



Road Traffic Management Corporation

**APPOINTMENT OF A PANEL OF SERVICE
PROVIDERS FOR INFORMATION TECHNOLOGY
AND THE RELATED IT SERVICES FOR A
PERIOD OF THREE (03) YEARS, WITH AN
OPTION TO EXTEND FOR TWO (02) YEARS**

RTMC BID NO: 01/2026/27

SECTION: 1
CONDITIONS AND UNDERTAKINGS
BY BIDDER
IN RESPECT OF THIS BID

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. Proprietary Information

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, provided to the Bidder to be proprietary of RTMC. It shall be kept confidential by the Bidder and its officers, employees, agents, and representatives. The Bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. Enquiries

2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **05 May 2026**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

2.2 All the documentation submitted in response to this bid must be in English.

2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Validity Period

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. Supplier Performance Management

4.1 The RTMC views Supplier Performance Management as critical in ensuring value-for-money acquisition and good supplier relations between the RTMC and all its suppliers.

4.2 Upon receipt of written notification of an award, the successful Bidder shall be required to conclude SBD 7.2 and the Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will be a tool to measure, monitor, and assess the Bidder's performance level and ensure effective service delivery, quality, and value-add to RTMC business.

4.3 Should the successful Bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may, without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful Bidder and the RTMC, and the successful Bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- i. Two (2) copies for technical responses/functional evaluation (one original and one copy)
- ii. PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope that contains the original document)

5.1.2 Financial envelopes – N/A

5.2 All envelopes to be sealed and endorsed, **RTMC BID 01/2026/27: Appointment of a panel of service providers for information technology and the related it services for a period of three (03) years, with an option to extend for two (02) years.**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Centurion Gate Business Park, Block D, 146 Akkerboom Street, Zwartkop Centurion, no later than 11:00am on 08 May 2026.**

5.4 Compulsory Briefing Session: Online/Virtual

The online/Virtual compulsory briefing session details are as follows:

5.4.1 Bidders must register for a compulsory briefing session by submitting the necessary information to bidadmin@rtmc.co.za by **20 April 2026 at 12:00pm** to be eligible to participate in the compulsory briefing and the bid process.

5.4.2 The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

5.4.3 Upon registration, a link will be shared with the bidders to enable them to participate in the stated virtual meeting.

5.4.4 Bidders will be required to log in using their company name thirty (30) minutes before the start of the briefing session to allow for virtual registration. For example, if the session starts at 10:00, bidders can log in at 09:30, and the session will begin promptly at 10:00 am.

5.4.5 After the briefing session, a signed briefing certificate will be emailed to all the bidders who were part of the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached to the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 **Compulsory Briefing Session: Online/Virtual**

5.5.1 The online/Virtual compulsory briefing session will be held on **22 April 2026** at **10:00 am**.

5.6 The envelope must also endorse the Bidder's company name, closing date, and return address.

5.7 All bids submitted must be signed by a person or persons duly authorized thereto.

5.8 Suppose a courier service company is being used to deliver the bid document. In that case, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before the closing date and time.

5.9 Bid received by email, facsimile, or similar medium will not be considered.

5.10 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.11 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.

5.12 Bidders should check the number of the pages to satisfy themselves that all are included and not duplicated. RTMC will accept no liability regarding anything arising from the fact that pages are missing or duplicated.

6. **Undertakings by the Bidder**

- 6.1 The Bidder accepts that all costs incurred in preparation, presentation, and any demonstration in relation to this bid shall be for the Bidder's account.
- 6.2 The Bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of and incorporated into, this proposal at the prices inserted therein).
- 6.3 The Bidder shall prepare for a possible presentation should RTMC require such, and the Bidder shall be notified by 4 (four) days before the presentation date. Such presentation may include a demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful Bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 Note that should the bid be accepted, and the Bidder be unwilling or unable to commence the services on the commencement date and / or during the execution of the contract due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –
 - 6.5.1 to terminate the contract or
 - 6.5.2 claim specific performance from the successful bidder and
 - 6.5.3 claim damages from the successful bidder.
- 6.6 The Bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price (s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price (s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price (s) and calculations will be at his/her risk.

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or whole. RTMC typically awards the contract to the Bidder, who proves to be fully capable of handling the contract and whose bid is technically acceptable and financially advantageous to RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or any client sites if required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, or specifications or extend the closing date of the bid before the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby consents to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 RTMC reserves the right to verify authenticity of all the submitted documentation.
- 7.7 The RTMC acknowledges and agrees that all data and Personal Information provided by the Bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.
- 7.8 The RTMC hereby undertakes–
- 7.8.1 In favour of the Bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information.
- 7.8.2 To use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;
- 7.8.3 At the RTMC's option, return or destroy any Personal Information once it is no longer required to perform its obligations under this bid or any directly related purpose and
- 7.8.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

7.9 The RTMC reserves the right to reject a proposal for the award of a contract if the recommended bidder has committed a corrupt or fraudulent act in competing for the particular contract; or

7.9.1 Cancel a contract awarded to a supplier of goods or services –

- i. if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract; or
- ii. if any official or other role player committed any corrupt or fraudulent act during the bidding process or the execution of that contract that benefited that supplier.

7.10 The RTMC reserves the right to disregard the bid of any bidder if that bidder, or any of its directors –

- (i) have abused the institution's supply chain management system
- (ii) have committed fraud or any other improper conduct in relation to such system; or
- (iii) have failed to perform on any previous contract.

7.11 RTMC will inform the relevant treasury of any action taken in terms of paragraph (7.10).

7.12 **The RTMC will never request any compensation in whatever form; from any supplier to be awarded a contract. Suppliers are hereby advised not to fall for these scammers.**

8. SPECIAL INSTRUCTIONS TO BIDDERS

8.1 Bidders shall provide complete and accurate answers to the questions posed in this document.

8.2 Bidders must substantiate their response to all questions, including details on how their proposal/solution will address specific functional/technical requirements. All documents, as indicated, must be supplied as part of the bid response.

8.3 The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard. Bidders who procure or fulfil their services required by RTMC through a third party are expected to have a letter(s)/ certificate(s) of good standing/ authorisation/ accreditation from either the Original Equipment Manufacturer (OEM), distributor, reseller or agent (intermediaries/ partnership).

8.4 RTMC reserves the right to include any additional related items on the contract that are not part of the bid document.

- 8.5** The RTMC will not be held responsible for any costs incurred in preparing and submitting bid documents.
- 8.6** RTMC reserves the right to verify the information bidders provide; any misrepresentation will lead to the Bidder's disqualification.
- 8.7** The bidder is expected to provide a dedicated Service or Account Manager for the duration of the tender /project.
- 8.8** To prevent the abuse of SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.
- 8.9** RTMC reserves the right to determine the number of suppliers who will be appointed into a panel of service providers.
- 8.10** A panel of suppliers is deemed one bidder plus (1+). Should RTMC end with one (1) bidder who meets or is eligible for all the requirements, RTMC will re-advertise a supplementary bid to top-up the panel of bidders.
- 8.11** It is the responsibility of the bidder to formally inform or communicate with the RTMC on any administrative changes or amendments after their appointment into the panel which may have negative impact on execution of the contract, where necessary, the RTMC reserves the right to conduct due diligence.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

- 1.1 The purpose of this bid is to invite potential service providers to be appointed in a panel to provide IT Services to the RTMC for a period of three (03) years with an option to extend for two (02) years.
- 1.2 The services required ranges from the supply of IT hardware, software, support and maintenance services for the RTMC and NaTIS.

2. BACKGROUND

- 2.1 The RTMC has more than one thousand five hundred (1500) staff who are equipped with different tools of trade, amongst other laptops, desktops, tablets, screens, etc, to perform their day-to-day duties. The equipment must be refreshed after 5 years or as they reach the end of life or replaced when the need arises; being either through loss or being damaged.
- 2.2 The RTMC has also proven to use different licenses for the business operations, ranging from network security licences, ERP licenses, and other business-related licences. These licences often must be refreshed on an annual basis and must follow a shorter procurement process of an RFQ which uses the appointed IT panel.
- 2.3 The RTMC supports over 3,500 NaTIS users and over 1 000 sites countrywide. The NaTIS equipment must be replaced on a frequent basis and new equipment must be procured at a shorter period often when new sites are opened. The equipment is retail-grade to be more robust.
- 2.4 In the last five years different IT services were procured using the IT panel which has proven to be very efficient, mostly to support NaTIS and the deployment of Annual Performance Plan of the RTMC.
- 2.5 The IT Services will be required on an ongoing basis as it is an integral part of business support and business continuity.

3. SCOPE OF WORK AND DETAILED SPECIFICATIONS

3.1 SCOPE OF WORK

The services required are as follows:

- i. Supply of Information Systems Hardware and Business / IT Hardware
- ii. Supply of Software, Support and Maintenance
- iii. Purchase and Renewal of licenses

3.2 SUPPLY OF INFORMATION SYSTEMS (NaTIS & IT) HARDWARE

NB: All listed categories below should be relevant to current and the latest technology in the market. As technology advances with higher specification and equipment becomes available, the bidder must supply the relevant and latest technology.

CATEGORY	DESCRIPTION
1) Workstations (Wi-Fi Enabled)	<ul style="list-style-type: none"> • Linux desktop (Screen mounted), • 22" or larger monitor (HDMI, DisplayPort, VGA) • Laser black non-fade Ink document printers (Extra tray for preprinted forms) PCL5e • Laser black non-fade ink query printers PCL5e • Printer consumables • Printer USB cables
2) Scanner (Wi-Fi Enabled)	<ul style="list-style-type: none"> • Desktop network scanner • High volume network scanner
3) USB Fingerprint Scanners	<ul style="list-style-type: none"> • High volume single fingerprint scanner • High volume slab scanner (442) <ul style="list-style-type: none"> ○ Image resolution greater than or equal to 320x480 pixels, ○ Minimum 500 DPI ○ Image format 8-bit 256 greyscale
4) Computerised Learner's Licence Testing & Kiosks	<ul style="list-style-type: none"> • 14" or larger all-in-one touch screen with Ethernet and Wi-Fi interface • Fingerprint scanner • Webcam • Privacy screen • Pole and base mounting • Trunking

CATEGORY	DESCRIPTION
5) USB 2D Barcode Scanners	<ul style="list-style-type: none"> • 2D barcode scanners (PDF417 and QR codes) -minimum
6) Cabling	<ul style="list-style-type: none"> • Molex • Krone • Flyleads (Ethernet) • Fibre • Fibre patch leads • Sundries
7) Automatic Number Plate Recognition	<ul style="list-style-type: none"> • ANPR IP cameras (Mobile and fixed)
8) Tablets	<ul style="list-style-type: none"> • 7" or larger ruggedised Android tablets or equivalent
9) Mobile Printers	<ul style="list-style-type: none"> • Bluetooth 4" or larger printers with consumables
10) Kiosk POD	<ul style="list-style-type: none"> • 24-inch Touch screens • USB slab fingerprint scanner (442) • Industrial webcam for photo booth • Tabletop document scanner • Eye-testing system • Integrated POS EFT terminal • Slimline speakers
11) Office Workstations	<ul style="list-style-type: none"> • Business laptop • Docking station • Additional monitor • Keyboard • Mouse Wireless & wired • Laptops Trolley bag/Backpack bags • Spare laptop battery chargers & power supplies
12) Desktops	<ul style="list-style-type: none"> • 20" or larger all-in-one desktops • Minimum i7 (or latest version), 16GB RAM, 512GB SSD, • Additional HDMI / Display port for second screen • Windows latest version • Wi-Fi enabled • Keyboard • Mouse Wireless & wired
13) Scanners	<ul style="list-style-type: none"> • Desktop network scanner

CATEGORY	DESCRIPTION
14) Printers	<ul style="list-style-type: none"> • Desktop laser colour, • Desktop black & white • Mobile A4 printers
15) Self-Service Kiosks	<ul style="list-style-type: none"> • 14" or larger all-in-one touch screen • Fingerprint • Webcam • Ruggedised keyboard and trackball • Printer
16) Peripherals	<ul style="list-style-type: none"> • 20" or larger monitors with various convertors • Projectors • Presentation pointers • External hard drives • USB flash disks • USB DVD writers • Internal hard drives • Additional/replacement RAM • Screen adaptors and convertors (e.g. HMDI-VGA, VGA-Display Port, VGA to HDMI, etc) • HDMI cables • VGA cables • Display port cables • Power cables • Multiplugs • Keyboards • Mouse wired & wireless • USB to Ethernet adaptors • Hand-held mobile Computer (Scanner) • Mobile Data Terminals (MDTs)

CATEGORY	DESCRIPTION
17) Servers	<ul style="list-style-type: none"> • Servers • CPUs • Memory • Fibre controllers • Network adaptors • Fans • Hard drives • Power supplies • PDUs
18) Network Devices & Accessories	<ul style="list-style-type: none"> • 12, 24 & 48 Port POE managed switches (layer 2,3) • 12, 24 & 48 Port managed switches (layer 2,3) • Mobile backup router with VRRP, Wi-Fi enabled • Wireless access points • Wi-Fi controllers • Core switches • Top of the rack switches • SAN switches • Load balancers • Fibre transceivers (LR and SR) • Firewall appliances • Regular Computer Cabinets of various sizes with accessories • Patch panels • Brush panels
19) Storage	<ul style="list-style-type: none"> • Storage Area Network devices • Network-attached storage devices • Brocade switches
20) Backup peripherals	<ul style="list-style-type: none"> • Robotic tape library • Backup appliance • Tapes/cartridges

CATEGORY	DESCRIPTION
21) Telecommunications	<ul style="list-style-type: none"> • PBXs server /appliance • Soft-clients Software & licences • VOIP phones • Webcams for video conferencing • MICs for video conferencing • Headsets • USB speakers for video conferencing • PRI cards • Push-To-Talk Over Cellular (PoC) Radio
22) Security devices	<ul style="list-style-type: none"> • CCTV • Body-camera • Drones
23) Any other IT related goods & services or accessories	

3.3 SUPPLY OF SOFTWARE SUPPORT AND MAINTENANCE

CATEGORY	DESCRIPTION
(1) Network	<ul style="list-style-type: none"> • Next Generation Firewall Software Licences • OpenVPN license • Web Application Firewall Software • IPS • Load balancers • Network management & monitoring • PBXs Software support & licences
(2) Backup	<ul style="list-style-type: none"> • Backup Software
(3) User Business Applications	<ul style="list-style-type: none"> • Supply of Software, support, maintenance and annual renewal
(4) Application Middleware	<ul style="list-style-type: none"> • Supply of Software, support, maintenance and annual renewal
(5) Database Management Software	<ul style="list-style-type: none"> • Supply of Software, support, maintenance and annual renewal

CATEGORY	DESCRIPTION
(6) Antivirus Software	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(7) Security information and event management (SIEM)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(8) Security orchestration, automation, and response (SOAR)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(9) Syslog Server	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(10) Privileged Access Management (PAM)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(11) Breach and Attack Simulation	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(12) Penetration Testing	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(13) Unified Endpoint Management (UEM)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(14) Dark web monitoring	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(15) Identity Threat Detection & Response (ITDR)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(16) Data Loss Prevention (DLP)	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(17) Email Security	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(18) Security Awareness Training	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(19) Incident Response Platform	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal
(20) Governance, Risk and Compliance Management	<ul style="list-style-type: none"> Supply of Software, support, maintenance and annual renewal

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 – Standard Compliance Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements will invalidate the bid. Below are the Standard Compliance requirements.

- i. Bidders are required to submit bid documents as follows:
 - one original,
 - one hard copy
- ii. PDF soft copy in a clearly marked/ labelled memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original).
- iii. In case of a Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement, bidders must submit standard bidding documents i.e.
 - o SBD 1, one consolidated SBD 1 for Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement **signed by the authorized** person(s) (Proof of authority must be submitted e.g. company resolution) and
 - o SBD 4 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
 - o SBD 6.1 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
- iv. All returnable bid documents must be **signed by the authorized** person(s) (Proof of authority must be submitted e.g. company resolution)
- v. The layout of the required documents is set up in table 1.1
- vi. **NB:** *To prevent the abuse of the SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into a Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.*

- vii. Bidder(s) must be registered with National Treasury Centralised Supplier Database (CSD) – CSD report or CSD MAAA Reference Number.
- viii. Compulsory briefing session certificate must be completed and enclosed with the tender documents.

(b) Stage 2 – Functionality Evaluation

This process will be on written responses / proposals which consists of **hundred (100) points**.

NB:

- i. **Category A** - Large enterprise: Bidders will be required to score a **minimum of 70 points** to qualify for stage 3.
- ii. **Category B** - Exempted Micro Enterprise (**EME**) and Qualifying Small Enterprise (**QSE**): Bidders will be required to score a **minimum of 70 points** to qualify for stage 3.
- iii. **Category C** - Businesses owned by people living with disabilities: Bidders will be required to score a **minimum of 60 points** to qualify for stage 3.

(c) Stage 3 – Price and Specific Goals Evaluation

- i. Bidders will be evaluated on 90/10 Preference Point System (i.e., 90 points for price and 10 points for specific goals).
- ii. This stage will be applicable once the panel is in place.

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

TABLE 1.1

STANDARD COMPLIANCE REQUIREMENTS	COMPLY (YES / NO)
RETURNABLE BID DOCUMENTS	
Total number of copies submitted – Two (2) (1 original and one copy) All the documentation under the bid proposal is to be converted and submitted in a PDF within a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD 1: Invitation to bid and company information	
SBD 4: Declaration of interest	
SBD 6.1: Preference points claim form	
FINANCIAL PROPOSAL – N/A	

2. STAGE 2 – FUNCTIONALITY CRITERIA

WRITTEN PROPOSAL CRITERIA

- This stage will be based on written proposals and shall be evaluated on the following parameters for functionality:
- Bidders **MUST** select one (1) option as per their service offerings, as they will be evaluated per option selected.

CATEGORY	CLASS OF ENTERPRISE	DESCRIPTION	OPTION
A	Large enterprises	Annual turnover above R50 million	
B	Exempted Micro Enterprises (EME) and Qualifying Small Enterprises (QSE)	Annual turnover \geq (more) than R10 million but not exceeding R50 million	
C	Businesses owned by people living with disabilities	EME with people living with disabilities shareholding (Annual turnover \leq (less) than R10 million)	

- **NB: Bidders are required to substantiate the above selected options by attaching a valid B-BBEE affidavit/ certificate and**
- A medical certificate (for shareholding with people living with disabilities) for Category C.

2.1 CATEGORY A – LARGE ENTERPRISES

DESCRIPTION	POINTS
A. BIDDER'S RELEVANT EXPERIENCE (FROM CLIENTS)	40
<p>i. The bidder must provide letters of similar work done with specific reference to the scope of work</p> <p>ii. The minimum value of the transaction order/ work done (per single project) should not be less than R5 000 000 (Five million rands).</p> <p>iii. The reference letters will be evaluated on the following parameters</p> <ul style="list-style-type: none"> • 1 reference letter = 10 points • 2 reference letters = 20 points • 3 reference letters = 30 points • 4 reference letters = 40 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach copies of reference letters from Organisations/entities where similar services are currently and previously rendered. The following details must at least be reflected in the content of the reference letter/s: -</p> <ul style="list-style-type: none"> • Name and short description of similar goods and / or service rendered • Addresses where the services are rendered • Duration of service/ project / contract, • Value of the contract, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) AND attach copy of the purchase order/ proof of appointment to the reference letter as supporting document. <p>Bidders are required to complete the attached template to reflect similar work done. The above details must be fully completed as provided on the attached template.</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	

DESCRIPTION	POINTS
<p>B. BIDDERS' CAPABILITY TO SOURCE, SUPPLY AND DELIVER IT SERVICES</p>	<p>20</p>
<p>The bidder to provide confirmation in the form of a letter from their main suppliers that will supply them with the required services.</p> <ul style="list-style-type: none"> • 1 supporting letter = 5 points • 2 supporting letters = 10 points • 3 supporting letters = 15 points • 4 supporting letters = 20 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach confirmation letters from their main suppliers / partners containing the following:</p> <ol style="list-style-type: none"> i. Submit letter detailing the nature of relationships and how that will ensure efficient supply of equipment /service as and when required. The following details must at least be reflected in the content of the confirmation letter/s: - <ul style="list-style-type: none"> • Name of the partner and short description of relationship / partnership • Duration of partnership / relationship, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) <p>Relationship with other stakeholders in relation to the industry could be OEM's, Distributors, accreditations, memberships, strategic partnerships/ Alliances, etc..</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	
<p>C. FINANCIAL CAPACITY</p>	<p>20</p>
<p>Bidders must provide proof of financial capacity with a minimum of R10 000 000 (Ten million rand) positive cash balance, not a turnover, at the time of bid closure and / or access to credit through a single or various sources, considered as one or combined (i-iii) from the following:</p> <ol style="list-style-type: none"> (i) Bank statement stating a positive balance available in the bank account (signed or bank stamped) 	

DESCRIPTION	POINTS
<p style="text-align: center;">AND / OR</p> <p>(ii) Provide proof of access to bank credit facilities, (Loan Agreement/ Overdraft Facility/ Revolving Credit – on the bank letter head with bank stamp not older than a month at the time of the bid closure) and provide proof of the available bank balance. (Not a conditional assessment of Credit Rating or Bank Rating)</p> <p style="text-align: center;">AND / OR</p> <p>(iii) A signed letter of commitment from a registered financial service provider (FSP registered with NCR) indicating a commitment to fund the bidder should they be successful</p>	
<p>D. COMPANY HUMAN RESOURCES / SKILLS</p>	20
<p>The bidder must have the capability to deliver industry knowledge</p> <ul style="list-style-type: none"> i. Key Account Manager = 8 points ii. Service Manager = 8 points iii. Senior Manager / Executive = 4 points <p>Compliance Requirements:</p> <p>Provide a company profile addressing amongst others but not limited to the following:</p> <ul style="list-style-type: none"> 1. Key Account Manager <ul style="list-style-type: none"> ✓ Minimum of 8 years’ experience in Sales/Account Management as Account Manager (attach CV) = 5 points ✓ Qualification: NQF Level 7 or higher in the relevant field (Business/Marketing or equivalent) = 3 points 2. Service Manager <ul style="list-style-type: none"> ✓ Minimum of 8 years’ experience in IT related service delivery as Service Manager (attach CV) = 5 points ✓ Qualification: NQF Level 7 or higher in the relevant field (IT related field or equivalent) = 3 points 3. Senior Manager / Executive = minimum 5 years’ experience in Senior Management (attach CV) <ul style="list-style-type: none"> ✓ Minimum of 5 years’ experience in Sales/Account Management as a Senior Manager / Executive (attach CV) = 2 points 	

DESCRIPTION	POINTS
<p>✓ Qualification: NQF Level 7 or higher in the relevant field (Business/Marketing or equivalent) = 2 points</p> <p>NB: No points will be awarded should the bidder not score the minimum points on number of years of experience.</p>	
TOTAL POINTS	100

Category A Summary Table: Minimum scores per functional area	
The service provider must score at least the following minimum points on each section. Failure to score the minimum required points in any one of the subsection, will lead to a disqualification.	
A	At least 20 points
B	At least 15 points
C	At least 20 points
D	At least 15 points
Total minimum points	70 points

NB: BIDDERS WILL BE REQUIRED TO SCORE POINTS IN ALL CATEGORIES (A+B+C+D) ON WRITTEN RESPONSES WITH A MINIMUM OF 70 POINTS TO QUALIFY FOR STAGE 3.

2.2 CATEGORY B – EXEMPTED MICRO ENTERPRISES (EME) AND QUALIFYING SMALL ENTERPRISES (QSE)

DESCRIPTION	POINTS
<p>A. BIDDER’S RELEVANT EXPERIENCE (FROM CLIENTS)</p>	<p>40</p>
<p>i. The bidder must provide letters of similar work done with specific reference to the scope of work</p> <p>ii. The minimum value of the transaction order/ work done (per single project) should not be less than R3 000 000 (Three million rands).</p> <p>iii. The reference letters will be evaluated on the following parameters</p> <ul style="list-style-type: none"> • 1 reference letter = 10 points • 2 reference letters = 20 points • 3 reference letters = 30 points • 4 reference letters = 40 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach copies of reference letters from Organisations/entities where similar services are currently and previously rendered. The following details must at least be reflected in the content of the reference letter/s: -</p> <ul style="list-style-type: none"> • Name and short description of similar goods and / or service rendered • Addresses where the services are rendered • Duration of service/ project / contract, • Value of the contract, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) AND attach copy of the purchase order/ proof of appointment to the reference letter as supporting document. <p>Bidders are required to complete the attached template to reflect similar work done. The above details must be fully completed as provided on the attached template.</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	

DESCRIPTION	POINTS
<p>B. BIDDERS' CAPABILITY TO SOURCE, SUPPLY AND DELIVER IT SERVICES</p>	<p>20</p>
<p>The bidder to provide confirmation in the form of a letter from their main supplier/s that will supply them with the required services.</p> <ul style="list-style-type: none"> • 1 supporting letter = 5 points • 2 supporting letters = 10 points • 3 supporting letters = 15 points • 4 supporting letters = 20 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach confirmation letters from their main suppliers / partners containing the following:</p> <ol style="list-style-type: none"> i. Submit letter detailing the nature of relationships and how that will ensure efficient supply of equipment /service as and when required. The following details must at least be reflected in the content of the confirmation letter/s: - <ul style="list-style-type: none"> • Name of the partner and short description of relationship / partnership • Duration of partnership / relationship, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) <p>Relationships with other stakeholders in relation to the industry could be; OEM's, Distributors, accreditations, memberships, strategic partnerships/ Alliances, etc.</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	
<p>C. FINANCIAL CAPACITY</p>	<p>10</p>
<p>Bidders must provide proof of financial capacity with a minimum of R5 000 000 (Five million rand) positive cash balance, not a turnover, at the time of bid closure and / or access to credit through a single or various sources, considered as one or <u>combined (i-iii)</u> from the following:</p> <ol style="list-style-type: none"> i. Bank statement stating a positive balance available in the bank account (signed or bank stamped) 	

DESCRIPTION	POINTS
<p style="text-align: center;">AND / OR</p> <p>ii. Provide proof of access to bank credit facilities, (Loan Agreement/ Overdraft Facility/ Revolving Credit – on the bank letter head with bank stamp not older than a month at the time of the bid closure) and provide proof of the available bank balance. (Not a conditional assessment of Credit Rating or Bank Rating)</p> <p style="text-align: center;">AND / OR</p> <p>iii. A signed letter of commitment from a registered financial service provider (FSP registered with NCR) indicating a commitment to fund the bidder should they be successful</p>	
<p>D. COMPANY HUMAN RESOURCES / SKILLS</p>	30
<p>The bidder must have the capability to deliver industry knowledge</p> <ul style="list-style-type: none"> (i) Key Account Manager = 10 points (ii) Service Manager = 10 points (iii) Senior Manager / Executive = 10 points <p>Compliance Requirements:</p> <p>Provide a company profile addressing amongst others but not limited to the following:</p> <ol style="list-style-type: none"> 1. Key Account Manager = minimum of 5 years' experience as Account Manager (attach CV) <ul style="list-style-type: none"> ✓ Minimum of 5 years' experience in Sales/Account Management as a Senior Manager / Executive (attach CV) = 5 points ✓ Qualification: NQF Level 6 or higher in the relevant field (Business/Marketing or equivalent) = 5 points 2. Service Manager = minimum of 5 years' experience as Service Manager (attach CV) <ul style="list-style-type: none"> ✓ Minimum of 5 years' experience in IT related service delivery as a Senior Manager / Executive (attach CV) = 5 points ✓ Qualification: NQF Level 6 or higher in the relevant field (IT related field or equivalent) = 5 points 3. Senior Manager / Executive = minimum 5 years' experience in Senior Management (attach CV) 	

DESCRIPTION	POINTS
<ul style="list-style-type: none"> ✓ Minimum of 5 years' experience in Sales/Account Management as a Senior Manager / Executive (attach CV) = 5 points ✓ Qualification: NQF Level 7 or higher in the relevant field (Business/Marketing or equivalent) = 5 points <p>NB: No points will be awarded should the bidder not score the minimum points on number of years of experience.</p>	
TOTAL POINTS	100

Catergory B Summary Table: Minimum scores per functional area	
The service provider must score at least the following minimum points on each section. Failure to score the minimum required points in any one of the subsection, will lead to a disqualification.	
A	At least 20 points
B	At least 15 points
C	At least 10 points
D	At least 25 points
Total minimum points	70 points

NB: BIDDERS WILL BE REQUIRED TO SCORE POINTS IN ALL CATEGORIES (A+B+C+D) ON WRITTEN RESPONSES WITH A MINIMUM OF 70 POINTS TO QUALIFY FOR STAGE 3.

2.3 CATEGORY C – BUSINESSES OWNED BY PEOPLE LIVING WITH DISABILITIES

DESCRIPTION	POINTS
<p>1. BIDDER’S RELEVANT EXPERIENCE (FROM CLIENTS)</p>	<p>45</p>
<p>(i) The bidder must provide letters of similar work done with specific reference to the scope of work</p> <p>(ii) The minimum value of the transaction order/ work done (per single project) should not be less than R500 000 (Five hundred thousand rands).</p> <p>(iii) The reference letters will be evaluated on the following parameters</p> <ul style="list-style-type: none"> • 1 reference letter = 15 points • 2 reference letters = 30 points • 3 reference letters = 45 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach copies of reference letters from Organisations/entities where similar services are currently and previously rendered. The following details must at least be reflected in the content of the reference letter/s: -</p> <ul style="list-style-type: none"> • Name and short description of similar goods and / or service rendered • Addresses where the services are rendered • Duration of service/ project / contract, • Value of the contract, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) AND attach copy of the purchase order/ proof of appointment to the reference letter as supporting document. <p>Bidders are required to complete the attached template to reflect similar work done. The above details must be fully completed as provided on the attached template.</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	

DESCRIPTION	POINTS
<p>B. BIDDERS' CAPABILITY TO SOURCE, SUPPLY AND DELIVER IT SERVICES</p>	<p>20</p>
<p>The bidder to provide confirmation in the form of a letter from their main suppliers that will supply them with the required services.</p> <ul style="list-style-type: none"> • 1 supporting letter = 10 points • 2 supporting letters = 15 points • 3 supporting letters = 20 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are expected to attach confirmation letters from their main suppliers / partners containing the following:</p> <p>i. Submit letter detailing the nature of relationships and how that will ensure efficient supply of equipment /service as and when required. The following details must at least be reflected in the content of the confirmation letter/s: -</p> <ul style="list-style-type: none"> • Name of the partner and short description of relationship / partnership • Duration of partnership / relationship, • Contactable References. (letter of references in letterhead of the clients signed by authorized persons) <p>Relationships with other stakeholders in relation to the industry could be OEM's, Distributors, accreditations, memberships, strategic partnerships/ Alliances, etc.</p> <p>Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	
<p>C. FINANCIAL CAPACITY</p>	<p>10</p>
<p>Bidders must provide proof of financial capacity with a minimum of R250 000 (Two hundred and fifty thousand rands) positive cash balance, not a turnover, at the time of bid closure and / or access to credit through a single or various sources, considered as one or <u>combined (i-iii)</u> from the following:</p> <p>i. Bank statement stating a positive balance available in the bank account (signed or bank stamped)</p> <p style="text-align: center;">AND / OR</p>	

DESCRIPTION	POINTS
<p>ii. Provide proof of access to bank credit facilities, (Loan Agreement/ Overdraft Facility/ Revolving Credit – on the bank letter head with bank stamp not older than a month at the time of the bid closure) and provide proof of the available bank balance. (Not a conditional assessment of Credit Rating or Bank Rating)</p> <p style="text-align: center;">AND / OR</p> <p>iii. A signed letter of commitment from a registered financial service provider (FSP registered with NCR) indicating a commitment to fund the bidder should they be successful</p>	
<p>D. COMPANY HUMAN RESOURCES / SKILLS</p>	25
<p>The bidder must have the capability to deliver industry knowledge</p> <ul style="list-style-type: none"> i. Business Existence = 10 points ii. Account Manager = 10 points iii. Service Agent / Assistant = 5 points <p>Compliance Requirements:</p> <p>Provide a company profile addressing amongst others but not limited to the following:</p> <ol style="list-style-type: none"> 1. Business Existence = minimum of 2 years in existence = 10 points 2. Account Manager = minimum of 2 years' experience as Account Manager (attach CV) <ul style="list-style-type: none"> ✓ Minimum of 2 years' experience in Sales/Account Management as an Account Manager (attach CV) = 10 points 3. Service Agent / Assistant = 1-year minimum experience as a Service Agent / Assistant (attach CV) <ul style="list-style-type: none"> ✓ 1-year minimum experience in IT related service delivery as a Service Agent / Assistant (attach CV) = 5 points <p>NB: No points will be awarded should the bidder not score the minimum points on number of years of experience.</p>	
<p>TOTAL POINTS</p>	100

Category C Summary Table: Minimum scores per functional area

The service provider must score at least the following minimum points on each section. Failure to score the minimum required points in any one of the subsection, will lead to a disqualification.

A	At least 20 points
B	At least 10 points
C	At least 10 points
D	At least 20 points
Total minimum points	60 points

NB: BIDDERS WILL BE REQUIRED TO SCORE POINTS IN ALL CATEGORIES (A+B+C+D) ON WRITTEN RESPONSES WITH A MINIMUM OF 60 POINTS TO QUALIFY FOR STAGE 3.

3. STAGE 3 – PRICE AND SPECIFIC GOAL EVALUATION

This stage will be applicable once the panel is in place.

CRITERIA	MAXIMUM POINTS
Price	90
Black Owned Company	2
Women Owned Company	3
Youth Owned Company	2
*Company owned by people living with disabilities	3
Grand Total	100

***Letter from a medical practitioner confirming disability must be submitted when these points are claimed.**

SECTION: 4
ANNEXURE AND
STANDARD BIDDING
DOCUMENTS

See the attached SBD
forms.

(All SBD forms must be
signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be provided in the enclosed questionnaire(s) or a separate annexure.
2. The bidding forms should not be retyped or redrafted; photocopies may be prepared and used. Additional offers may be made for any item, but only on a page photocopy. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that all are included and duplicated. No liability shall be accepted regarding claims arising from the fact that pages are missing or duplicated.
5. If attached, the forms regarding the Preference Points Claim shall be completed and submitted with the completed bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract.
7. If non-firm prices are submitted, the bidding documents should clearly state this.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification.
9. Regarding the paragraphs where the items offered are strict to specification, bidders shall insert the words "as specified."

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.

- 11.** The bid prices shall be given in the units shown.

- 12.** All prices shall be quoted in South African currency.