

SASSA: 06-24-CS-WC

INVITATION TO BID

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT FOR THE AUTOMATION AND DIGITISATION (QMS AND KIOSKS)

Bidders are invited to attend a compulsory information session as per the advert and details below:

DETAILS OF THE BRIEFING SESSION ARE AS FOLLOWS:

Venue: Paarl Local Office
Super Spar centre, Shop 3
Corner Van de Stel and Broadway Street
Paarl East

Date: 22 November 2024
Time: 10:00

PROPOSALS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:

South African Social Security Agency: Western Cape Region
20th Floor
Golden Acre Building
Adderley Street
Cape Town 8000

PUBLICATION DATE: 13 November 2024
CLOSING DATE : 05 December 2024
TIME : 11:00

TECHNICAL ENQUIRIES : WCBids@sassa.gov.za
EMAIL ADDRESS : WCBids@sassa.gov.za

SUPPLY CHAIN MANAGEMENT ENQUIRIES CAN BE DIRECTED TO:

CONTACT PERSON : N/A
CONTACT NUMBER: : N/A
EMAIL ADDRESS : WCBids@sassa.gov.za

Stamp Out Social Grants Fraud and Corruption
Call 0800 60 10 11/ 0800 701 701



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at the right time and place. NJALO!*

South African Social Security Agency
Northern Cape Region

SASSA REGIONAL OFFICE • 33 Du Toitspan Road
Cnr Du Toit Span Road & Phakamile Mabija
Permanent Perm Building
Kimberley 8301

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER: SASSA: 06-24-CS-WC		CLOSING DATE: 05 December 2024		CLOSING TIME: 11:00	
DESCRIPTION: Procurement of QMS and Kiosks					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SASSA WESTERN CAPE, 20th Floor					
Golden Acre Building 9					
ADDERLEY STREET, FORESHORE CAPETOWN					
8000					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON		N/A		CONTACT PERSON	
TELEPHONE NUMBER		N/A		TELEPHONE NUMBER	
FACSIMILE NUMBER				FACSIMILE NUMBER	
E-MAIL ADDRESS		WCBids@sassa.gov.za		E-MAIL ADDRESS	
				WCBids@sassa.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER		CODE		NUMBER	
CELLPHONE NUMBER					
FACSIMILE NUMBER		CODE	086	NUMBER	
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE		TICK APPLICABLE BOX]		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	
		<input type="checkbox"/> Yes <input type="checkbox"/> No		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Quote number: SASSA: 06-24-CS-WC.....
Closing Time 11:00	Closing date: 05 December 2024

OFFER TO BE VALID FOR: 90.....DAYS FROM THE CLOSING DATE OF BID

** (ALL APPLICABLE TAXES INCLUDED)

- | | | |
|---|--|----------------------------------|
| - | Required by: SASSA WESTERN CAPE | |
| - | | |
| - | | |
| - | Brand and model | NOT APPLICABLE. |
| - | Country of origin | NOT APPLICABLE |
| - | Does the offer comply with the specification(s)? | *YES/NO |
| - | If not to specification, indicate deviation(s) | |
| - | Period required for delivery | NOT APPLICABLE |
| | | **Delivery: Firm/not firm |
| - | Delivery basis | NOT APPLICABLE |

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

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

*Delete if not applicable

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

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

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

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

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

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

1. GENERAL CONDITIONS

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

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

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

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

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

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

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

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

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

Where

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

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

3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	10	20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	9	18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	8	16		
B-BBEE Status Level 1 - 2 contributor	7	14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	5	12		
B-BBEE Status Level 3 - 4 contributor	4	8		
B-BBEE Status Level 5 - 8 contributor	2	4		
Others (Non-Compliant)	0	0		
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.				

Returnable document to claim points	Please tick below for the attached document
1. B-BBEE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration number	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
 - ☐ One-person business/sole propriety
 - ☐ Close corporation
 - ☐ Public Company
 - ☐ Personal Liability Company
 - ☐ (Pty) Limited
 - ☐ Non-Profit Company
 - ☐ State Owned Company
- [TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

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

SURNAME AND NAME:

DATE:

ADDRESS:



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]

SASSA WESTERN CAPE ICT TERMS OF REFERENCE (TOR)

QUEUE MANAGEMENT SYSTEM AV AND KIOSKS – 12 OFFICES

Bid Ref _____
Date _____
Version 1 _____

Table of Contents

1.General Information3

2.Specifications and Requirements9

3.Professional Services23

4.Floorplans _____

1. General Information

1.1. Purpose

The purpose of this Terms of Reference (ToR) is to invite qualified Bidders to submit a firm, fixed price proposal for the Supply, Delivery and Installation of Queue Management System (QMS) and Kiosks in SASSA Western Cape.

1.2. Background

SASSA as part of its digitization strategy, implemented a Digital Queue Management System and Kiosks that will be deployed at South African Social Security Agency (SASSA) Local Offices.

The aim of these systems is to achieve the following SASSA strategic outcomes relating to improving customer experience and organisational efficiencies:

- The QMS aims to automate the management of queues in SASSA local offices across the country to reduce customer waiting time and improves the management of queues.
- The primary objective of the self-service kiosk is to make it more convenient for customers to access services, reduce waiting times, and improve overall customer satisfaction. In addition, to increase the efficiency of the Agency by allowing the operational staff to focus more on complex tasks that require human intervention.

1.3. Scope of Work

1.3.1. Scope of Work Summary

The following table outlines the Scope of Work required. The bidder is expected to provide a quotation to facilitate the supply, delivery and installation of the QMS and Kiosks in the Region.

#	Scope Element	Included	
		Yes	No
1	Supply and Delivery	X	

2	Installation and configuration at SASSA Local Offices	X	
3	Provide training on the Equipment	X	

Table1- Scope of Work Summary

1.3.2. Office Location

1.3.2.1. Supply and Delivery to SASSA WC Local Offices as per table below:

District	Local Office	Address/Location
Boland Overberg	1.Caledon	Erf 1706, Cemetery Road, Caledon
	2.Worcester	70 Durban Road, Worcester
Eden Karoo	3.Beaufort West	93 Donkin Street, Beaufort West
	4. George (Thembaletu)	7053 Jeriko St, Thembaletu, George
	5. Oudtshoorn	3 - 12th Avenue, Bongoletu, Oudtshoorn
Metro 1	6. Bellville	Fintrust Building, C/o Petrusa and Mazzur Streets, Bellville
	7. Wynberg	272 Main Road, Wynberg
Metro 2	8. Cape Town LO	Metador Building, C/o Long & Strand Streets, Cape Town
	9. Eerste River	42 Main Road, Eersteriver
	10. Mitchell's Plain	45 Alpha Street, Wespoort Park, Mitchell's Plain
West Coast	11. Vredenburg	11 Bree Street Vredenburg
	12. Vredendal	Old BMW Building, 10 Voortrekker Road, Vredendal

Table 2- Local Offices

1.4. Time Frames

- 1.4.1. Bidders interested in responding to this ToR are to take note of the time frames as outlined in the Bid Invitation. Failure to adhere to the timelines stipulated will result in your bid being disqualified.
- 1.4.2. Bidders are requested to provide a project plan that would outline:
- Lead time for equipment delivery
 - Installation time required
- 1.4.3. It should be noted that work can only be done between 15:00 - 18:00, Monday to Friday and on Saturday between 09:00 - 16:00.
- 1.4.4. SASSA WC requires the work to be completed within 20 working days of the Purchase Order being received.

1.5 Briefing Session

A compulsory site briefing will be held at Paarl Local Offices to permit interested bidders time to evaluate the site and fully understand the stated requirement. Failure to attend the briefing and sign the attendance register will result in the bid being disqualified.

- 1.5.1 The location of the Office is as follows:

Super Spar centre, Shop 3
Corner Van de Stel and Broadway Street
Paarl East
GPS: -33.723045, 18.992315

1.6 Amendments to the ToR

The Agency reserves the right to, prior to the Submission Closing date to:

- Extend the Submission Closing date and/or time.
- Make changes to the TOR based either on its discretion and/or based on outcomes of the Compulsory Site Briefing.

Such changes will be clearly documented and communicated to all potential Bidders. No other amendment to this TOR is permitted nor will it be accepted.

1.7 General Conditions of Contract

This TOR is further governed by the South African Treasury **Government Procurement: General Conditions of Contract, July 2010**. This document forms part of the TOR and may further be viewed at

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/default.aspx>

- 1.7.1** Bid proposals are to be bound in a file or sealed envelope, clearly marked with the relevant bid number and properly indexed, paginated and marked in accordance with the stipulation in the bid invitation. All bid documents must be submitted to the SASSA bid tender box prior to the date and closing time:

**Golden Acre Building
20th Floor SASSA Regional Office
C/O Adderley and Strand Streets
Cape Town 8000**

- 1.7.2** Bidders should be tax compliant by the time of the awarding of this bid and registered compliantly on the Central Supplier Database (CSD) facilitated by National Treasury. Organs of State are not allowed to do business with suppliers whose SARS and CSD matters are not in order or satisfactory, arrangements must be made with the relevant entities prior to submission.

- 1.7.3** Any bidder who misrepresents itself in the bidding documents shall be disqualified and blacklisted in terms of relevant/applicable National Treasury Practice Note(s).

1.8 Evaluation of Bid Proposals

All bid proposals will be evaluated in line with the following stages and criteria:

- Stage one: SCM Administrative Requirement
- Stage two: Mandatory Requirements
- Stage three: Pricing and preference points for specific goals

1.8.1 Stage One: Returnable Documents Administrative Requirement

Administrative Requirement
Completed and signed SBD 1 (Invitation to Bid) CSD No. and Tax Pin to be inserted
Completed SBD 3.1 (pricing schedule – firm prices).
Completed and signed SBD 4 (Declaration of Interest)
Completed and signed SBD 6.1 preference points claim form in terms of the preferential procurement regulations 2022), refer Paragraph 1.9.3(b)

1.8.2 Stage 2: Mandatory Requirement

1.8.2.1 The bidder is to include a costed and itemised quotation per line item per site on a business letter head as per paragraph 2.

1.8.3 Stage Three – Price And Preference Scoring for specific goals

The 80/20 preference points system will apply in the evaluation of bid proposals submitted.

Price and Specific Goals	100
Price	80
Specific Goals	20

- (a) Points awarded for Specific Goals contribution will be evaluated for preference as follows:

Specific goals for the tender and points claimed are indicated in the table below.

(Note: Where the 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)
B-BBEE Status Level 1 - 2 contribuToR with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contribuToR with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contribuToR with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contribuToR	14
B-BBEE Status Level 3 - 8 contribuToR with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contribuToR	8
B-BBEE Status Level 5 - 8 contribuToR	4
OTHERS	0

Returnable Document to Claim Points
B-BBEE Certificate
Sworn Affidavit (EME or QSE)
CSD Registration number

- (b) Together with the bid, the bidder must submit a valid BBBEE Verification Certificate from a verification agency accredited by the SANAS, a valid original sworn affidavit signed by the EME or QSE representative and attested by a Commissioner of Oaths, or the barcoded certificate. Failure to submit will be interpreted to mean that preference points for specific goals contribution are not claimed. The BBBEE verification certificate and the sworn affidavit must have been issued within 12 months.

1.9 Requests for Clarification

Function	Name	E-Mail
All Requests for Clarification	Western Cape Bids	wcbids@sassa.gov.za

Table 3 - SASSA Communication Address

It is important to note that all Queries or Questions need to ensure:

- that the Bid Reference Number is added in the Subject Line of your e-mail.
- the business name, contact and telephone number are clearly stated;
- that the queries and questions are clear and concise.
- where applicable, reference be made to specific points within this ToR.
- that all queries and questions are to be made 48 hours (excluding weekends and public holidays) prior to the Bid Submission Closing date, to allow for SASSA to respond to such.

No meetings or telephonic enquiries will be entertained with regards to this ToR .

1.10 Confidentiality

The Bidder, its offices, agents, employees and consultants shall hold in confidence any information and /or materials identified as proprietary and/or confidential to the Agency or to any third party to which the Bidder may have access to in the course of performing its obligations in terms of this ToR. The Bidder shall not disclose or authorise disclosure to others, or use for its own benefit, such confidential information and/or materials without the express written consent of the Agency or the affected third-party owner.

2. Specifications and Requirements

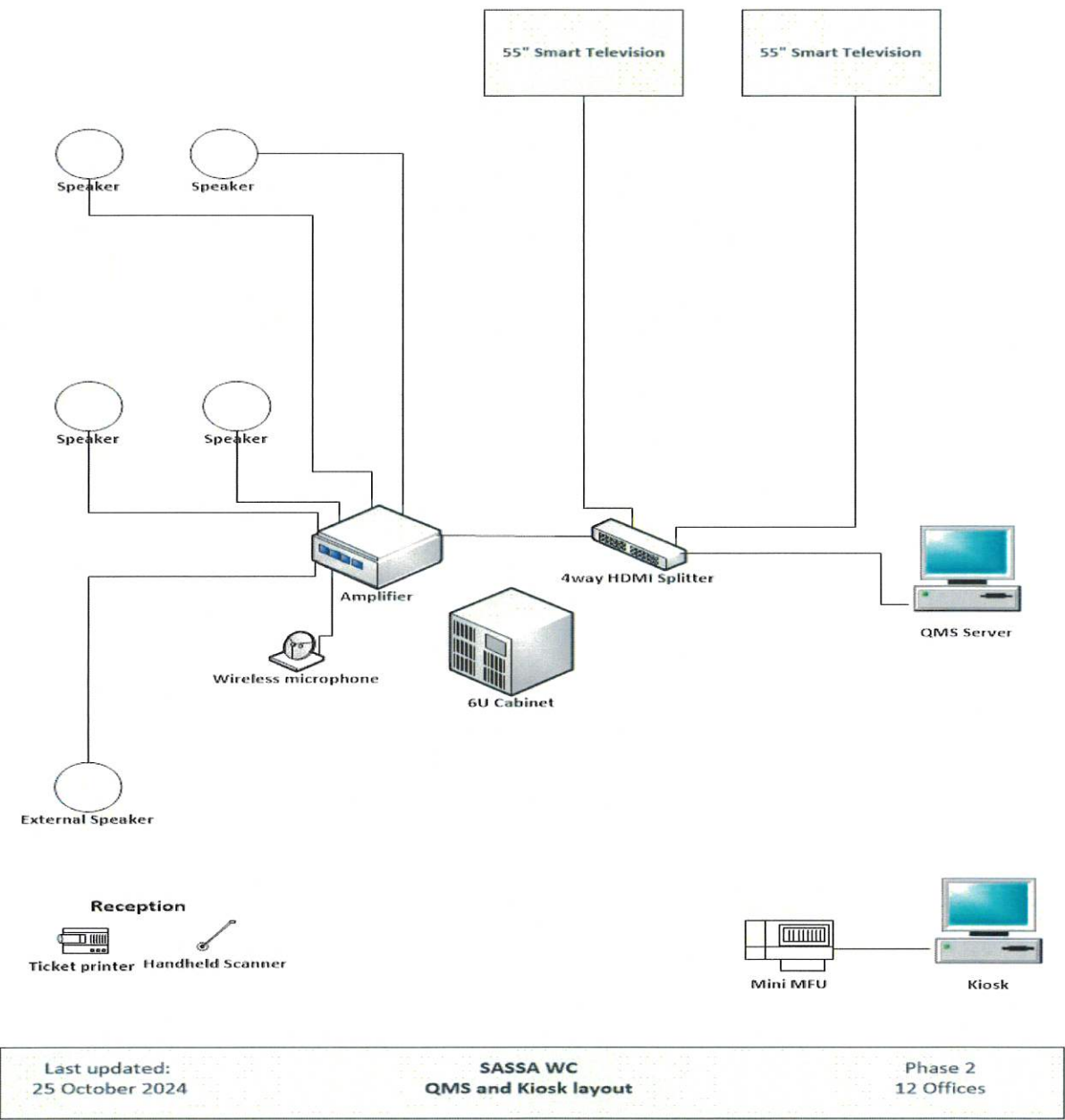
2.1. Solution Requirement Overview:

2.1.1. Queue Management System and Kiosk

2.1.1.1. The Diagram below is meant for illustrative purposes only and is intended to depict the functioning of the Digital Queue Management System and Kiosk.

2.1.1.2. The Bidder is required to provide a solution that will address the specific Audio and Visual Requirements as outlined below

Figure 1: Illustration of System Setup



2.1.2 Audio Requirement

2.1.2.1 Intended Use

2.1.2.1.1 Audio Solution will need to cater for the amplification of sound from the QMS server to the installed speakers.

2.1.2.1.2 Speakers are to be of adequate quality and quantity to ensure that the designated areas where audio outputs are required, can be clearly heard by Clients.

2.1.2.1.3 The inclusion of a microphone for manual announcements.

2.1.2.1.4 Where Audio Output has been designated for outdoor use and must be waterproof and mounted in a theft proof enclosure.

2.1.2.2 Requirement Parameters

2.1.2.2.1 Any cabling, except for cabling running in the roof, needs to be in a conduit

2.1.2.2.2 Speakers are not permitted to be battery powered

2.1.2.2.3 Desktop Speakers are not allowed to be used as part of the solution

2.1.2.2.4 Amplifier needs to accommodate a minimum 4 Input Zones with individual Volume Control i.e. be able to adjust the volume for zone 1, zone 2, zone 3 and microphone individually

2.1.2.3 Detailed Specifications

Internal Speakers – Roof Mount	8-inch Circular
	White Frame with a Metal Grille
	Tappings: 10,20,30,40,50W & 8 Ohms
	Power: 100V/50W
	SPL @ 1W/1m:89dB (2dB)
	Woofer & Tweeter
	Ceiling Clips/Fittings
Internal Speakers – Wall Mount	ABS Plastic Enclosure - Black
	Coaxial Wall Mounted Speaker
	Size: 5inch
	30W/8 Ohm
	100V Line Transformer – built in
	All relevant fittings
External Audio	Weatherproof and theft proof Casing
	100V Line
	10W
	All relevant fittings

Microphone	Wireless Microphone – Range 50m
	Rechargeable Batteries with charging cradle
	Frequency Response: 50Hz-15KHz
	Includes Receiver
Amplifier	30W Mixer Amplifier
	3 Volume Zones min
	Input for Microphone
	100V/8 Ohm line speaker output

2.1.3 Visual Requirement

2.1.3.1 Intended Use

- 2.1.3.1.1 TV Screens will be used to display Ticket Numbers and other Information as provided from the QMS server.
- 2.1.3.1.2 Screens need to be in a viewing position that ensures ease of visibility by all clients.
- 2.1.3.1.3 TV units may be mounted on the wall or suspended from the ceiling. Where sites are earmarked as heritage sites alternative options to be put in place e.g. placed on a desk or table.

2.1.3.2 Requirement Parameters

- 2.1.3.2.1 TV Units may be mounted on wall or suspended from the ceiling
- 2.1.3.2.2 Where suspended, the TV Bracket requirement remains;
- 2.1.3.2.3 Any cabling, except for cabling running in the roof, needs to be in a conduit;
- 2.1.3.2.4 HDMI/USB Inputs;
- 2.1.3.2.5 LAN Input; and
- 2.1.3.2.6 Wi-Fi Connectivity.

2.1.3.3 Detailed Specifications

TV Specifications	55-inch LED/UHD Screen Size
	“SMART” TV

	Wide Viewing Angle
	HDMI/USB Ports (total to meet the solution requirement)
	LAN Input
	Wi-Fi Connectivity
	Remote Control with Batteries
TV Bracket	Must be compatible with TV being supplied
	Tilt: +8/-5 degrees
	Extends: 2.2" – 15" from wall
	Swivel: 160 degrees
	Integrated Cable Management

2.1.4 Data and Electrical Points

2.1.4.1 If required to supply Data Points, these shall be CAT 5 points in accordance to the SASSA Standards

2.1.4.2 A Fly-Lead to be included as part of the Data Point installation

2.1.4.3 Any AV related Cabling, the above is exempted and CAT 6 permitted

2.1.4.4 Electrical Points in the context of this document is for Standard Power (White Plug) only.

2.1.4.5 All plugs dual.

2.1.4.6 Electrical Installation require an Electrical Certificate of Compliance (ECOC).

2.1.5 Professional Services

2.1.5.1 Support

2.1.5.1.1 The Bidder will be required to be available during the warranty period after installation between Monday to Friday to provide either telephonic or physical support.

2.1.5.2 Training

2.1.5.2.1 The Bidder is required to provide training to Staff on the use of the Equipment installed.

2.1.5.2.2 A one hour training session will be conducted at the twelve sites after successful implementation.

2.1.5.2.3 Training to include all basic operations as well as troubleshooting.

2.1.5.3 Installation Diagram

2.1.5.3.1 The Bidder shall provide detailed diagram(s) that indicate equipment connectivity, including any points installed, cable runs and location of equipment.

2.1.5.4 Installation

2.1.5.4.1 Supply, deliver and install all equipment.

2.1.5.4.2 Provide 1 year warranty on installation.

2.1.5.4.3 Installation Labour Cost to be included under Professional Services

2.1.5.5 Invoicing

2.1.5.5.1 Invoices to include all Serial Numbers of equipment installed.

2.1.5.5.2 Warranty periods per equipment type to be clearly stated.

2.1.5.6 Rack

2.1.5.6.1 The 6U Swing Rack is meant to accommodate all AV Equipment

2.1.5.6.2 Power Distribution Unit (PDU) size to accommodate Power Requirement of Equipment.

2.1.5.7 AV Components

2.1.5.7.1 Refers to components specific to enabling the solution to function e.g. High Definition Multimedia Interface(HDMI) Splitters.

2.1.5.8 Fittings and Sundries

2.1.5.8.1 Refers to the materials used.

2.1.5.9 Consolidated QMS and Kiosk Requirement

Description	Qty	Comments
All in one desktops	25	Bidder to specify solution in accordance to Section 2.1.6.1
55" LED Television	32	Bidder to specify solution in accordance to Section 2.1.6.1
55" Swivel/Tilt Bracket	32	Bidder to specify solution in accordance to Section 2.1.6.1
Standard Power	80	Bidder to specify solution in accordance to Section 2.1.6.1

Data Points	24	Bidder to specify solution in accordance to Section 2.1.6.1
Internal Audio Output (Ceiling Mount)	23	Bidder to specify solution in accordance to Section 2.1.6.1
External Speakers	10	Bidder to specify solution in accordance to Section 2.1.6.1
Mixer Amplifier	13	Bidder to specify solution in accordance to Section 2.1.6.1
4 way HDMI splitter	13	Bidder to specify solution in accordance to Section 2.1.6.1
Wireless Microphone	13	Bidder to specify solution in accordance to Section 2.1.6.1
6U Swing Rack with PDU with one shelf	12	Bidder to specify solution in accordance to Section 2.1.6.1
Fittings and Sundries	12	Bidder to specify solution in accordance to Section 2.1.6.1
Cabling	12	Bidder to specify solution in accordance to Section 2.1.6.1 Includes HDMI Cables
4-Port HDMI 2.0 Splitter	13	HDMI 2.0 Splitter
Amplifier	13	3 Zone
Professional Services	12	Bidder to specify solution in accordance to Section 2.1.6
Handheld barcode Scanners	13	TOA or equivalent
4way USB hub	25	To connect barcode scanner and ticket printer at Reception
Ticket printer	13	200 DPI. TOA or equivalent
Facial Recognition Camera	13	40 Pixels,with resolution of 1080p or greater
Mini MFU	12	WIRELESS LASER MONOCHROME 3-IN-1 PRINTER

2.1.6.1


QMS Specification		
Hardware	Quantity	Specification
55" Smart TV – with LAN, Wifi, USB and HDMI ports	32	Wall mountable Smart TV
Wall TV Mount brackets	32	Compatible with 55" TV
Amplifier – 3zone with 3 volume controls mounted outside 6U cabinet	13	TOA 30W Power Amplifier or equivalent.
Ceiling speakers	23	TOA 10W or equivalent
External Speaker	10	15W Mounted outside building . Metal anti-theft, waterproof enclosure.
HMDI cabling	+/- 200 Metres	Support version 1.4 or higher
4way HDMI splitter	13	Combine TV inputs
Ticket printer – Sticky labels – TOA or equivalent	13	Print Resolution: 200 DPI Paper: Sticky labels Spare paper: Box of 10 rolls sticky labels per site
Handheld barcode scanners	13	Scan barcode ID

QMS Specification		
Hardware	Quantity	Specification
Wireless microphone	13	Wireless microphone. TOA or equivalent
Speaker Cabling	+/-300 meters	Audio cable for speakers
Installation of Power sockets (if required) at each TV ,cabinet ,QMS PC and Kiosk PC and Reception PC.	80	Installation of Power sockets at each TV,cabinet, QMS pc, Kiosk PC and Reception PC.
6u wall mounted steel cabinet with glass door and one fan on top.	12	6u wall mounted steel cabinet with glass door and one fan on top. To be mounted at site and supplied with electricity inside
Installation of LAN cable (if required) to QMS PC, Kiosk PC and reception PC	36	
5 way multiplug mounted inside 6U cabinet	13	5 way multiplug inside cabinet
Wireless microphone	13	Wireless microphone. Range 50m. Rechargeable batteries.Charger
4 way USB hub	25	For Reception, Kiosks and Regional Office (x2)

QMS Specification		
Hardware	Quantity	Specification
All in One PC specifications	12	
		Luna Grey
		RPL
		13th Generation Intel® Core™ i5-13420H Processor (E-cores up to 3.40 GHz P-cores up to 4.60 GHz)
		16 GB DDR5-5200MHz (SODIMM)
		512 GB SSD M.2 2280 PCIe Gen4 QLC
		Integrated Graphics
		23.8" FHD (1920 x 1080), IPS, Anti-Glare, Touch Screen, 99% sRGB, 250 nits, 100Hz, Narrow Bezel
		5MP IR with Dual Microphone
		3W x 2, Audio
		MoniToR Stand, Luna Grey
		USB, Calliope, Black - English (EU)
		USB Calliope Mouse (Black)
		Realtek Wi-Fi 6 RTL8852BE 2x2 AX & Bluetooth®
		5.1 or above
		90W 89% Adapter Black
		HDMI In Port
		Cable lock fit for purpose
		3 Year NBD Onsite Repair

QMS Specification		
Hardware	Quantity	Specification
		<div>Microsoft Windows 11 Professional 64-bit pre-installed (SASSA will upgrade in accordance with its MS Enterprise Agreement)</div> <div>All relevant OEM Drivers and Applications</div>

KIOSK Specifications		
Cost Element	Quantity	Specification
		Total Cost Estimate
Multi-Function Unit	12	<p>1. WIRELESS LASER MONOCHROME 3-IN-1 PRINTER WITH WIRELESS CAPABILITY:</p> <ul style="list-style-type: none"> • Functions – Print, copy and scan • Maximum Weight – 11.2 kg • Dimensions – 409 mm x 398 mm x 316.5 mm • Control Panel: 16 characters x 2 lines LCD 2.7" • Connectivity – USB, Wireless & Network • Media Size supported – A4, Letter, A5(Long Edge, A6, Executive, Legal, Folio • Memory – 32 MB • Mobile printing capability • Compatible Operating Systems – Windows 10 (32/64 bit) and higher • Paper handling input – 250 sheet input tray • Paper handling output – 100 sheet output bin • <p>PRINT FUNCTION</p> <ul style="list-style-type: none"> • Automatic 2 sided print • Print Speed Up to 30 ppm – (Black) • Print Resolution - (B&W) – 600 x 600 dpi, HQ1200 (2400 x 600 dpi) quality • Mobile Print • Media Type – Plain, thick, thin, cotton, envelope. <p>SCAN FUNCTION:</p> <ul style="list-style-type: none"> • Scanner glass: Up to 600 x 2,400 dpi ADF: Up to 600 x 600 dpi Enhanced: Up to 19,200 x 19,200 dpi

KIOSK Specifications		
Cost Element	Quantity	Specification
		Total Cost Estimate
		<ul style="list-style-type: none"> • Scan speed – min 29 ppm <p>COPY FUNCTION</p> <ul style="list-style-type: none"> • Copy speed – UP TO 30 cpm • Copy resolution – 600 X 600 dpi • Multi copy up to 99 • Energy saving – auto off <p>Power – 220 to 240 VAC, 50/60Hz</p> <p>USB printer cables must be included 09</p>
All in One PC Specifications	12	 <p>Luna Grey</p> <p>RPL</p> <p>13th Generation Intel® Core™ i5-13420H Processor (E-cores up to 3.40 GHz P-cores up to 4.60 GHz)</p> <p>16 GB DDR5-5200MHz (SODIMM)</p> <p>512 GB SSD M.2 2280 PCIe Gen4 QLC</p> <p>Integrated Graphics</p> <p>23.8" FHD (1920 x 1080), IPS, Anti-Glare, Touch Screen, 99% sRGB, 250 nits, 100Hz, Narrow Bezel</p> <p>5MP IR with Dual Microphone</p> <p>3W x 2, Audio</p> <p>MoniToR Stand, Luna Grey</p> <p>USB, Calliope, Black - English (EU)</p> <p>USB Calliope Mouse (Black)</p> <p>Realtek Wi-Fi 6 RTL8852BE 2x2 AX & Bluetooth® 5.1 or above</p>

KIOSK Specifications		
Cost Element	Quantity	Specification
		Total Cost Estimate
		90W 89% Adapter Black HDMI In Port Cable lock fit for purpose 3 Year NBD Onsite Repair Microsoft Windows 11 Professional 64-bit pre-installed (SASSA will upgrade in accordance with its MS Enterprise Agreement) All relevant OEM Drivers and Applications
Facial Recognition Camera	13	40 Pixels,with resolution of 1080p or greater

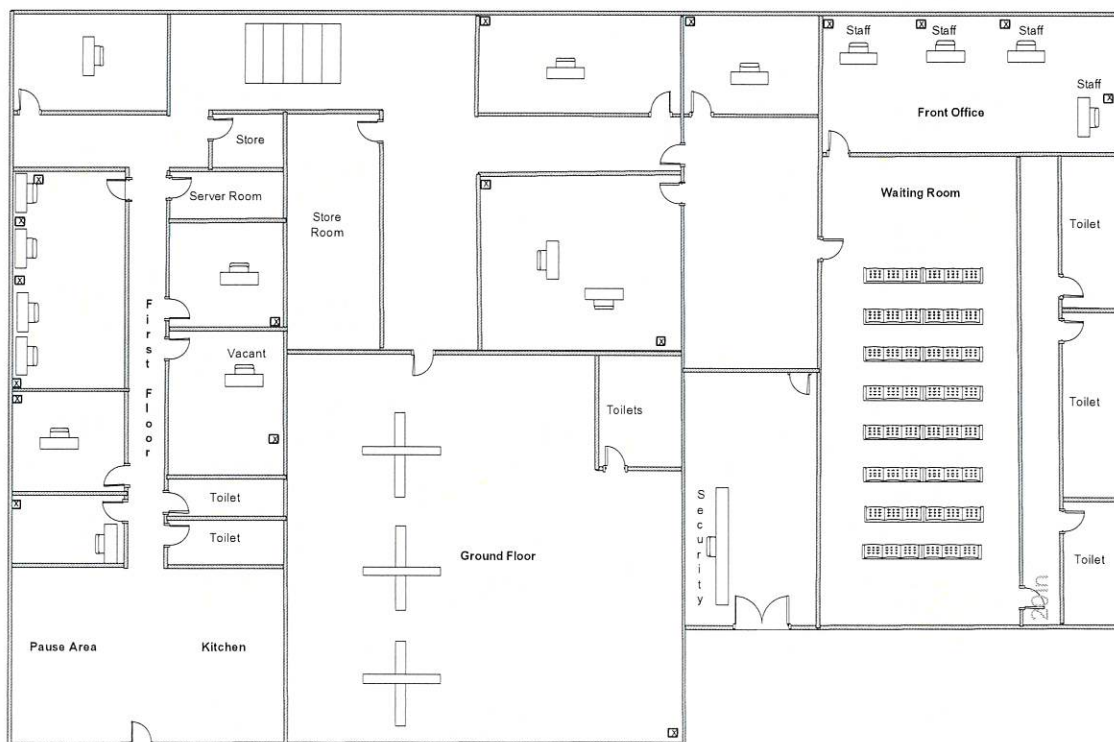
3 Services Scope

The Bidder will be required to:

- Supply, deliver and Install equipment related to the solution.
- Deliver equipment to each site.
- Provision of any/all warranties related to the solution.
- Supply, Deliver and Install any cabling and/or components required for the solution to be deemed as functional.
- Provide support to the WC ICT Unit in ensuring that all AV outputs as stated above is configured optimally and thus ensuring that the implemented solution supports the Digital Queue Management System and Kiosks.
- Provides a Diagram outlining the details of the installation onsite, inclusive of all cable runs, component placement, etc.

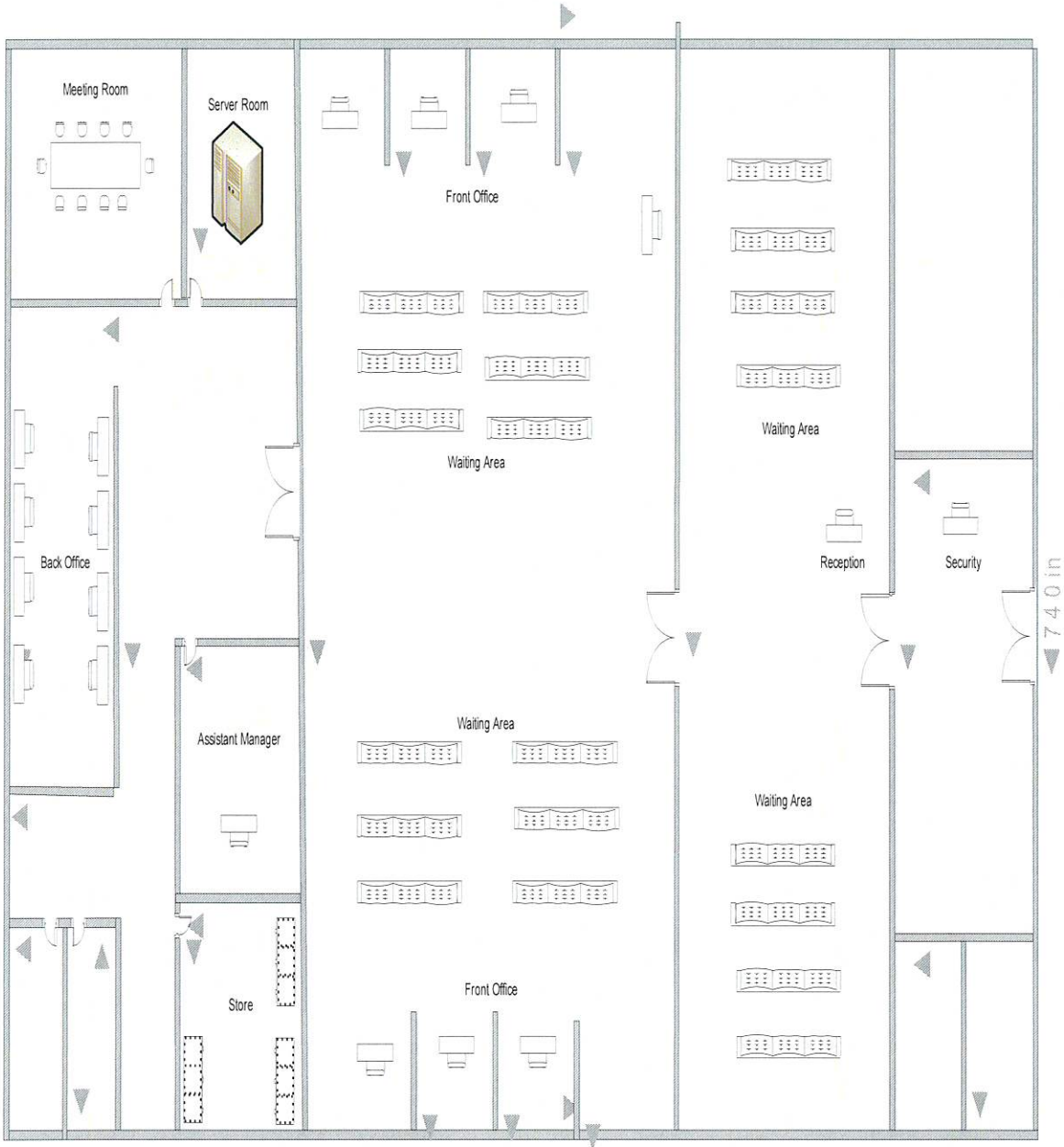
4 Floorplans

1 Caledon



SASSA - Caledon Local Office

2 Worcester



SASSA - Worcester Local Office

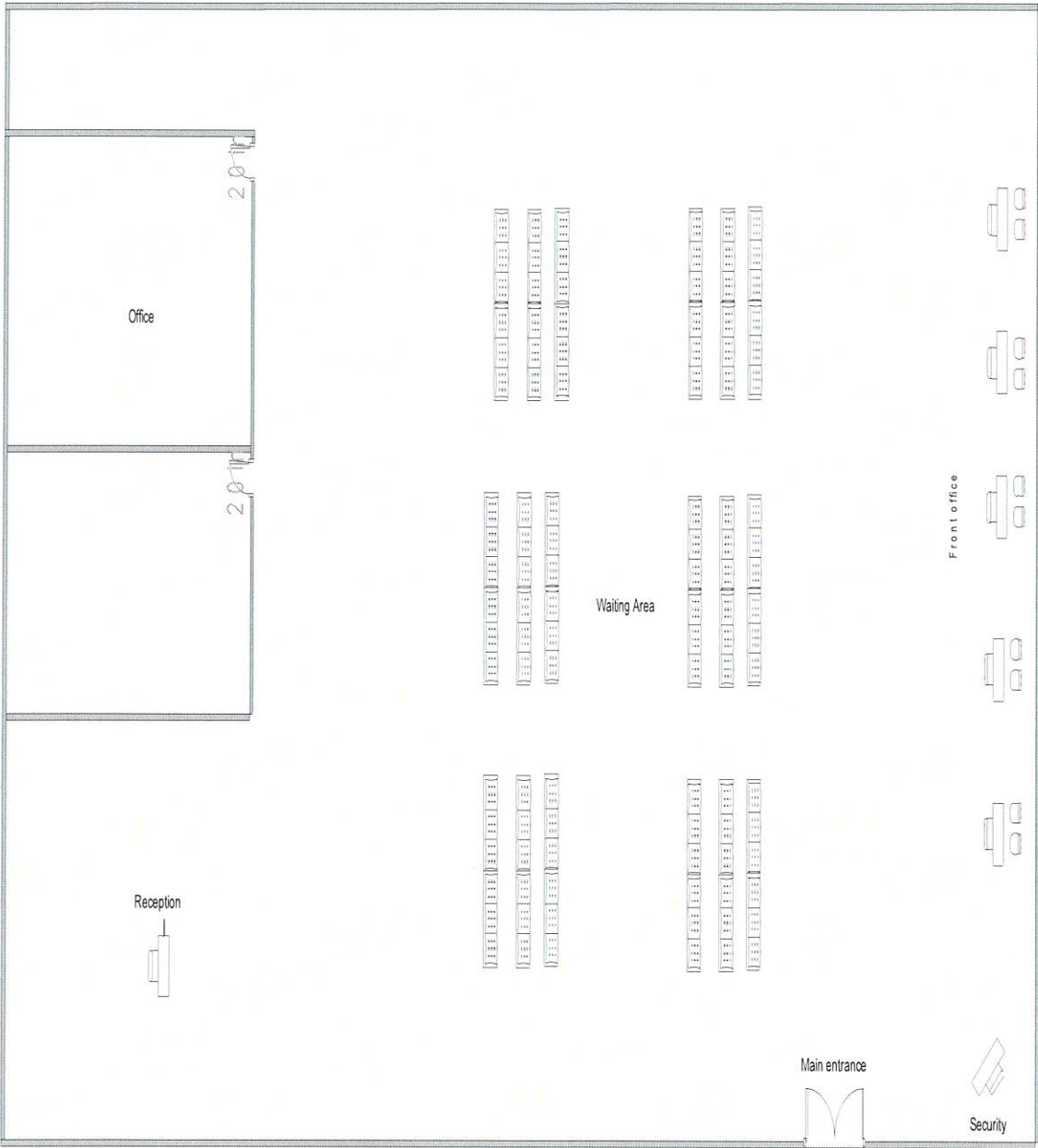
NOT TO SCALE

3 Beaufort West



SASSA - Beaufort West Local Office

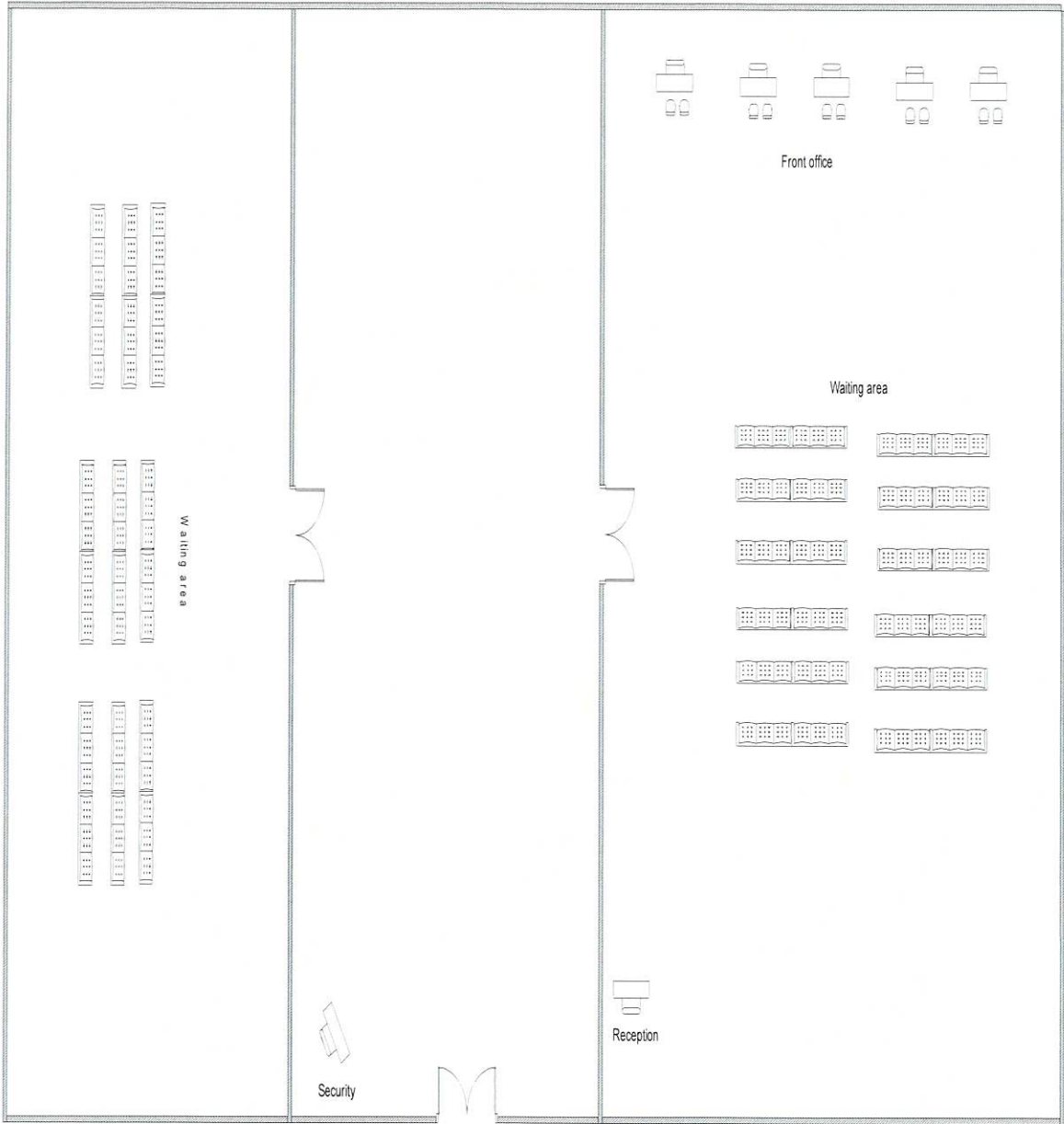
4 Themba lethu



SASSA – Themba lethu Thusong Centre

Not too scale

5 Bongoletu

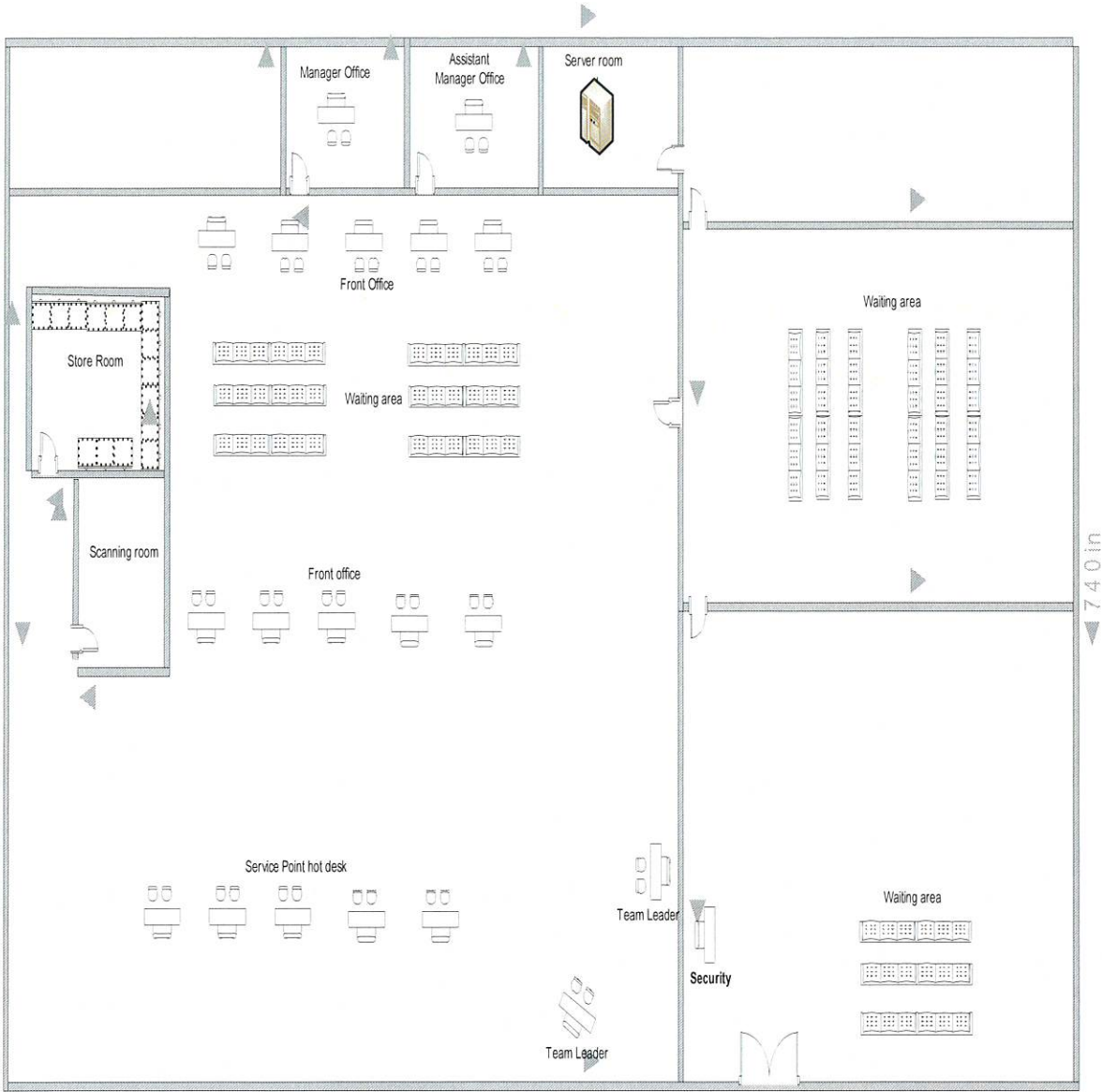


SASSA - Bongoletu Local Office

6 Bellville



7 Wynberg



SASSA – Wynberg Local Office

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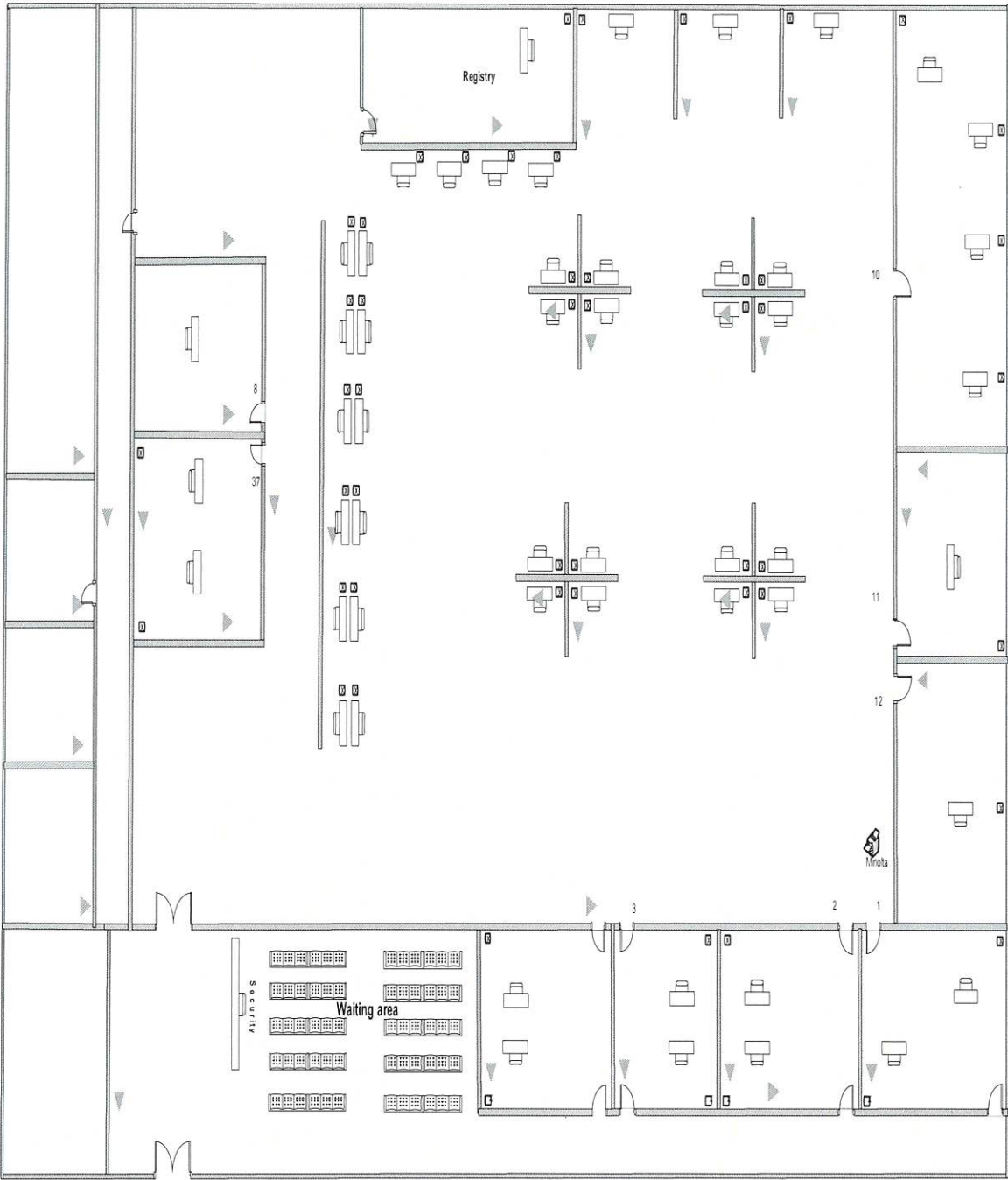
8 Cape Town Local Office



SASSA – Cape Town Local Office

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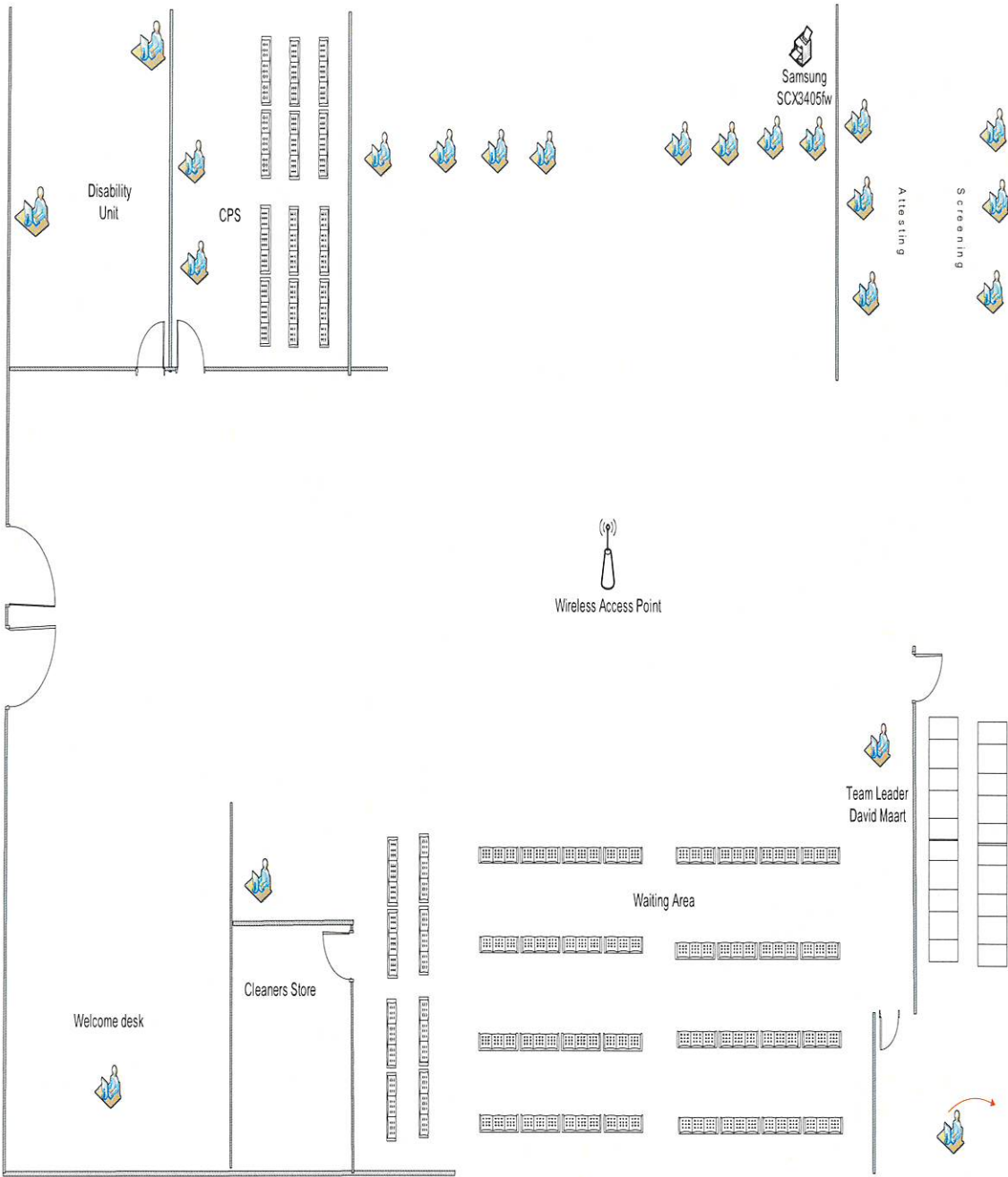
9 Eerste Rivier



SASSA – Eerste Rivier Local Office – Network and printer layout

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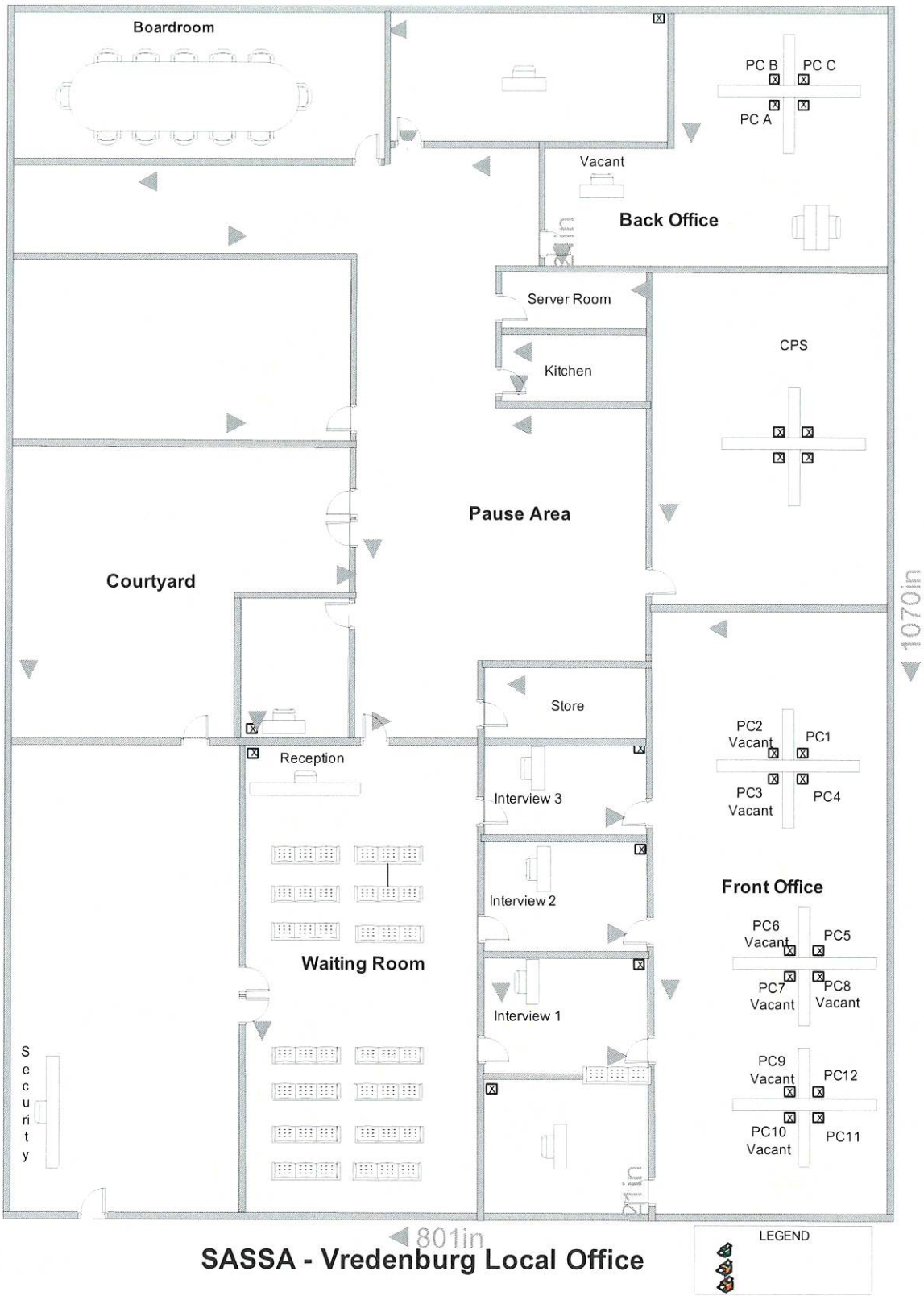
10 Mitchells Plain



SASSA – Mitchells Plain Local Office – Ground floor layout

Not to Scale

11 Vredenburg



SASSA - Vredenburg Local Office

12 Vredendal



SASSA - Vredendal Local Office

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

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

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

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

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
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 in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

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

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.
- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance**
- 7.1 Within thirty (30) days of receipt of the notification of contract award,

security

the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

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

**8. Inspections,
tests and
analyses**

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

cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

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

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

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

- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

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

12. Transportation

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

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties,

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

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

14. Spare parts

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

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

15. Warranty

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

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

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

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

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser

may have against the supplier under the contract.

16. Payment

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

17. Prices

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

18. Contract amendments

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

19. Assignment

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

20. Subcontracts

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

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily

available.

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

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

22. Penalties

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

23. Termination for default

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

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

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

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

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the

envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

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

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

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

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

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

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

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

**25. Force
Majeure**

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

**26. Termination
for insolvency**

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

**27. Settlement of
Disputes**

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

**28. Limitation of
liability**

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

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

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

Js General Conditions of Contract (revised July 2010)