, server infrastructure, and data center operations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.	Entry-Level Roles: 1 to 2 years of experience in IT support or related roles. Mid-Level Roles: 3 to 5 years of experience in software support and maintenance. Senior Roles: 5 to 7 years of experience, focus on managing complex systems and teams.

ICN-Code	Roles	Description	Education	Years Experience
81112011-0059	Data Centre - Data Centre Operations	<p>This group of services will ensure the optimal availability of mainframe, midrange servers and peripheral devices, including the applications and operating software of such devices.</p> <p>Typical associated tasks will include: a) scheduling/planning of operational and batch tasks and the monitoring thereof; b) workload balancing for optimal performance of processors; c) development of job control software; d) operating and monitoring of storage media (local and remote); e) operating and routing of line- and laser print output; f) performing of housekeeping procedures; and g) identify, evaluate, escalate and respond to hardware, software and application software errors and problems. h) Skills sets may include the actual operating staff, supervisors, production planning and management resources.</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Electrical Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Certified Data Centre Professional (CDCP): This certification covers comprehensive data center operations and best practices. CompTIA Server+: Focuses on server support and maintenance, which is crucial for data center roles. Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, which is essential for data center operations. ITIL Certification: Provides knowledge on IT service management, which is essential for managing IT services effectively.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of data center infrastructure, including power, cooling, and network systems. Problem-Solving and Analytical Skills: Ability to diagnose and resolve technical issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in IT support or related roles. Mid-Level Roles: 3 to 5 years of experience in data center operations. Senior Roles: 5 to 7 years of experience, focus on managing complex systems and teams.</p>
3.1.9	Communication Network			
81112011-0060	Communication Network - WAN/VPN Planning and Design	<p>This service will cater for the appointment of specialists in the planning and design of WAN or VPN, to work in consultation or in a quality assurance capacity with suppliers appointed in terms of tender(s) as reference under Table 11. 8 par a – b above.</p> <p>Services may include: a) providing consulting services; b) planning and design of network solutions; c) formulation of infrastructure provisioning strategies; and d) monitor external trends in technology solutions.</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN planning and design. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles. Mid-Level Roles: 3 to 5 years of experience in WAN and VPN planning and design. Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
			diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.	
81112011-0061	Communication Network - WAN/VPN Development and Implementation	This service will cater for appointing specialists for the management of WAN and VPN development and implementation services. This service will focus on the specifications for contracting and in quality assurance capacity with suppliers appointed in terms of replacement tenders.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0062	Communication Network - WAN/VPN Maintenance	The WAN/VPN Maintenance Service will cater for appointing specialists for the management of WAN and VPN maintenance services. This service will focus on the specifications for contracting and in quality assurance capacity with suppliers appointed in terms of replacement tender.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>
81112011-0063	Communication Network - Network Monitoring and Management	This service will cater for the appointment of specialists for the monitoring of the utilisation of the network hardware and software. In consultation with the WAN/VPN planning Architects and other network specialists, this service will focus on the interaction and assurance capacity with suppliers appointed in terms of replacement tenders.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, Focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
			various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.	
81112011-0064	Communication Network - Internet/Intranet Hosting	In most business solutions areas the development and/or hosting of Internet and Intranet services are dealt with within the Network domain. The hosting, monitoring and the management of the service are done via the converged communications environments. This service does not cater for the development of Internet and Intranet solutions, but merely the hosting of such business solutions within the secure data centre domains.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>
81112011-0065	Communication Network – Telecommunication	This service will cater for the appointment of specialists in the planning, design and maintenance of Telecommunication Services which include VoIP technologies, IP Telephony, PABX, Telephone Management Systems, to work in consultation or in a quality assurance capacity with suppliers appointed in terms of tender 385 or 439 or replacement tender. Services may include: a) providing consulting services; b) planning and design of voice related solutions; c) formulation of Voice infrastructure provisioning strategies; d) maintenance and support of Telecommunication environment; and e) monitor external trends in technology solutions.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
			of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.	
3.1.10	LAN and Desktop			
81112011-0066	LAN and Desktop - LAN Planning and Design	This service relates to designing and planning LAN architectures based on user requirements, with associated Change Management, Capacity Management, Availability Management, Configuration Management, LAN Service Continuity Management, Service Support Plans and Security Management. Designs will include Integration planning, LAN Management Tools, Database Management and quality assurance; establishing service improvement initiatives as part of local area network management functions, to ensure the improvement of the service.	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0067	LAN and Desktop - LAN Support	<p>This service addresses the operational control and management of LAN services, it's components and configurations.</p> <p>Key activities include: a) installation, de-installation, distribution, configuration, re-configuration, housekeeping and preventative maintenance, inventory and asset management under control of Configuration Management process; b) management of all LAN Event Lifecycle and Event reporting including, logging and analysis; c) workload scheduling and management, output and printer scheduling management, secure control and distribution of electronic and physical output media, fail-over testing and disaster recovery testing; d) storage and information management, system backup and recovery and database management and administration; e) management and control of operational security which involves the control and management of access to all operational infrastructure both physically and logically, security monitoring by detection and containment of all intrusion attempts or unauthorised access, logging, management and reporting of all security events and exceptions; f) management of supporting operational processes which include the management of operational documentation, information logging and collection, information analysis and scripting; and g) pro-active operational management by reviewing operations process for efficiency, effectiveness and compliance, operational tuning, internal or external audits.</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>

ICN-Code	Roles	Description	Education	Years Experience
81112011-0068	LAN and Desktop - LAN and Desktop Sup	<p>This service will consist of hardware diagnostics and software maintenance and support services for ICT LAN and desktop infrastructure equipment and related peripherals, as well as the support services related to installing hardware and software including: a) operation and delivery of local services to agreed service levels; b) local user liaison, training and support providing local coordination for support services; c) local equipment support; d) control of access to local equipment and services; e) maintenance of local documentation and procedures; f) configuration management and change management of all distributed ICT infrastructure components; g) logging, reporting, filtering and correlation of local events, incidents and problems; h) liaison for users on all major deployments of new or updated services, assisting with the deployment where necessary with any on-site activities; and i) maintenance and monitoring of local security procedures.</p> <p>11 Planning and Organisation 11.1 Architecture and Governance Services: ICN no. 81112011-0069</p> <p>The Architecture and Governance Services section perform advice, consultation, architecture, and governance activities that enables applications development, implementation, and maintenance service delivery.</p> <p>Tasked with planning, architecting and governing relating to solutions delivery, the key ICT services tied to the Planning and Organisation strategy performed by Architecture and Governance Services are: a) Business Architecture; b) Applications Solution Architecture; c) Information and Data Architecture; d) SOA, API, and Integration Architecture; e) Technical Architecture; f) Application Security Architecture; g) DevOps Architecture; h) Systems Engineering; i) Technical writing</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>
3.1.11	Planning and Organisation			

ICN-Code	Roles	Description	Education	Years Experience
81112011-0069	Architecture and Governance Services	<p>The Architecture and Governance Services section perform advice, consultation, architecture, and governance activities that enables applications development, implementation, and maintenance service delivery.</p> <p>Tasked with planning, architecting and governing relating to solutions delivery, the key ICT services tied to the Planning and Organisation strategy performed by Architecture and Governance Services are: a) Business Architecture; b) Applications Solution Architecture; c) Information and Data Architecture; d) SOA, API, and Integration Architecture; e) Technical Architecture; f) Application Security Architecture; g) DevOps Architecture; h) Systems Engineering; i) Technical writing</p>	<p>1. Educational Background: Bachelor's Degree: Typically in Information Technology, Computer Science, Network Engineering, or a related field is preferred, but not essential. Advanced Degrees: A Master's degree in a relevant field can be advantageous for higher-level positions.</p> <p>2. Certifications: Cisco Certified Network Associate (CCNA): Provides foundational knowledge in networking, including WAN and VPN technologies. Cisco Certified Network Professional (CCNP): Focuses on more advanced networking concepts and is highly beneficial for WAN and VPN development and implementation. Certified Information Systems Security Professional (CISSP): Beneficial if the role involves aspects of network security. CompTIA Network+: Covers essential networking concepts and is a good starting point for network professionals.</p> <p>3. Additional Skills: Technical Expertise: Strong understanding of networking protocols, WAN technologies, and VPN configurations. Problem-Solving and Analytical Skills: Ability to diagnose and resolve network issues efficiently. Communication: Excellent communication skills to liaise with various stakeholders and provide effective support. Project Management: Skills in managing projects from inception to completion.</p>	<p>Entry-Level Roles: 1 to 3 years of experience in network support or related roles.</p> <p>Mid-Level Roles: 3 to 5 years of experience in WAN and VPN development and implementation.</p> <p>Senior Roles: 5 to 7 years of experience, focus on managing complex network projects.</p>
81112011-0070	Functional Application Support Services	<p>Functional Application Support Services relates to the management/supervising of teams and individuals responsible to functionally support business solutions, applications or specific software products. Functional support can range from the effective utilisation of such product, training, data capturing, up to the physical operation of such products. The service will typically be called for when one or more managers or resources are required with background in functional support services, as independent resources in an advisory or specific application support role.</p>	<p>1. Educational Background: A 3-year National Diploma or Bachelor's Degree in Information and Communication Technology (ICT) or a related field is preferred, but not essential. Alternatively, a Grade 12 certificate with extensive experience (5-8 years) in Functional Application Support can sometimes be acceptable.</p> <p>2. Skills: Strong problem-solving and analytical skills. Excellent communication and interpersonal skills. Ability to work collaboratively with cross-functional teams. Proficiency in relevant software and tools used in application support.</p> <p>3. Additional Qualifications: Certifications in specific applications or systems can be advantageous. Experience in a specialized area, such as pathology laboratory systems, can also be beneficial.</p>	<p>3-6 years of experience in Functional Application Support or a related ICT field. Specific experience with the applications or systems you'll be supporting is highly valued.</p>

3.2 Resource role description, current number of resources and estimated number of hours envisaged: ITH Initiative

Table 3.2.1 below summarises the roles description, the service categories and current number of resources for continued system development and - maintenance of the Integrated Transport Hub (ITH) initiative.

Table 3.2.2 shows the estimated number of hours for projects/project elements for the next 3 years.

PLEASE NOTE: All tables under 3.2 can be linked by the ITH Role #, in the same sequence. The number of hours estimated are for tender evaluation and comparison purposes only, and may vary significantly from the numbers shown in the tables below. The Purchaser reserves the option to increase or decrease the requirement for hourly input in accordance with circumstances which may dictate so.

Table 3.2.1 Current resource roles, service categories and numbers of resources for ITH Initiative

ITH Role #	Current Resource Role Description	Role Code	Goods and Service Categories	Current number of resources per category
1	Senior Specialist Microsoft Engineer	81112011-0001	ICT Management Services	13
2	Specialist Functional Support	81112011-0002	ICT Management Services	4
3	Senior Functional Support	81112011-0002	ICT Management Services	3
4	Senior Specialist Project Manager	81112011-0005	ICT Management Services	2
5	Senior Project Manager	81112011-0005	ICT Management Services	1
6	Project Manager	81112011-0005	ICT Management Services	1
7	Senior Project Coordinator	81112011-0005	ICT Management Services	1
8	Project Administrator	81112011-0005	ICT Management Services	5
9	Project Coordinator	81112011-0005	ICT Management Services	1
10	Functional Support	81112011-0005	ICT Management Services	4
11	Senior Specialist Business Analyst	81112011-0011	Business Planning and Development	1
12	Senior Business Analyst	81112011-0011	Business Planning and Development	1
13	Senior Specialist Data Scientist	81112011-0018	Business Solutions Delivery Services	1
14	GIS Specialist	81112011-0023	GIS Specialist	3
15	Senior Specialist Analyst Developer	81112011-0045	Applications Development Service	1
16	Specialist Analyst Developer	81112011-0046	Applications Development Service	2
17	Software Testing and Quality Assurance Technician	81112011-0046	Applications Development Service	1
18	Senior Analyst Developer	81112011-0046	Applications Development Service	4

Table 3.2.2 Current ITH projects/project elements and indicative hours per service category for the next 3 years

ITH Role #	Advanced Analytics			EnForce			Functional Support		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
2	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
3	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
4	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
5	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
6	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
7	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
8	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
9	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
10	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
11	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
12	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
13	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
14	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
15	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
16	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
17	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
18	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640

Table 3.2.2 (continued)

ITH Role #	Project Support			Public Transport Regulatory System (PTRS)			Software As a Service (SAAS)		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
2	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
3	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
4	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
5	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
6	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
7	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
8	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
9	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
10	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
11	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
12	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
13	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
14	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
15	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
16	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
17	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
18	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640

Table 3.2.2 (continued)

ITH Role #	Traffic Law Enforcement (TLE)			Common Logic Engine (CLE)			Freight		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
2	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
3	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
4	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
5	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
6	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
7	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
8	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
9	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
10	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
11	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
12	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
13	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
14	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
15	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
16	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640
17	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
18	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640	2 640

3.3 Resource role description, current number of resources and estimated number of hours envisaged: GMT Initiative

Table 3.3.1 below summarises the roles description, the service categories and current number of resources for continued system development and - maintenance of the Government Motor Transport (GMT) initiative.

Table 3.3.2 shows the estimated number of hours for projects/project elements for the next 3 years.

PLEASE NOTE: All tables under 3.3 can be linked by the GMT Role #, in the same sequence. The number of hours estimated are for tender evaluation and comparison purposes only, and may vary significantly from the numbers shown in the tables below. The Purchaser reserves the option to increase or decrease the requirement for hourly input in accordance with circumstances which may dictate so.

Table 3.3.1 Current resource roles, service categories and numbers of resources for GMT Initiative

GMT Role #	Current Resource Role Description	Role Code	Goods and Service Categories	Current number of resources per category
1	Senior Specialist Functional Support	81112011-0002	ICT Management - Functional Support Management	5
2	Senior Specialist Project Manager	81112011-0004	ICT Management - Program Management	1
3	Senior Project Manager	81112011-0005	ICT Management - Project Management	7
4	Senior Specialist Solutions Architect	81112011-0007	ICT Management - ICT Governance and Compliance	1
5	Senior Specialist Business Analyst	81112011-0009	Management - Quality Management	1
6	Senior Specialist Business Analyst	81112011-0010	Business Planning and Development - ICT Strategic Consulting	3
7	Senior Specialist Business Analyst	81112011-0011	Business Planning and Development - Business Analysis	4
8	Senior Specialist Solutions Architect	81112011-0012	Business Planning and Development - Business Process Architecture	1
9	Senior Specialist Solutions Architect	81112011-0013	Business Planning and Development - Information Systems Architecture	1
10	Senior Specialist Solutions Architect	81112011-0014	Business Planning and Development - Information Architecture	2
11	Senior Specialist Solutions Architect	81112011-0015	Business Planning and Development - Information Technology Architecture	1
12	Senior Specialist Solutions Architect	81112011-0017	Enterprise Architecture Services	1
13	Senior Specialist Analyst Developer	81112011-0018	Business Solutions Delivery - System Analysis and Design	1
14	Senior Specialist Analyst Developer	81112011-0019	Business Solutions Delivery - Business Solution Development	5
15	Senior Specialist Analyst Developer	81112011-0021	Business Solutions Delivery - Business Solution Maintenance	5
16	Senior Specialist Analyst Developer	81112011-0022	Business Solutions Delivery - Specialised - Business Intelligence	3

GMT Role #	Current Resource Role Description	Role Code	Goods and Service Categories	Current number of resources per category
17	Senior Specialist Analyst Developer	81112011-0024	Business Solution Delivery - Specialised - Document and Image Management	7
18	Senior Specialist Solutions Architect	81112011-0029	Information Security - Security Architecture Services	2
19	Senior Specialist Solutions Architect	81112011-0030	Information Security - Business Continuity Consultancy Services	1
20	Senior Specialist Solutions Architect	81112011-0031	Information Security - Policy Development and Implementation Services	3
21	Senior Specialist Project Manager	81112011-0040	Business Solution Implementation - Organisational Change Management	
22	Senior Specialist Data Scientist	81112011-0041	Business Solution Implementation - Data Management	2
23	Senior Specialist Business Analyst	81112011-0045	Applications Development Services – Analysis Services	2
24	Senior Specialist Analyst Developer	81112011-0046	Applications Development Services – AI, IoT, DevOps and Integration Provisioning Services	2
25	Senior Specialist Database Administrator	81112011-0057	Data Centre - Software Support and Maintenance	5
26	Senior Specialist Database Administrator	81112011-0058	Data Centre - Database Support and Maintenance	1
27	Senior Specialist Solutions Architect	81112011-0069	Architecture and Governance Services	1

Table 3.3.2 Current GMT projects/project elements and indicative hours per service category for the next 3 years

GMT Role #	Enterprise Architecture Framework: Implementation			Consolidate Systems Solutions Across Business			Enable Client-Centric Applications and Processes		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1				900	900	900	900	900	900
2	1920	1920	1920	1920	1920	1920	1920	1920	1920
3				1920	1920	1920	1920	1920	1920
4				215	215	215	215	215	215
5	215	215	215	215	215	215	215	215	215
6				1550	1550	1550	850	850	850
7				1920	1920	1920	1920	1920	1920
8				215	215	215	215	215	215
9	215	215	215	215	215	215	215	215	215
10				215	215	215	215	215	215
11				215	215	215	215	215	215
12	215	215	215	215	215	215	215	215	215
13				215	215	215	215	215	215
14				640	640	640	640	640	640
15				640	640	640	640	640	640
16				1920	1920	1920	1920	1920	1920
17									
18				250	250	250	250	250	250
19	250	250	250	250	250	250	250	250	250
20							300	300	300
21									
22				450	450	450	450	450	450
23				450	450	450	450	450	450
24				250	250	250			
25	0	0	0	100	100	100	100	100	100

GMT Role #	Enterprise Architecture Framework: Implementation			Consolidate Systems Solutions Across Business			Enable Client-Centric Applications and Processes		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
26	0	0	0	1000	1000	1000	1000	1000	1000
27	215	215	215	215	215	215	215	215	215

Table 3.3.2 (continued)

GMT Role #	Intelligent Transport System (ITS)			Document and Image Management: OpenText ECM and My Content		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	900	900	900			
2	1920	1920	1920			
3	1920	1920	1920			
4	215	215	215			
5	215	215	215			
6	900	900	900			
7	1920	1920	1920			
8	215	215	215			
9	215	215	215			
10	215	215	215			
11	215	215	215			
12	215	215	215			
13	215	215	215			
14	640	640	640			
15	640	640	640			
16	1920	1920	1920			
17				1100	1100	1100
18	250	250	250			

GMT Role #	Intelligent Transport System (ITS)			Document and Image Management: OpenText ECM and My Content		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
19	250	250	250			
20						
21						
22	450	450	450			
23	450	450	450			
24	250	250	250			
25	100	100	100			
26	1000	1000	1000			
27	215	215	215			

Table 3.3.2 (continued)

GMT Role #	Project Manager			Change Management		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1						
2	1920	1920	1920	1920	1920	1920
3						
4						
5						
6						
7						
8						
9						
10						
11						

GMT Role #	Project Manager			Change Management		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						

3.4 Resource role description, current number of resources and estimated number of hours envisaged: SOMS Initiative

Table 3.4.1 below summarises the roles description, the service categories and current number of resources for continued system development and - maintenance of the Strategic and Operational Management Support (SOMS) initiative.

Table 3.4.2 shows the estimated number of hours for projects/project elements for the next 3 years.

PLEASE NOTE: All tables under 3.4 can be linked by the SOMS Role #, in the same sequence. The number of hours estimated are for tender evaluation and comparison purposes only, and may vary significantly from the numbers shown in the tables below. The Purchaser reserves the option to increase or decrease the requirement for hourly input in accordance with circumstances which may dictate so.

Table 3.4.1 Current resource roles, service categories and numbers of resources for SOMS Initiative

SOMS Role #	Current Resource Role Description	Role Code	Goods and Service Categories	Current number of resources per category
1	Project Manager	81112011-0005	ICT Management - Project Management	1
2	Senior Specialist Solutions Architect	81112011-0007	ICT Management - ICT Governance and Compliance	1
3	Senior Specialist Business Analyst	81112011-0010	Business Planning and Development - ICT Strategic Consulting	1
4	Business Analysis	81112011-0011	Business Planning and Development - Business Analysis	1
5	Senior Specialist Data Scientist	81112011-0015	Business Planning and Development - Information Technology Architecture	1
6	Enterprise Architecture Services	81112011-0017	Enterprise Architecture Services	1
7	Information Security - Business Continuity Consultancy	81112011-0030	Information Security - Business Continuity Consultancy Services	1
8	Business Solution Implementation - Organisational Change Management	81112011-0040	Business Solution Implementation - Organisational Change Management	1
9	Architecture and Governance Services	81112011-0069	Architecture and Governance Services	1

Table 3.4.2 Current SOMS projects/project elements and indicative hours per service category for the next 3 years

SOMS Role #	ICT Plans			Value& Benefits Realisation Phase 2 and 3			BCMS (BIA and ITSMCP) Phase 2 and 3		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1									
2	1920	1920	1920	1920	1920	1920			
3	1920	1920	1920						
4							1920	1920	1920
5	1920	1920	1920						
6							1920	1920	1920
7									
8	1920	1920	1920						
9									

Table 3.4.2 (continued)

SOMS Role #	Project Manager			Change Management		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1920	1920	1920	1920	1920	1920
2						
3						
4						
5						
6						
7				1920	1920	1920
8						
9						

3.5 Resource role description, current number of resources and estimated number of hours envisaged: TALS Initiative

Table 3.5.1 below summarises the roles description, the service categories and current number of resources for continued system development and - maintenance of the Traffic Administration and Licensing System (TALS) initiative.

Table 3.5.2 shows the estimated number of hours for projects/project elements for the next 3 years.

PLEASE NOTE: All tables under 3.5 can be linked by the TALS Role #, in the same sequence. The number of hours estimated are for tender evaluation and comparison purposes only, and may vary significantly from the numbers shown in the tables below. The Purchaser reserves the option to increase or decrease the requirement for hourly input in accordance with circumstances which may dictate so.

Table 3.5.1 Current resource roles, service categories and numbers of resources for TALS Initiative

TALS Role #	Current Resource Role Description	Role Code	Goods and Service Categories	Current number of resources per category
1	Senior Project Manager	81112011-0005	ICT Management - Project Management	1
2	Senior Specialist Business Analyst Developer	81112011-0011	Business Planning and Development - Business Analysis	2
3	Senior Specialist Microsoft Engineer	81112011-0059	Data Centre - Data Centre Operations	1

Table 3.5.2 Current TALS projects/project elements and indicative hours per service category for the next 3 years

SOMS Role #	ICT Plans			Value& Benefits Realisation Phase 2 and 3			BCMS (BIA and ITSMCP) Phase 2 and 3		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
2	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920
3	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920	1 920

Table 3.5.2 (continued)

SOMS Role #	Project Manager			Change Management		
	2025/26	2026/27	2027/28	2025/26	2026/27	2027/28
1	1 920	1 920	1 920	1 920	1 920	1 920
2	1 920	1 920	1 920	1 920	1 920	1 920
3	1 920	1 920	1 920	1 920	1 920	1 920

3.6 Summary of indicative number of resources required

Please note that the indicative number of resources required for this contract is based upon historical data available from the current ICT contract in operation, and indicates the maximum number of resources under the current workload. These numbers may be different under this new contract, and will be determined after award of the contract in consultation with the Supplier.

Table 3.6: Summary of indicative number of resources required for this contract

ICN Code	ICN Role	ITH	GMT	SOMS	TALS	Total
81112011-0001	ICT Management - Technical Management	1				1
81112011-0002	ICT Management - Functional Support Management	9	5			14
81112011-0004	ICT Management - Program Management		1			1
81112011-0005	ICT Management - Project Management	4	7	1	1	13
81112011-0006	ICT Management - Project Administration Support	6				6
81112011-0007	ICT Management - ICT Governance and Compliance		1	1		2
81112011-0009	Management - Quality Management		1			1
81112011-0010	Business Planning and Development - ICT Strategic Consulting		3	1		4
81112011-0011	Business Planning and Development - Business Analysis	5	4	1	2	12
81112011-0012	Business Planning and Development - Business Process Architecture		1			1
81112011-0013	Business Planning and Development - Information Systems Architecture		1			1
81112011-0014	Business Planning and Development - Information Architecture		2			2
81112011-0015	Business Planning and Development - Information Technology Architecture		1	1		2
81112011-0017	Enterprise Architecture Services		1	1		2
81112011-0018	Business Solutions Delivery - System Analysis and Design	3	1			4
81112011-0019	Business Solutions Delivery - Business Solution Development		5			5
81112011-0021	Business Solutions Delivery - Business Solution Maintenance		5			5
81112011-0022	Business Solutions Delivery - Specialised - Business Intelligence		3			3
81112011-0023	Business Solutions Delivery - Specialised - Geographic Information Management	1				1

ICN Code	ICN Role	ITH	GMT	SOMS	TALS	Total
81112011-0024	Business Solution Delivery - Specialised - Document and Image Management		7			7
81112011-0029	Information Security - Security Architecture Services		2			2
81112011-0030	Information Security - Business Continuity Consultancy Services		1	1		2
81112011-0031	Information Security - Policy Development and Implementation Services		3			3
81112011-0040	Business Solution Implementation - Organisational Change Management			1		1
81112011-0041	Business Solution Implementation - Data Management		2			2
81112011-0045	Applications Development Services – Analysis Services	13	2			15
81112011-0046	Applications Development Services – AI, IoT, DevOps and Integration Provisioning Services	7	2			9
81112011-0057	Data Centre - Software Support and Maintenance		5			5
81112011-0058	Data Centre - Database Support and Maintenance		1			1
81112011-0059	Data Centre - Data Centre Operations				1	1
81112011-0069	Architecture and Governance Services		1	1		2
81112011-0070	Functional Application Support Services					0
Total number of resources		49	68	9	4	130

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

4. Constraints and additional conditions on how the Supplier provides the Goods and Services

The Goods and Services are to be provided subject to the following constraints and additional conditions:

4.1 Exclusive appointment

Pursuant to GCC Clause 20.1 and SCC Clause 2.2.1 (b) the appointment shall be exclusive to the Supplier and the Supplier shall, accordingly, not appoint any other party to provide the Services to the Purchaser, unless with the prior written approval of the Purchaser and subject to such subcontractor being bound by the terms and conditions of this Agreement. Such appointment of a subcontractor / sub-consultants shall not relieve the Supplier from any liability or obligation under the Agreement.

4.2 Procedures at termination

Pursuant to GCC Clauses 23 and 26, and SCC Clause 2.9.2, upon termination or cancellation of this Agreement, for whatever reason, the Supplier will provide the following to the Purchaser within 30 (thirty) calendar days:

- A final close-out report detailing the status of all Services performed and such other relevant information as may be reasonably required by the Purchaser;
- Any other information related to this Agreement, whether on paper or electronically, as may reasonably be specified by the Purchaser; and
- final tax invoice for services rendered.

4.3 Scope variation

The scope of services may be expanded, reduced or varied, subject to budget availability, compliance with all applicable legal and departmental prescripts and upon agreement between the Parties.

4.4 The Supplier:

- shall exercise reasonable skill, care, and diligence in all aspects related to performing the service;
- shall appoint a person with the necessary skill and expertise to supervise and co-ordinate the performance of the service;
- shall ensure that the service is performed in a professional and impartial manner;
- shall adhere to and comply with all reasonable and lawful directions and instructions furnished by the Purchaser pertaining to the service;
- shall attend any meetings requested at the reasonable instance of the Purchaser to discuss matters pertaining to this Agreement.

4.5 The Purchaser:

- shall utilise the resources located within designated projects in the various initiatives about whom the Supplier will report, per project, on a monthly basis. The Supplier will also provide a close-out report (generated for each project detailing the resources utilised and the work accomplished) at the conclusion of this Agreement.
- reserves the right to request any additional information pertaining to matters or issues raised in relation to this Agreement, or relevant matters omitted by the Supplier in the provision of the service.

4.6 Procedures on invoicing

Pursuant to GCC Clause 16 and SCC Clause 2.5.3, the following details must be reflected on tax invoices forwarded to the Purchaser by the Supplier:

- the company business letterhead;
- the contract number;
- the total amount payable with reference to the activities, list of IT services and outputs referred to in this Agreement, as well as details of time spent on such activities and cost per hour;
- the total amount payable in respect of reimbursement for expenses incurred, together with the relevant proof of such reimbursable expense; and
- VAT payable, if any.

Furthermore:

- The Purchaser will verify the correctness of a tax invoice addressed to it and notify the Supplier of any possible discrepancies within 10 (ten) days of receipt of the tax invoice. Provided that the tax invoice is correct, the amount due shall be payable within 30 (thirty) days from receipt of the tax invoice.
- If the Purchaser identifies any material discrepancies, the tax invoice will be referred back to the Supplier, and the amount due will be payable within 30 (thirty) days from receipt of a corrected tax invoice.
- Payments by the Purchaser to the Supplier shall be made by electronic funds transfer into a bank account in South Africa, as nominated in writing by the Supplier.
- No payment will be made in respect of deliverables as per ICT Implementation Plan, that are incomplete and not in line with the requirements of this Agreement.
- The Purchaser shall not reimburse the Supplier for any disbursements, including, but not limited to parking, computer consumables, stationary, and telephone calls that are incurred in order to render the service.

4.7 Independent contractor

The Supplier is appointed as an independent contractor, and not as an employee, and at all relevant times during the currency of this Agreement no employer/employee relationship shall exist between the Parties.

4.8 Purchaser's indemnity

The Purchaser shall not be liable for any injury, loss or damage directly or indirectly incurred by the Supplier or its resources or staff, as an independent contractor, arising out of or in connection with the service rendered by the Supplier in accordance with this Agreement.

4.9 Confidentiality

- The Parties hereby undertake not to make any public statement or issue press releases relating to or affecting either Party to this Agreement without the prior written consent of the other Party.
- The Parties undertake to treat all information furnished by each other or any third party in the execution of their respective obligations in terms of this Agreement, as secure and confidential and not to disclose the same to any unauthorized third party, without that Party's prior written consent. The Parties agree to only use such confidential information for purposes of the performance of their respective statutory functions and duties and/or their obligations in terms of this Agreement unless compelled by law to disclose such information. The Parties shall use reasonable measures to secure all information exchanged and prevent any unauthorised use, access or disclosure.
- For the purposes of this provision "Confidential Information" shall mean:
 - any information disclosed, revealed or exchanged and which pertains to, but is not limited to, all intellectual property rights, all trade secrets, and all agreements (whether in writing or not) that exist at the time of revealing the content thereof to the Supplier, the content of all possible future agreements which may be entered into with any other party, all knowledge obtained by way of research and development, irrespective of whether the aforementioned information that is revealed is applicable to technical,

operational or financial aspects of the Purchaser, government in any other sphere, or any government institution or organ of state;

- any information of whatever nature, which has been or may be obtained by the Service Provider, whether in writing or electronic form or pursuant to discussions between the Parties, or which can be obtained by examination, testing, visual inspection or analysis, including, without limitation, scientific, business or financial data or information, know-how, formulae, processes, designs, sketches, photographs, plans, drawings, specifications, sample reports, models, studies, findings, computer software, inventions or ideas;
 - analyses, concepts, compilations, studies and other material prepared by or in possession or control of the Service Provider which contain or otherwise reflect or are generated from any such information as is specified in this definition; and
 - any dispute between the Parties resulting from this Agreement.
- Any documents or records (including written instructions, notes, or memoranda) relating to the service which are provided to the Supplier by the Purchaser during the currency of this Agreement, are deemed to be the property of the Purchaser and shall be surrendered to the Purchaser on demand, and in the event of the expiry or termination of this Agreement, the Supplier will not retain any copies thereof or extracts therefrom without obtaining the prior written permission of the Purchaser.
 - The Supplier acknowledges that it has carefully considered the provisions of all the confidentiality stipulations under this item 4.9, and
 - agrees that these provisions are, after taking all relevant circumstances into account, reasonable and necessary for the proper protection of the interests of the Purchaser and the Government of the Republic of South Africa and that if it should at any time dispute the reasonableness of these provisions, then the onus of proving such unreasonableness shall be on the Supplier; and
 - acknowledges that it has entered into this Agreement freely and voluntarily and that no circumstances exist and/or existed for it alleging, either now or at any future time, that it was at a disadvantage in agreeing to the constraints set out herein or was not in an equal bargaining position with the Purchaser in agreeing thereto.
 - The provisions of this item are severable from the rest of the provisions of this Agreement and shall survive its termination and continue to be of full force and effect.

4.10 Professional indemnity insurance

The Supplier shall endeavour to ensure that the service will be completed within time limits, required standard and without any defect. Pursuant to SCC Clause 2.8.3(a) the Supplier's stated insurance required for the service will include Professional Indemnity Insurance that will cover any claim brought against the Supplier due to negligence or breach of professional service by the Supplier. Except in cases of criminal negligence or willful misconduct, the aggregate liability of the Supplier shall not exceed the total amount stated in the Contract Data.

4.11 Severability

In the event of any one or more of the provisions of this Agreement being held for any reason to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision of this Agreement, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision was not part of this Agreement, and the Agreement shall be carried out as nearly as possible in accordance with the original terms and intent.

4.12 Step in rights

- In the event of the Supplier being unable to render the service in terms of this Agreement due to the fault of the Supplier, which fault shall not have been remedied on within the defects correction period stipulated in the Contract Data, the Purchaser reserves the right, without canceling this Agreement upon 1 (one) month's written notice to the Supplier, to appoint a third party to render the service to the extent that the Supplier is unable to render such service in the circumstances.
- The Supplier shall bear any adverse difference in cost of any service rendered by a third party appointed by the Purchaser, which amount shall be payable by the Supplier to the Purchaser within 30 (thirty) calendar days after demand from the Purchaser.

4.13 Transitioning from existing ICT service to this new contract

If the award of this contract is made to a different entity than the current ICT service provider, a period of transition from the existing will be required to ensure a smooth changeover to the new Supplier and its resources taking over the projects, and to facilitate continuity of the service without disruptions. To this end, provision is made for a 6-month transition period during which time the current service provider will continue to render the service, with full allowance of, and cooperating with, the new Supplier to take over the service until the transition is complete. Transition is expected to be a phased process, hence the provision of this 6-month period.

4.14 Possible takeover by the new Supplier of existing resources working on the various projects

Pursuant to 4.13 above, in the interest of a smooth transition and minimizing the risk of disruption of the continuity of the service going forward, the Supplier may decide to consider and pursue the option of taking over current resources working on ICT projects deployed by the current service provider, subject to their availability and consent. The Purchaser does not have any objection to the Supplier exercising this option. Appointment of such resources will be in terms of the internal processes in the Supplier's business with which the Purchaser has no involvement and shall carry no liability or risk, and subject the pricing as tendered in this contract's Price Schedule.

4.15 Additional Purchaser's options

- The scope of work and minimum requirements for the resource roles are specified and detailed in item 3.1.
- The Supplier may be instructed to provide any additional resource roles as specified by the Purchaser from time to time.
- Subsequent to submitting potential resources CV's all of the potential resource candidates' qualifications, credentials and references need to be verified by the Supplier at its own cost.
- The Purchaser reserves the right to interview and evaluate all the resources prior to selecting the specific resources and making the final decision as to the selection and appointment of resources.
- The Purchaser reserves the right to require the Supplier to refer selected resources for further proficiency and psychometric testing at the Supplier's own cost.
- The quantity of work referred to as the supply of the specified resources cannot be guaranteed for the duration of the contract, and the Purchaser reserves the right to acquire said services as and when required. The Purchaser also reserves the right not to exclusively utilise this contract but can also acquire the services of other companies on an ad hoc basis as and when required.

4.16 Resource Management

4.16.1 Existing capability of the Supplier

To effectively embrace the operational and financial management requirements, the Supplier must be an existing business, experience in the supply of the specified resources to public sector entities, and in operation preferably for at least 5 years.

The Supplier must demonstrate their capability to report regularly in writing to the Purchaser with regard to the supply, performance management of, and continued availability of the specified resources, as required by the Purchaser, or already deployed to the Purchaser by providing examples of such reports.

4.16.2 Ability of the Supplier to provide the Purchaser with

The required levels of service:

The Supplier must supply CV's of key personnel and include relevant information regarding qualifications and work experience for both management and key people who will be working on this contract. The CV's must exhibit experience in the supply of the specified resources to public sector entities.

Delivery in accordance with the requirements needed to ensure the achievement of the project objectives:

The Supplier must supply a project plan for the sourcing, training, and on-boarding of the specified resources. The implementation lead time is 30 days from the acceptance of the Letter of Award.

4.16.3 Ability of the Supplier to administer and manage the resources

- As a minimum requirement, the Supplier will be required to have an Account Management team including specific Account Manager(s) who has/have experience in managing any administrative, human resource, industrial relations and resource performance issues as related to the provision of contracted resources to public sector entities (their CVs to be include with key personnel CVs to be provided).
- The Supplier needs to specify the policies, procedures, and processes that they will implement to manage any administrative, human resource, industrial relations and resource performance issues.
- The Supplier needs to specify a detailed organogram of the management and operational structure of the company (including the operations staff compliment and line function escalation hierarchy).

4.16.4 Insurance cover and liability

Insurance as per the Contract Data.

- The Supplier will be responsible to make good any loss incurred for repair work to / replacement of Government property resulting from damages while in care of the Supplier or resulting from any actions of the Supplier.
- The Supplier agrees that the occupational use of the Purchaser's premises and buildings shall be at own risk and acknowledges the risks and dangers inherent therein. The Supplier furthermore acknowledges that the Purchaser and/or its employees shall not be liable or responsible for any loss, liability, damages, accident or injury, whether fatal or otherwise, of whatsoever nature and howsoever arising, whether directly from permission granted by the Purchaser to execute certain actions or otherwise. The aforementioned is including but not limited to, the premises and/or buildings and indemnifies the Purchaser and/or its employees against all and any loss of/or damage to property or injury or death, and any claim for such loss, damage, injury or death, from any cause whatsoever and howsoever rising, which may be suffered in this regard.

4.17 Resource delivery requirements

4.17.1 Operational Hours

- Normal operational hours will be from 07:00 to 17:00 from Mondays to Fridays, subject to future revision and agreement by both Parties.
- The resource is required to be available for duty a minimum of 8 hours per day, subject to future revision and agreement by both Parties.

4.17.2 Breaks and Meal intervals

- The resource is entitled to three (3) breaks totalling 60 minutes per day (which will not be billable).

4.17.3 Additional Hours

- The resources may be permitted or requested to be available for duty for additional hours from time to time when needed.
- Availability for duty on Weekends and Public Holidays

The Purchaser may require the resource to be available for duty on weekends and public holidays as determined by the Purchaser from time to time.

4.17.4 Non-billable Hours

- When a resource is absent, the Supplier will supply a similarly skilled and experienced resource to fulfil the duties of the resource for the duration that the resource is on leave.
- The Supplier will only be entitled to bill for the hours in respect of the replacement resource.

4.17.5 Movement/Driving of GMT Vehicles

- The resources are only allowed to move/drive GMT vehicles as authorised by the Purchaser.

4.17.6 Drivers Licences

- The Supplier is responsible for all required drivers licences for all the relevant resources are valid at all times.
- The Supplier will be liable for any damages or fines resulting from any resources that may be required to drive a GMT or privately rented vehicle, having an invalid drivers licence.

4.17.7 Drug and Alcohol Testing

- The Supplier is responsible for breathalyser testing of all resources that may be required to drive a GMT or privately rented vehicle.

4.17.8 Driving Protocols

- Resources who drive GMT vehicles are required to:
 - Comply with GMTs required administrative procedure;
 - Comply with GMTs required security measures;
 - Utilise a vehicle tracking drive tag;
 - Complete a vehicle inspection prior to departing;
 - Comply with GMTs fuel management policies;
 - Any other procedures as GMT may stipulate.

4.17.9 Amendments due to operational requirements

- These delivery requirements may be amended due to changing operational requirements, subject to the agreement of both the Purchaser and the Supplier.

4.18 Timekeeping for invoicing

- The resources are required to log their hours periodically in a format as required by the Purchaser on a system as provided by the Purchaser e.g. the Time and Expense Management System (TEMS), or on the Supplier's own system, which must be integrated into the Purchaser's systems at the Supplier's own cost.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

5. Requirements for the programme

- 5.1 The Supplier submits a first programme to the Purchaser for acceptance within **four weeks** of the start of the transition period. .
- 5.2 The Supplier shows on each programme which it submits for acceptance
- the starting date, access date/s (if applicable),
 - planned completion of tasks and reaching milestones,
 - the order and timing of the operations which the Supplier plans to do in order to provide the Goods and Services,
 - the order and timing of the work of the Purchaser and others as last agreed with them by the Supplier or, if not so agreed, as stated in this Scope of Goods and Services,
 - the dates when the Supplier plans to complete work needed or supply items to allow the Purchaser and others to do their work,
 - provisions for
 - float,
 - time risk allowances, and
 - the procedures as set out in this contract,
 - the dates when, in order to provide the Goods and Services in accordance with this programme, the Supplier will need
 - access to a part of the premises if applicable,
 - acceptances,
 - other things to be provided by the Purchaser and,
 - information from others
 - for each operation, a statement of how the Supplier plans to do the work or execute the supply identifying the principal resources which it plans to use and
 - other information which this Scope of Goods and Services requires the Supplier to show on a programme submitted for acceptance.
- 5.3 Within **two weeks** of the Supplier submitting a programme to it for acceptance, the Purchaser either accepts the programme or notifies the Supplier of the reasons for not accepting it. A reason for not accepting a programme is that
- the Supplier's plans which it shows are not practicable,
 - it does not show the information which this contract requires,
 - it does not represent the Supplier's plans realistically or
 - It does not comply with the Scope of Goods and Services.
- 5.4 When revising the programme, the Supplier shows on each revised programme
- the actual progress achieved on each operation and its effect upon the timing of the remaining work or supply,
 - the effects of implemented change events,

- how the Supplier plans to deal with any delays and to correct notified defects and
- any other changes which the Supplier proposes to make to the currently accepted programme.

5.5 The Supplier submits a revised programme to the Purchaser for acceptance

- within the Period for Reply after the Purchaser has instructed him to,
- when the Supplier chooses to and, in any event,
- at no longer than an interval of every **four weeks** from the Starting Date until the Contract/Order Completion Date.

5.6 Acceptance of any programme where anticipated completion is shown to be later than the programmed completion date, does not alter that completion date nor negate the Supplier's liability for penalties (if applicable).

5.7 All change event claims for events arising after the programmed completion date which would not have had any effect if the contract had been completed by the Completion Date, remain the Supplier's risk.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

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Scope of Goods and Services

6. Services and other things provided by the Purchaser

6.1 It is envisaged that the Supplier's deployed resources will be working mostly on site and will require secure access into the systems they are working on. The following will be provided by the Purchaser to the Supplier's resources where deemed appropriate and necessary for the execution of their service:

- A workspace which includes suitable office furniture such as a desk, chair, and electricity provision;
- Access to kitchen facilities;
- Access to ablution facilities.

6.2 It is further known from past experience that the WCG IT systems' security protocols will not allow privately-owned computers which are not managed and administered under the WCG setup and rules, to access the system for new and maintenance work performed during the execution of this contract. Therefore, resources working on existing and new systems will require computer equipment with appropriate software provided by the Purchaser and made available on loan for their use to perform the service, at no cost to the Supplier. It is important to note that such hardware and software remain the property of the Purchaser and shall be returned to the Purchaser upon termination or completion of the service of any resource.

The Supplier will be responsible to ensure that:

- all hardware, software and accessories ("equipment") are safeguarded;
- the operating systems of all equipment are kept up to date;
- equipment items are kept in a serviceable state, are charged and functional;
- all equipment on loan to its resources are appropriately insured for damage and loss;
- all resources utilising the equipment are fully trained on their use and care.

Please note that where possible workspaces may be shared between different resources who work at different times ("hot-desking"), and that access to a workspace or equipment on loan from the Purchaser does not constitute nor contribute to any notion of an employee/employer relationship established between resources and the Purchaser. The Supplier's resources deployed on- and off-site remain independent contractors working for the Supplier under this contract, and no contractual or other relationship shall exist between the Supplier's resources and the Purchaser.

6.3 Resources who are deployed in positions of planning, oversight, control or any element of the service which does not require continuous access into the WCG IT system are required to provide their own equipment and data to perform their service. The cost for such equipment and data is assumed to be factored into the hourly rate tendered for these resources.

6.4 The following will explicitly NOT be provided to Supplier's resources by the Purchaser:

- Parking;
- Mobile or fixed Internet Connectivity (except for resources who will utilise WCG equipment on loan);
- Stationery (including notebooks, highlighters, staplers, pens, pencils and other sundry items);
- Provision of on-site printing and scanning facilities (including provision of paper, ink and/or toner);
- A mobile phone.

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT****Scope of Goods and Services****SCHEDULE D1: Amendments by Supplier**

The tenderer should record any amendments (i.e deviations, qualifications, alterations or modifications) it may wish to make to the tender documents in this Schedule. Alternatively, a tenderer may state such amendments in a covering letter and append such letter to this Schedule.

The tenderer's attention is drawn to the Terms and Conditions for Bidding regarding the Purchaser's handling of material deviations and qualifications. If no amendments are allowed for this tender, the conditions will state so and same would also be indicated in the table below. If amendments are allowed but none desired by the tenderer, this Schedule is to be marked NIL in the table below.

IMPORTANT: No alternative tender will be considered unless a tender free of qualifications and strictly on the basis of the Tender Documents is also submitted.

PAGE / ITEM	CLAUSE / DESCRIPTION
	<p style="text-align: center;">NO ALTERATIONS/AMENDMENTS BY SUPPLIER ALLOWED FOR THIS CONTRACT. TENDERER MUST SIGN SCHEDULE TO ACKNOWLEDGE.</p>

(If not enough space, attach additional pages. If no amendments are desired, mark NIL.)

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL)

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Scope of Goods and Services

Performance Security Form

To:
GOVERNMENT MOTOR TRANSPORT (GMT)
 SCM: Tender Office
 27 Wale Street
 CAPE TOWN
 8001

Sir

PERFORMANCE SECURITY FOR THE PROVISION OF THE GOODS AND/OR SERVICES IN TERMS OF THIS CONTRACT.

1 With reference to the contract between

.....
 (hereinafter referred to as the "Supplier") and the **GOVERNMENT MOTOR TRANSPORT (GMT)**, (hereinafter referred to as the "Purchaser"), Tender No: **MT01/2025**, for the **SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT** (hereinafter referred to as the "Contract")

I / We,

in my/our capacity asand hereby

representing

(hereinafter referred to as the "Guarantor")

advise that the guarantor holds at the Purchaser's disposal the sum of R,

(in words) being

for the due fulfilment of the Contract.

- 2 The Guarantor hereby renounces the benefits of the exceptions *non numeratae pecunia; non causa debiti; excussionis et divisionis*; and all other exceptions which could be pleaded against the enforcement of this guarantee, with the meaning and effect whereof I/we declare myself/ourselves to be conversant, and undertake to pay the Purchaser the amount guaranteed, during the period when the claim is received by the Guarantor, on receipt of a written demand from the Purchaser to do so, and which demand the Purchaser may make if the Purchaser has a right of recovery against the Supplier.
- 3 Subject to the above, but without in any way detracting from the Purchaser's rights to adopt any of the procedures provided for in the Contract, the said demand can be made by the Purchaser, at any stage prior to the expiry of this guarantee.
- 4 The amount paid by the Guarantor in terms of this guarantee may be retained by the Purchaser on condition that upon the end of the Contract, the Purchaser shall account to the Guarantor showing how this amount has been expended and refund any balance due to the Guarantor.
- 5 The Purchaser shall have the absolute right to arrange its affairs with the Supplier in any manner which the Purchaser deems fit, and the Guarantor shall not have the right to claim its release on account of any conduct alleged to be prejudicial to the Guarantor. Without derogating from the foregoing, any

compromise, extension to the Contract, indulgence, release or variation of the Supplier's obligation shall not affect the validity of this guarantee.

- 6 This undertaking is neither negotiable nor transferable, and
 - 6.1 must be surrendered to the Guarantor at the time when the Purchaser accounts to the Guarantor in terms of clause 4 above, or
 - 6.2 shall expire not later than 30 (thirty) days after the date of Contract Completion or the later of the end of the Contract Service Period and the date of the last Order Completion, whichever is applicable to this Contract; and
 - 6.3 shall not be interpreted as extending the Guarantor's liability to anything more than payment of the amount guaranteed

SIGNED AT **ON THIS** **DAY OF**

..... **20**.....

AS WITNESSES

By and on behalf of

1.

.....

2.

.....

.....
(insert the name and physical address of the guarantor)

NAME:.....

CAPACITY:.....
(duly authorised thereto by resolution attached marked Annexure A)

DATE:.....

- A. No alterations and/or additions of the wording of this form will be accepted.**
- B. The physical address of the guarantor must be clearly indicated and will be regarded as the guarantor's *domicilium citandi et executandi*, for all purposes arising from this guarantee.**
- C. This GUARANTEE must be returned to:**.....

Guarantor's seal or stamp

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES: 3 YEAR TERM SERVICE AGREEMENT

Purchase Order

Pro Forma Purchase Order form for use when the Purchaser requires the Supplier to provide the Goods and Services within a stated period of time

Purchase Order No.....

To.....(Supplier)

I propose to instruct you to provide the following Goods and/or Services

Description and quantity of Goods and/or Services.....

.....

Start date

Order Completion Date

Penalties per day R..... ☐ CSD Registration verified (Please tick

Please submit your price and programme proposals below.

Signed on behalf of PurchaserDate

Total of Prices (inclusive of VAT) for Goods and/or Services on the Price Schedule (details attached) R.....

Total of Prices (inclusive of VAT) for items not on the Price Schedule (details attached) R.....

Total of the Prices (inclusive of VAT) R.....

The programme for the Purchase Order is..... (attached)

Signed on behalf of Supplier:

Signature Name Date

I accept the above price and programme and instruct you to provide the Goods and/or Services for this Order.

Signed by delegated authority on behalf of Purchaser:

Signature Name Date

Purchase Order number assigned as above and issued to Supplier by SCM on behalf of Purchaser:

Signature Name Date

WESTERN CAPE GOVERNMENT

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Appendix: Drawings, schematics & annexures

The Appendix to this contract is a separate document, independent of the main contract document (this document) and does not follow, or integrate with, the page numbering sequence of the main contract document. The Appendix contains the **Price Schedule** as well as drawings, schematics and annexures ("items") which are referenced in this document, and which are indicated as included in the Appendix.

PLEASE NOTE:

ALL items which are referenced in the main contract document form part of the complete contract documentation for this contract, irrespective of whether they are physically included in the Appendix or not. It is the responsibility of the tenderer to ensure it acquires and considers all the items referenced in this document in the preparation of the tender, which is the assumption when tenders are evaluated.

The Appendix consists of a total of **9** pages of various sizes and orientation, as a separate document.



**Western Cape
Government**

Contract MT01/2025:

**SITA RFB 1183/2022: PROVISION OF ICT RELATED PERSONNEL/RESOURCES FOR
WCG MOBILITY AND GMT ICT PROJECTS AND SERVICES:
3 YEAR TERM SERVICE AGREEMENT**

APPENDIX

This Appendix consists of a total of 9 pages, including this header page.



RFB 1183/2022 ENGAGEMENT MODEL

RFB1183/2022: APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF IT SERVICES AND SKILLS FOR SITA AND GOVERNMENT DEPARTMENTS FOR A PERIOD OF FIVE (05) YEARS.

Version: 1.0

Commencement Date: Date of signature

Notice

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Document enquiries can be directed to: Records Management Office, SITA SOC Ltd, PO Box 26100, Monument Park, 0105.

Document Title: RFB 1183/2022 Engagement Model

No: 01 electronically assigned

Author/Originator: Siphamandla Mbhele, Siphamandla.Mbhele@sitaco.za

Approval

The signatories hereof, being duly authorised thereto, by their signatures, hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.



Head of Department, Contract Management (Acting): Bulelwa Makasi

14 June 2023

Date



Executive Supply Chain: Kenneth Pillay

14 June 2023

Date

Foreword

This Engagement Model provides guidelines on the process to be followed in the engagement of accredited suppliers for goods to be provided in terms of RFB1183 /2022

The use of this Engagement Model must always ensure compliance with applicable prevailing public sector procurement legislation i.e. any legislation, regulations, rules of practice of all the courts of law in the Republic of South Africa, by-law, policy or directive presently in existence or coming into existence after the Commencement Date which is of relevance to the rendering of the services by appointment of a panel of service providers for the provision of its services and skills for SITA and government departments for a period of five (05) years.

Comments:

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1. Purpose

The purpose of this document is to provide guidelines on how to utilise this transversal contract for all Departments and or Public entity as per SITA General Regulations. The use of these guidelines should always ensure full compliance with all relevant public sector procurement legislation, National Treasury regulations and practice Notes and SITA General Regulations, PPPFA, B-BBEE Act or any other applicable legislation.

2. Background

In terms of SITA General Regulations "The Agency must, in the best interest of the State and timeously, ensure the procurement of information technology goods or services for the repetitive requirements of Departments through the conclusion of appropriate transversal term contracts by means of a competitive bidding process." In terms of Regulation 10.2 on SITA Regulations "Either the Agency or a Department/Public entity may submit to the Minister, or an official authorised by him or her, a need for the procurement of information technology goods or services for the repetitive requirements of Department/Public entity. If the Minister, or an official authorised by him or her, approves the need for such goods or services, the Department envisaged in regulation 7.3.1 (b) will be the designated Department. The Department of Communications and Digital Technologies (DCDT) is the designated Department who has identified needs for the establishment of the transversal contract. Use of this contract is mandatory for all SITA "must" clients as defined in SITA Regulation 10.

3. References

The following documents are referred to in this document, or have an impact on the implementation of the processes described herein:

- ❖ Legal framework:
 - The Constitution of RSA, Act 108 of 1996
 - Public Finance Management Act (Act 1 of 1999, as amended)
 - State Information Technology Agency Act (Act 88 of 1998, as amended)
 - SITA Regulations, 23 September 2005
 - National Treasury Practice Note no. 5 of 2009

4. Scope of RFB 1183/2022

4.1 Scope of work Inclusions

Services are grouped in logical service portfolios to assist in the correct identification of the skill set(s) required as part of the service. The logical grouping of services within service portfolios are not done according to a specific methodology, or aimed at the including or excluding any subset of skills within such services group, but merely a logical grouping to ensure a comprehensive set of services are defined to

cover the full spectrum of Information and Communication Technology (ICT) services required. The scope of this transversal contract encompasses:

Category	Services
ICT Management Services	1. Technical Management Services
	2. Functional Support Management
	3. Contract Management
	4. Programme Management Services
	5. Project Management Services
	6. Project Administration Support Services
	7. ICT Governance and Compliance Services
	8. Document Configuration Services
	9. Quality Management Services
Business Planning and Development	1. ICT Strategic Consulting
	2. Business Analysis
	3. Business Process Architecture Services
	4. Information Systems Architecture Services
	5. Information Architecture Services
	6. Information Technology Architecture Services
	7. Business Modelling Services
	8. Enterprise Architecture Services
Business Solutions Delivery Services	1. System Analysis and Design Services
	2. Business Solution Development
	3. Business Solution Certification/Accreditation
	4. Business Solution Maintenance
	5. Specialised - Business Intelligence Services
	6. Specialised-Geographic Information Management Services
	7. Specialised - Document and Image Management Services
	8. Specialised - Knowledge Management Services
	9. Application Configuration Management Services
	10. Service Delivery (SLA) Management
	11. Capacity Planning and Availability Management

Category	Services
Information Security Services	1. Security Architecture Services
	2. Business Continuity Consultancy Services
	3. Policy Development and Implementation Services
	4. Specialised - Access Control Services
	5. Specialised - Identity Management Services
	6. Specialised - Physical and Environmental Security Services
	7. Specialise-Communication and Operations Security Services
	8. Specialised - Application Security Services
	9. Business Solution Compliancy Services
Business Solution Implementation Services	1. Application / ICT/COTS Training
	2. Business Solution Implementation - Training Development and Accreditation
	4. Business Solution Implementation - Organisational Change Management Services
	5. Business Solution Implementation - Data Management Services
	6. Functional Application Support/COTS/ICT Services
	7. ICT Infrastructure Acquisition Management Services
	8. Operational Procedure Development Services
Applications Development Service	1. Analysis Services
	2. AI, IoT, DevOps and Integration Provisioning Services
ICT Services Support Management	1. Service Management Centre Services
	2. Service Level Management Services
	3. Problem Management Services
	4. Incident Management Services
	5. ICT Configuration Management Services
	6. Performance and Capacity Management Services
	7. Change and Release Management Services
Data Centre Services	1. Data Centre Architecture Planning and Design Services
	2. Disaster Recovery and Business Continuity Services
	3. Printing Services
	4. Software Support and Maintenance Services

Category	Services
	5. Database Support and Maintenance Services
	6. Data Centre Operations Services
Communication Network	1. WAN/VPN Planning and Design Services
	2. WAN/VPN Development and Implementation
	3. WAN/VPN Maintenance Services
	4. Network Monitoring and Management
	5. Internet/Intranet Hosting Services
	6. Telecommunication Services
LAN and Desktop	1. LAN Planning and Design Services
	2. LAN Support Services
	3. LAN and Desktop Support Services
Planning and Organisation	1. Architecture and Governance Services
	2. Functional Application Support Services:

4.2 Scope of work Exclusions

The scope of work excludes the following:

- Any other ICT Services that are not included in this contract. All ICT services that are excluded in this URS should be procured in terms of the applicable SITA Act Regulations.
- The exclusion of specific ICT services is not an omission, but purposefully excluded to avoid duplication with other tenders and contracts. SITA reserves the right to engage with Government Departments requiring service and supplier rendering services that are listed as SITA Mandatory Services according to SITA Act.
- Procurement of any software (any license) and hardware related products.

5. ICT Services with the definition available on this contract

- (1) Refer to annexure A for the list of ICT services and definition available on this contract

6. Utilisation of the Transversal Contract RFB1183/2022

All public bodies are allowed to make use of this contract. However, Government Departments are specifically required to use the transversal contract as per the SITA Regulations. The list of accredited suppliers is placed on the SITA website, listing suppliers per province as well as per product brand. The list will be refreshed periodically by SITA.

6.1 Engagement of accredited suppliers

- a) A Department will engage directly with prospective suppliers based on a user requirement specification approved by the relevant Department; suppliers must submit quotes based on the user requirement specification.
- b) Departments must ensure that at least 3 valid quotations are obtained for values less than R1 million. For higher-value projects, all suppliers in the province accredited for the relevant level must be requested to provide quotations.
- c) Departments must ensure that the service provider is accredited for appropriate ICT service in line with the requirement.
- d) Before issuing the RFQ, departments must ensure that they have downloaded the most recent list of accredited service providers from the SITA website.
- e) A Service Provider approved in a specific province/s cannot be used to provide a service in province/s for which they are not accredited, with the one exception, if there are no service providers accredited for this service in the particular province;
- f) The Department must ensure that the selected service provider is accredited in terms of RFB 1183 in the province where the solution is required;
- g) Where possible, the Department must ensure that when procuring from the transversal contract pricing is fair and reasonable and Departments are to ensure that price reasonability tests are conducted to ensure that rates are at least market related;
- h) The Department selects the specific supplier and enters in a contract where applicable.
 - i) Based on the responses received from the RFQ process, a suitable supplier must be selected. Departments must ensure that all relevant procurement prescripts are followed.
 - j) Provinces must to procure from suppliers that are accredited for that specific province as per Regulation 15 of the SITA Regulations.

7. Process for Reporting expenditure to SITA

In terms of Regulation 10.11 (b) Departments are required to report their spend on transversal contracts. In order to make this process practical. Departments will be required to report quarterly to SITA in terms of their spend per transversal contract. The reports must be submitted to SCMcontractmanagement@sita.co.za

The Department directly places the order with the selected supplier and furnish a copy of the order to the relevant contract manager of the Agency.