

Post Office South Africa

Reg. No. 1991/005477/06



RFQ No: RFQ 23/24/58/IP: Docex Cape Town Cleaning and Hygiene service for 24 months

Advert /Publish Date	06 Dec 2023
Compulsory Briefing/ Site Viewing	11 Dec 2023 at 11h00
Closing Date	19 Dec 2023
Time:	11h00
Drop bid documents (by hand/courier)	In the tender box at Cape Mail Building, Gate D, Techno Road, Epping
Validity Period Of Proposal	190 days from date of closing (because of the holidays)

BIDDER'S FULL LEGAL NAME OF SUPPLIER:

SAPO Vendor No: (where applicable)	
National Treasury CSD No:	MAAA

SCHEDULE OF BID DOCUMENTS

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RFQ EVALUATION PROCESS

The RFQ bid will be evaluated as follows:

Phase 1: Gatekeeping Criteria

Phase 2: Bid Conditions

Phase 3: Preferential Point (specific goals) and Commercial –Price (90) and Preferential Point (specific goals) (10) or Price (80) and Preferential Point (20)

Phase 4: Compliance Documents)

1 PHASE 1 GATEKEEPING CRITERIA (As per Specification)

Bidders must submit the following mandatory documents and complete all forms and questionnaires contained in this RFQ. Failure to comply will result in the disqualification of bid

- 2 Bidders must complete the Pricing Schedule and the Bill of Quantities (BOQ see specification) in full and in the format provided by SAPO in this bid document.
- 3 Bidders will submit on their company letter head a detailed quotation that will include the breakdown of the cost of the services/goods as per specification BOQ and the bid document Pricing Schedule
- 4 The bidder must submit valid proof of affiliation to any recognised cleaning and hygiene body or association
- 5 Must be registered with the workers men Compensation Fund or have workers insurance

2. PHASE 2 BID CONDITONS

- 2.1 The bidder must submit a minimum of two (2) or more signed reference letters or completion certificate from client/s on client's letterhead confirming that the bidder had successfully completed guarding projects/contracts

3. PHASE 3 SPECIFIC GOALS

- 3.1 The specific goal that this project seeks to achieve is the empowerment and development of micro enterprise that are 51% Black owned.
- 3.2 Bidders will be required to submit the below proof indicating that they are 51% black owned.
 - BBBEE Certificate
 - Or Sworn Affidavit

3.2.1 BBBEE Compliance requirements:

Only SANAS accredited BBBEE certificates are acceptable. In the event that this requirement is changed by the DTI, the amendment shall apply.

Qualifying Small Enterprises and Exempted Micro Enterprises shall submit with their bids Sworn Affidavit attested by the Commissioners of Oaths

Public entities and tertiary institutions must also submit B-BBEE Status Level Verification Certificates together with their tenders.

3.2.2 If an institution is already in possession of a valid and original or certified copy of a tenderer's B-BBEE Status Level Verification Certificate that was obtained for the purpose of establishing the database of possible suppliers for price quotations or that was submitted together with another tender, it is not necessary to obtain a new B-BBEE Status Level Verification Certificate each time a tender is submitted from the specific tenderer.

3.2.3 20/10 Point will be scored for the proof that the bidder is 51% Black Owned Micro Enterprise.

3.2.4 The Preferential Point System that will be used for this tender are -20/80 (20 Preferential point and 80 Pricing) or 10/90 (10 Preferential point and 90 Pricing).

Commercial (Price (80) and Specific Goals (20) or (Price (90) and Specific Goals (10)

Criteria	Weight	Sub-criteria
Total Price	80/100	Benchmark against lowest quote
Contribution to specific Goals	20/100	Points will be awarded to bidders according to their specific goals as indicated in the specific goal table below:
Specific Goal		Scores
Bidding Company is an EME with a 51% Black ownership or more		20
Bidding Company is not an EME with a 51% Black ownership or more		0

OR

Criteria	Weight	Sub-criteria
Total Price	90/100	Benchmark against lowest quote
Contribution to specific Goals	10/100	Points will be awarded to bidders according to their specific goals as indicated in the specific goal table below:
Specific Goal		Scores
Bidding Company is an EME with a 51% Black ownership or more		10
Bidding Company is not an EME with a 51% Black ownership or more		0

Note: Tenderers who do not submit specific goal requirement will not be disqualified from the tendering process. They will not score point out of 20/10 for the specific goals but zero (0) point will be scored.

4. PHASE 4 COMPLIANCE DOCUMENTS

Bidders must submit the below documents for compliance purposes.

4.1 The bidder(s) must be registered on National Treasury Central Supplier Database (CSD). Bidders must submit proof that they are registered on CSD.

4.1.2 Tax compliance requirements.

SAPO will not do business with a supplier who is not tax compliant.

The tax compliance requirements as follows:

- Bidders shall submit their unique personal identification number (pin) issued by SARS to enable the verification of the bidder's tax status.
- In bids where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of PIN / CSD number.

Note: SAPO shall disqualify bidders that are in the National Treasury list of restricted.

SECTION 1: Section to be completed by Bidder RFQ No. 23/24/58/IP

Bidder Name:		
Bidder contact name:		
Bidder contact details:	Telephone no:	
	Cellphone no:	
	E-mail address:	

SECTION 2: Section to be completed by SCM Representative

Service Delivery address:	Roggebaai Square, No. 2 Roggebaai Square 5th Floor Foreshore Cape Town	
Submission of this Tender:	In The Tender BoxBy hand or by Courier: Cape Mail Building, Gate D, Techno Road Epping	
ENQUIRIES:	Procurement Specialist	Ingrid Pillay
	Office telephone no:	021-5905521
	e-mail address:	ingrid.pillay@postoffice.co.za

SPECIFICATIONS AND REQUIREMENTS

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

1. BACKGROUND

- South African Post Office (SAPO) is busy with minor maintenance replacing of lights at Cape Mail. The lights to be replaced increase the necessary visibility required and critical to the loading and offloading operations and sorting of mail.

2. OBJECTIVES

- To obtain best possible pricing from various suppliers and appointing successful bidder for the **Docex Cape Town Cleaning and Hygiene service for 24 months**. The warranty or maintenance of products/goods/services shall be for a period not less than twelve [12] months.

3. DESCRIPTION OF SERVICE

- Docex Cape Town Cleaning and Hygiene service for 24 months**. Facility as per as per attached bill of quantities and specification.

4. POINTS OF DELIVERY OF SERVICES/GOODS

No Building	Physical Address
1/one	Roggebaai Square, No. 2 Roggebaai Square 5th Floor Foreshore Cape Town

THE RFQ EVALUATION REQUIREMENTS

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

Price Evaluation

Formula:

$$PS = \frac{1 - \frac{P - P_{min}}{P_t - P_{min}}}{80}$$

The RFQ will be evaluated on the 80/20 or 90/10 preference point system.

The following formula will be used to calculate the points for price in respect of Bids/Procurement with a Rand value up to a Rand value of R 5 000 000.00 [inc. VAT]

A maximum of 10/20 points may be awarded to Bidder based on the **Specific Goal**

SCOPE OF SUPPLY AND SPECIFIC INSTRUCTIONS

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

1. DESCRIPTION OF SERVICE

Docex Cape Town Cleaning and Hygiene services 24 months

2. POINT OF DELIVERY OF SERVICE

Roggebaai Square, No. 2 Roggebaai Square 5th Floor Foreshore Cape Town as indicated in the Scope of Work [Specification] annexure A.

3. PRICE BASIS

- 3.1 Bidders shall take into account that the South African Post Office Limited's total requirements may not be allocated to only one Bidder.
- 3.2 Bidders are required to complete the Pricing Schedule [page 22] and the BOQ (see specification document) for all quotations. Failure to **complete** the Price Schedule and BOQ will disqualify the bid. The bid price shall be fixed. It must include all escalations but excluding VAT.
- 3.3 Bidders shall quote prices in South African Rand and Value Added Tax shall be excluded and shown separately.
- 3.4 Bidders shall quote on the basis indicated in the Pricing Schedule [page 22].
- 3.5 South African Post Office requires an all inclusive and fully transparent cost structure.
- 3.6 Pricing of goods and services must be linked to the Specification.
- 3.7 Bidders must indicate what portion of the total price will be allocated to each member of the JV or Consortium where a Bidder is constituted of more than one member.
- 3.8 **Where figures are referred to in numerical and in words and there is a conflict between the two, the words will prevail.**
- 3.9 Unless otherwise amended by South African Post Office in writing, the quoted price shall be stated in South African currency and it shall be fixed for a period of one hundred and twenty [190] days from the closing date of this Tender. **No request for adjustments will be accepted.**
- 3.10 The successful Bidder shall commit to the programme of continuous improvement, which will result in cost-efficiencies during the currency of the relationship.
- 3.11 Bidders must warrant to the South African Post Office and indicate that the pricing quoted is free of any errors or omissions and that the Bidder is able to deliver the contract on the prices quoted.
- 3.12 **Bidders shall indicate whether they offer any discount**

4. PAYMENT

- 4.1 The South African Post Office shall pay the amount reflected on the Tax Invoice once South African Post Office has verified that the services set out in the schedule have been rendered and the Tax Invoice amount has been approved by a South African Post Office Official.
- 4.2 Payment shall be made to the Supplier or Service Provider thirty [30] days from date of Tax Invoice.
- 4.3 Payment will be made against an Original Tax Invoice and appropriate proof of delivery documentation.
- 4.4 Supplier shall comply with the requirements of the VAT Act.
- 4.5 Failure to comply with clause 4.4 may result in late payments of the total amount of the Tax Invoice by South African Post Office to the Supplier. South African Post Office shall not be liable for any cost incurred by the Suppliers as a result of such late payment.

5. PROPOSAL DOCUMENTS

- 5.1 Bidders responding to the tender are deemed to do so, on the basis that they acknowledge and accept all Terms and Conditions of this tender.
- 5.2 The tender documents shall be submitted by **19 Dec 2023 at 11h00 am**. It is the Bidder's sole responsibility to ensure that the quotation has been received by the closing date and time.
- 5.3 All documents and correspondence must be in English, failure to comply, the bid proposal will not be evaluated.

6. CONSULTATION PRIOR TO SUBMISSION OF A PROPOSAL

Bidders shall consult, in writing, with the undersigned South African Post Office Official should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained to this bid. South African Post Office undertakes to provide clarification in writing to all Bidders. [provided that the request is received prior to the closing date and time for clarifications]

Official	Location	Contract details
Ingrid Pillay PROCUREMENT SPECIALIST	SOUTH AFRICAN POST OFFICE SUPPLY CHAIN MANAGEMENT Cape Mail Building, Gate D, Techno Road, Epping	021-5905521 Ingrid.pillay@postoffice.co.za

7. CLARIFICATION

- 7.1 Bidders are encouraged to submit clarification questions [where applicable] in writing to the South African Post Office Official mentioned above not later than **14 Dec 2023 at 11h00 am**. No further questions will be entertained after this period.
- 7.2 South African Post Office will respond in writing to queries and distribute to all invited Bidders.
- 7.3 Oral communication or instruction by South African Post Office or its Representatives shall have no standings in this Tender, unless and until they have been confirmed in writing.
- 7.4 South African Post Office accepts no responsibility for the failure or any Bidder not receiving notifications or correspondence relating to this Tender.

8. VALIDITY PERIOD OF PROPOSAL

The period during which the South African Post Office shall have the right to accept a proposal without any right of withdrawal on the part of the Bidder shall be one hundred and twenty [190] days from the date on which proposals are due. After such period a Bidder may withdraw his/her proposal if he/she has not been notified of its acceptance. **No adjustment will be accepted during validity period.**

9. COST OF THE BID

Each Bidder shall bear all costs [of whatsoever nature] associated with the preparation of submission of the Tender and of negotiating with South African Post Office regarding a possible contract/Agreement and any other costs and expenses incurred by the Bidders in connection with or arising out of the competitive Procurement process.

10. CONDITION OF BID

- 10.1 **The South African Post Office reserves the right to reject and/or disqualify any proposal;**
 - 10.1.1 Received without all the data and information requested.
 - 10.1.2 That fails to comply with the specification.
 - 10.1.3 That contains any information that is found to be incorrect or misleading in any way. Such non-bids shall be rejected without further evaluation, provided that the South African Post Office believes, in its own discretion, that the non-compliance is minor, then South African Post Office may continue with the evaluation, or seek clarification thereof or reject the bid.
- 10.2 South African Post Office reserves the right:
 - 10.2.1 Not to award or cancel this tender at any time and shall not be bound to accept the lowest/any bid.
 - 10.2.2 To negotiate with one or more Bidders, regarding any terms and conditions, including price.
 - 10.2.3 To accept part of a bid rather than the whole bid.
 - 10.2.4 To benchmark prices of items that are contracted and should these items be available at a price than the contracted price, South African Post Office will request the current Bidder to reduce their price to be failing which; these will be purchase out of contract.
 - 10.2.5 To split the award of this bid between two or more Bidders.
 - 10.2.6 To cancel and/or terminate the bid process at any stage, including after the Closing date and/or after presentations have been made, and/or after bids have been evaluated and/or evaluated and/or after the Preferred Bidder and Reserved Bidders have been notified of their status notified of their status as such.
 - 10.2.7 To carry out site inspection, project evaluations or explanatory meetings in order to verify the nature and quality of the Services quotes for. Whether before or after adjudication of the bid.
 - 10.2.8 To award the contract to a Bidder whose bid was not the lowest in price.
 - 10.2.9 To award the bid to a Bidder who is not highest scoring Bidder.

- 10.2.10 To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
- 10.2.11 No attempt may be made, whether directly or indirectly, to canvas any member of South African Post Office staff before the award of the contract. Any enquiry must be referred, in writing, to a specified person.
- 10.2.13 Bidders are allowed to sub-contract but Bidders will not be awarded points if they are intending to sub-contract more than 25% of the value of the contract to any other enterprises that does not qualify for at least the points that the Bidder qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise that has the capacity and ability to execute the service sub-contracted to them.

NOTE: If you have not been contacted within 120 days of the closing date of this tender, please accept the your quotation was unsuccessful.

11. SAMPLES [APPLICABLE]

SOUTH African Post Office shall not pay for samples provided and damages/destroyed samples as a result of destruction testing.

12. WARRANTY [WHERE APPLICABLE]

The warranty or maintenance of products/goods/services shall be for a period not less than twelve [12] months.

SIGNATURE	
NAME OF DELEGATED SIGNATORY [PRINT]	
[print]	In his/her capacity of
DESIGNATION OF SIGNATORY	
[print]	Who warrants his/her authority to sign on behalf of
NAME OF BIDDER [COMPANY]	
DATE	

RFQ 23/24/58/IP

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

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

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

2.2.1 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 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

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.

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.

.....
Date

.....
Signature

.....
Name of bidder

.....
Position

THE SOUTH AFRICAN POST OFFICE'S CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

1. DEFINITION

Unless otherwise expressly stated, or the context otherwise requires, the words and expressions listed below shall, when used in this Confidentiality Agreement, bear the meanings ascribed to them;

- 1.1 **"Bidder"** Shall mean any person who attends the briefing sessions and/or any entity which representee at the briefing session whose details and signature are set out in the attendance register;
- 1.2 **"Confidentiality Agreement"** Shall mean this confidentiality Agreement; and
- 1.3 **"Post Office"** Shall mean the South African Post Office, a public company with limited liability duly incorporated in accordance with company laws of the Republic of South African with Reg no: 1991/005477/06.

2. INTRODUCTION

- 2.1 The Bidder has attended a briefing session which is hosted by the South African Post Office, at which the South African Post Office shall provide information to Bidders who wish to enter into discussions with the South African Post Office concerning a number of issues pertaining to the possible provision of services by the Bidder to the South African Post Office, which discussions may or may not result in the South African Post Office and the Bidder entering into an agreement, arrangements, discussions or alliances.
- 2.2 During the briefing session and in negotiating the business relations, the South African Post Office shall disclose confidential information relating to its business to the Bidder.
- 2.3 The Bidder agrees to be bound by the terms and to be subject to the conditions of this Confidentiality Agreement.

3. CONFIDENTIAL INFORMATION

Confidential information in respect of this Confidentiality Agreement shall include, not not be limited to, all, oral, written, printed, photographic and recorded information of all types that is:

- 3.1 Confidential or secret information relating to the commercial and financial activities of the South African Post Office, which would include legal, financial, contractual or commercial arrangements between South African Post Office group of companies, customers and/or parties;
- 3.2 Confidential information and details concerning current or prospective customers, suppliers, commercial associates and other parties with whom South African Post Office enjoys a commercial relationship.
- 3.3 Proposed, impending or actual commercial transactions, arrangements, ventures, agreements or opportunities which are of a confidential or secret nature.
- 3.4 Trade secrets, operating procedures, quality control procedures, approximate operations personnel to the business and any other existing intellectual property right or any intellectual property created as a result of the provision of service;
- 3.5 Confidential or privileged information concerning disputes, claims, litigation or similar actions in which any part is or may become involved; and
- 3.6 Any other information surrounding the nature of the discussions giving rise to this Confidentiality Agreement.

4. EXCLUDED INFORMATION

There will be no obligation of confidentiality or restriction on the use of information where:

- 4.1 The information is publicly available, or becomes publicly available otherwise than by action of the Bidder; or
- 4.2 The information was already known to the Bidder [as evidenced by its written records] prior to its receipt under this or any previous confidentiality Agreement between the parties or their affiliates; or
- 4.3 The information was received from another party not in breach of an obligation of confidentiality.

5. NON-DISCLOSURE

- 5.1 The Bidder acknowledges that the Confidential Information is a valuable and unique asset proprietary to the South African Post Office Limited.
- 5.2 The Bidder agrees that it shall not disclose the Confidential Information to any third party for any reason or purpose whatsoever without the prior written consent of the South African Post Office Limited.

- 5.3 The Bidder may disclose the Confidential Information only to its Directors and other Officers, Employees and Professional Advisors Agents and Consultants only on a strictly need-to-know- basis and on the terms and provided for in this Confidentiality Agreement.
- 5.4 The Bidder undertakes not to use the Confidential Information for any purpose other than;
 - 5.4.1 That for which it is disclosed; and
 - 5.4.2 In accordance with the provisions of this Confidentiality Agreement
- 5.5 The Bidder undertakes to ensure that their employees will observe and comply with the obligations in respect thereof, whether or not they remain employees of the Bidder.
- 5.6 The Bidder, agrees that it shall only, where necessary, disclose the Confidential Information to its professional advisors, agents and consultants, provided that such professional advisors, agents and consultants sign a similar undertaking and that they are aware of the confidential nature of the information being made available to them.
- 5.7 The Bidder shall take all steps necessary to procure that such professional advisers, agents and consultants agree to abide by the terms of this Confidentiality Agreement to prevent the unauthorized disclosure of the Confidential Information to a third party.

6. OWNERSHIP

- 6.1 All Confidential Information disclosed by the South African Post Office Limited to the Bidder is acknowledged by the Bidder to be proprietary to the South African Post Office Limited who shall retain all right, title and interest in and to that information .
- 6.2 The possession of the Confidential Information by the Bidder does not confer any rights of whatever nature in such Confidential Information to the Bidder.
- 6.3 No provision in this Confidentiality Agreement shall be interpreted to confer any right of license under any trademark, patent or copyright, or any application for such a trademark, patent or copyright which may be pending now or in the future to the Bidder.

7. STANDARD OF CARE

The Bidder agrees that it shall protect the Confidential Information disclosed pursuant to the provisions of this Confidentiality Agreement using the same standard or care that it applies to its own proprietary, secret or Confidential Information, but in any event not less than a reasonable standard of care, and that the Confidential Information shall be stored and handled in such a way as to prevent any unauthorized disclosure thereof.

8. RETURN OF CONFIDENTIAL INFORMATION

- 8.1 South African Post Office Limited may at anytime request the return of the Confidential Information disclosed to the Bidder. Upon the return of the Confidential Information, the Bidder shall submit a written statement to South African Post Office Limited confirming that the Bidder has not retained in its possession or under its control, either directly or indirectly, any Confidential Information.
- 8.2 Alternatively to the return of the material contemplated in clause 8.1 above the Bidder shall, at the request of South African Post Office Limited, destroy the Confidential Information and furnish South African Post Office Limited with a written statement to the effect that all Confidential Information in the possession or under the control of the Bidder has been destroyed.
- 8.3 The Bidder shall comply with the request in terms of this clause 8 with forty-eight [48] hours of receipt of such a request.

9. BREACH

- 9.1 Any breach of any obligation or undertaking by the Bidder will constitute a material breach of this Confidentiality Agreement.
- 9.2 The Bidder shall be liable to pay South African Post Office Limited all costs incurred in the protection of its interest in terms of this Confidentiality Agreement on an Attorney and own client scale.
- 9.3 The Bidder acknowledges that South African Post Office Limited shall be entitled to apply to court for an interdict or other appropriate relief against the Bidder, should South African Post Office Limited have any reasonable basis to believe that the Bidder is or may be in breach of this Confidentiality Agreement and thus endangering the proprietary interests of South African Post Office Limited.

10. DURATION

The obligations undertaken by the Bidder in terms of this Confidentiality Agreement shall endure notwithstanding the termination of this Confidentiality Agreement or notwithstanding that either party decides at any time, whether before or after the commencement of this Confidentiality Agreement, not to parties pursuant to those discussions is terminated for any reason whatsoever.

11. GENERAL

- 11.1 This Confidentiality Agreement constitutes the sole record of the agreement between the parties with regard to the subject matter hereof. No party shall be bound by any express or implied terms, representation, warranty, promise or the like not recorded herein.
- 11.2 No additional to, variation of, or agreed cancellation of this Confidentiality Agreement shall be of any force or effect unless in writing and signed by or on behalf of the parties.
- 11.3 No relaxation or indulgence which South African Post Office Limited may grant to the Bidder shall constitute a waiver of the rights of South African Post Office Limited and shall not preclude South African Post Office Limited from exercising any rights which may have arisen in the past or which might arise in future.
- 11.4 The Bidder agrees and confirms by their signature to the tender documents that any present and/or previous discussions or correspondence shall, for purposes of this Confidentiality Agreement, be considered to be Confidential Information.
- 11.5 An approval or consent given by a party under this Confidentiality Agreement shall only be valid if in writing and shall not relieve the other party from responsibility for complying with the requirements of this Confidentiality Agreement nor shall it be construed as a waiver of any rights under this Confidentiality Agreement except as and to the extent otherwise expressly provided in such approval of consent, or elsewhere in this Confidentiality Agreement.

SIGNATURE	
NAME OF DELEGATED SIGNATORY [PRINT]	
[print]	In his/her capacity of
DESIGNATION OF SIGNATORY	
[print]	Who warrants his/her authority to sign on behalf of
NAME OF BIDDER [COMPANY]	
DATE	

STATEMENT OF WORK SUCCESSFULLY COMPLETED BY THE BIDDER

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

Bidders must insert in the space provided below, and submit with their bids the following statement showing the work, which they have successfully carried out.

Absence of this statement may prejudice the bid as being submitted by an inexperienced Contractor.

FOR WHOM	NATURE OF WORK	VALUE	FROM	UNTIL

NB: Statement of work successfully completed MUST correspond with reference letters

SIGNATURE	
NAME OF DELEGATED SIGNATORY [PRINT]	
[print]	In his/her capacity of
DESIGNATION OF SIGNATORY	
[print]	Who warrants his/her authority to sign on behalf of
NAME OF BIDDER [COMPANY]	
DATE	

BIDDERS'S DECLARATION OF INTEREST

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

1. Any legal person or persons having a kinship with persons employed by the South African Post Office Limited may make an offer or offers in terms of this invitation to bid. In view of the possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to a South African Post Office employee, it is required that the Bidder or his/her authorized Representative declare his/her position in relation to the evaluation/adjudication authority declaring his/her interest where –
 - The legal person on whose behalf the bidding document is signed, has a relationship with person/ a person who are/is involved in the evaluation/adjudication of the bid[s], or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid:

	QUESTIONS	ANSWER: YES/NO	IF, YES, STATE PARTICULARS
2.1	Are you or any person connected with the Bidder, employed by the South African Post Office?		
2.2	Do you or any person connected with this Bidder, have any relationship [family, friends, other] with a person employed by the South African Post Office and who may be involved with the evaluation and/or adjudication of this bid?		
2.3	Are you or any person connected with the Bidder, aware of any relationship [family, friends, other] with a person who may be involved with the evaluation and/or adjudication of this bid?		
2.4	Were you or any person in your company involved or assisted SAPO employees in the development and/or drafting of the specification for this bid?		
	INITIALS AND SURNAME	IDENTITY NUMBER [ID]	
2.5	Shareholders of this Company		
2.6	Directors		
2.7	Trustees		

2.8 Director/Trustee must declare as follows:

INITIALS AND SURNAME	IDENTITY NUMBER [ID]	EMPLOYEE NUMBER

3. Non-disclosures shall constitute a serious offence and shall entitle the South African Post Office to take the necessary legal action, which may include applying for an interdict and/or claiming for damages, to enforce this Agreement.
4. The Bidder acknowledge that the stipulation of this Agreement is fair and that all costs incurred by the South African Post Office to enforce this contract or to curb any breach or to claim damages resulting for a breach by the Bidder shall be payable by the Bidder should he/she be proven guilty.

DECLARATION

I, the undersigned [FULL NAMES] _____

Certify that the information furnished in paragraph 2.1 to 2.8 above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false.

SIGNATURE	:	_____
NAME OF DELEGATED SIGNATORY	:	_____
[Print in full]	:	In his/her capacity of _____
DESIGNATION OF SIGNATORY	:	_____
[Print in full]	:	Who warrants his/her authority to sign on behalf of _____
NAME OF BIDDER [COMPANY]	:	_____
DATE	:	_____

DECLARATION OF BIDDERS PAST SUPPLY CHAIN MANAGEMENT PRACTICES

REQUEST FOR QUOTATION [RFQ] NUMBER:	RFQ No. 23/24/58/IP
NAME OF BIDDER:	

1. The bid of any Bidder may be disregarded if the Bidder or any of its Directors have – abused the institution’s SCM system; committed fraud or any other improper conduct in relation to such system; or failed to perform on any previous contract.
2. In order to give effect to the above, the following questionnaire must be completed and submitted with the Bid:

	QUESTIONS	ANSWER: YES/NO	IF, YES, STATE PARTICULARS
2.1	Is the Bidder or any of its Directors listed on the National Treasury’s database as companies or persons prohibited from doing business with the Public Sector? [Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>Audi alteram partem</i> rule was applied.]		
2.2	Is the Bidder or any of its Directors listed on the Register for Tender Defaulters in terms of Section 29 of the Prevention and Combating of Corrupt Activities Act [No 12 of 2004]? [To access this register enter the National Treasury’s website: www.treasure.gov.za click on the icon “Register for Tender Defaulters”]		
2.3	Was the Bidder or Directors convicted by a Court of Law [including Court outside of the Republic of South Africa] for fraud during the past five [5] years?		
2.4	Was any contract between the Bidder & any organ of the State terminated during the past five years on account of failure to perform on/or comply with the contract?		

3. Non-disclosure shall constitute a serious offence and shall entitle the South African Post Office to take the necessary legal action, which may include applying for an interdict and/or claiming for damages, to enforce this Agreement.
4. The Bidder acknowledge that the stipulations of this Agreement is fair and that all costs incurred by the South African Post Office to enforce this contract or to curb any breach or to claim damages resulting from a breach by the Bidder shall be payable by the Bidder should he/she be proven guilty.

DECLARATION

I, the undersigned [FULL NAMES] _____
 Certify that the information furnished in paragraph 2.1 to 2.4 above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false.

SIGNATURE	:	
NAME OF DELEGATED SIGNATORY	:	
[PRINT IN FULL]		In his/her capacity of
DESIGNATION OF SIGNATORY	:	
[PRINT IN FULL]		Who warrants his/her authority to sign on behalf of
NAME OF BIDDER [COMPANY]	:	
DATE	:	

ANNEXURE A – PRICE SCHEDULE

REQUEST FOR QUOTATION

RFQ 23/24/58/IP

[RFQ] NUMBER:

NAME OF BIDDER:

CLOSING DATE AND TIME:

19 Dec 2023 at 11h00

ITEM NO	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE [EXCL. VAT]
1	Cleaning as specified in these specifications	As per Spec	24 months	
2	Supply and service on a weekly basis 2 SHE bins.	As per Spec	24 months	
3	Supply of toilet paper as specified	As per Spec	24 months	
SUB TOTAL				
VAT [15%]				
TOTAL				

PLEASE ATTACHED YOUR OFFICIAL QUOTE TO THIS PAGE

Key Requirements [to be attached on response]

Requirements	Yes	No
• Valid Tax Clearance Certificate		
• Valid BEE Certificate or Sworn Affidavit		
• Proof of CSD Vendor Number		
• Proof of Relevant supporting documents		

[Please tick "yes" or "no" above]

In any of the above answers is "NO", please supply reason below.

- The Bidder warrants that the pricing quoted is free of any errors and that the pricing is in compliance to the specification.
- The Bidder provides the South African Post Office with an **unconditional discount** of ____%.
- NOTE:** If you have not been contacted within 30 days of the closing date of this RFQ, please accept that your quotation was unsuccessful.
- Delivery of goods will be made no later than 14 days from Official Purchase Order date.

DECLARATION

I, the undersigned [name] _____ certify that price quote is correct and free of any errors and that pricing is in compliance to the specification.

SIGNATURE

:

NAME OF DELEGATED SIGNATORY

:

[PRINT IN FULL]

DESIGNATION OF SIGNATORY

:

[PRINT IN FULL]

NAME OF BIDDER [COMPANY]

:

DATE

:

THE SOUTH AFRICAN POST OFFICE SUPPLY CHAIN MANAGEMENT STANDARD TERMS AND CONDITIONS

REQUEST FOR QUOTATION NUMBER: RFQ23/24/58/IP

South African Post Office SOC Limited
Registration No. 1991/005477/06
[Hereinafter referred to as "Post Office"]

PART 1 – INTRODUCTION

1. DEFINITIONS

- 1.1 In this Agreement, unless otherwise stated, or the context otherwise indicates, the under mentioned words and expressions shall, when used in this Agreement including in this definitions Clause bear the meanings ascribed to them and cognate expressions bear corresponding meanings;
- 1.1.1 **"Agreement"** shall mean the SCM STC's, the Purchase Order, the RFQ Response and all other annexures attached thereto and hereto;
- 1.1.2 **"Business Day"** any day other than a Saturday, Sunday or official public holiday in South Africa as defined in the Public Holiday Act 36 of 1994;
- 1.1.3 **"Contact Person"** shall mean persons identified by the Parties as persons who are responsible for the execution of the Agreement and whose names are set out in the RFQ and the RFQ Response and who can be substituted in writing from time to time;
- 1.1.4 **"Confidential Information"** shall mean, in relation to the Party disclosing information ["Disclosing Party"] and the Party receiving such information ["Receiving Party"], all information [regardless of nature, type or form] that is [a] not publicly known including Commercial, financial, technical, Scientific and Research Information, Trade secrets, passwords, or other secret codes, information disclosed with the permission of third Parties in which such third Parties have confidentiality rights and information legally protected from disclosure and [b] may reasonably be regarded as being sensitive to the Disclosing Party, the unauthorized disclosure of which could reasonably be expected to cause harm or risk to the Disclosing Party, including in circumstances where that Party communicates such sensitivity to the other Party;
- 1.1.5 **"Commercial Terms"** means this Agreement excluding the Purchase Order;
- 1.1.6 **"Contract Period"** shall mean the period indicated as the contract period in the RFQ. In the event of a conflict between the RFQ and the Purchase Order, the Purchase Order will take precedence;
- 1.1.7 **"Contract Price"** shall mean the amount reflected as the price on the RFQ Response and on the Purchase Order. In the event of a conflict between the RFQ Response and the Purchase Order, the Purchase Order will take precedence;

- 1.1.8 **"Delivery Date"** shall mean the date that is reflected as the delivery date on the Purchase Order.
- 1.1.9 **"Effective Date"** shall mean, notwithstanding the Signature Date, the date on which the Goods and/or Services shall be supplied;
- 1.1.10 **"Goods"** shall mean goods to be provided and/or goods to be delivered by the Service Provider to the Post Office, as set out in the RFQ, RFQ Response, Purchase Order and Annexure "A";
- 1.1.11 **"Month"** shall mean a calendar month";
- 1.1.12 **"Parties"** shall mean Post Office and the Service Provider and **"Party"** shall mean either of them as the context requires;
- 1.1.13 **"Post Office"** shall mean the South African Post Office Limited, a public company with limited liability which is duly incorporated in accordance with the Company laws of the Republic of South Africa with Registration Number 1991/005477/06 herein represented by the Contact Person;
- 1.1.14 **"Purchase Order"** means a document titled Post Office Supply Chain Management, which is completed by the Contact Person with the purpose of ordering the Goods and/or Services;
- 1.1.15 **"RFQ"** means the request for quotation sent by the Post Office to various service providers requesting a quotation for the provision of Goods and/or Services as specified in the RFQ;
- 1.1.16 **"RFQ Response"** shall mean the written proposal submitted by a Vendor Service Provider to the Post Office in response to a RFQ;
- 1.1.17 **"Service and/or Delivery Areas"** shall mean the areas that are identified as the areas at which the Goods and/or Services must be provided and/or delivered, in terms of the RFQ;
- 1.1.18 **"Service Provider"** shall mean an entity which is reflected on the RFQ Response and the Purchase Order, the Purchase Order will take precedence;
- 1.1.19 **"Services"** shall services to be provided by the Service Provider to the Post Office, as set out in the RFQ, RFQ Response, Purchase Order and Annexure "A";
- 1.1.20 **"Signature Date"** shall mean the date of signature of this Agreement by the last Party signing, provided both Parties sign this Agreement;
- 1.1.21 **"South Africa"** means the Republic of South Africa as constituted from time to time;
- 1.1.22 **"Vendor"** means Vendors who are registered as Vendors and who supply various goods and/or services to the Post Office;
- 1.2 Heading and sub-headings are inserted for information purposes only and shall not be used in the interpretation of this/these Agreement;

- 1.3 Unless the context clearly indicates a contrary intention, any word connoting:
- 1.3.1 Any gender or any singular shall be deemed to include a reference to other genders and the plural and vice versa;
- 1.3.2 A natural person includes juristic person and vice versa.
- 1.4 The expiration or termination of these STC's will not affect those terms and conditions which expressly provide that they will operate after any such expiration or termination of this Agreement. Provisions of which of necessity must continue to have effect after termination or expiry of this Agreement shall continue to have effect after such expiration or termination or this Agreement, notwithstanding that the Clauses themselves do not expressly provide for this.
- 1.5 The rule of interpretation that a written Agreement shall be interpreted against the Party responsible for the drafting or preparation of the Agreement shall not apply.
- 1.6 Where figures are referred to in numerals and in words and there is any conflict between the two, the words shall prevail.
- 1.7 Any reference to any legislation is a reference to such legislation as at the Signature Date and as amended or re-enacted, from time to time.
- 1.8 If any provision in the definitions is a substantive provision conferring any rights or imposing any obligations on any Party, then notwithstanding that it is only in the definitions Clause, effect shall be given to it as if it were a substantive provision in this Agreement;
- 1.9 The *eiusdem generis* rule shall not apply and accordingly, whenever a provision is followed by the word "including" and specific examples, such examples shall not be construed so as to limit the ambit of the provision concerned.
- 1.10 The term defined in the definitions Clause above shall be construed as a binding provision of this Agreement, any rights conferred, and obligations imposed upon the Parties by such definitions shall be binding upon them.
- 2. RFQ**
- 2.1 The Post Office issued an RFQ requesting various service providers to issue quotations in respect of the costs to be incurred by the Post Office in purchasing the Goods and/or Services.
- 2.2 The Service Provider has responded by issuing an RFQ Response to the RFQ.
- 2.3 The Post Office requires various Goods and/or Services to be carried out and/or delivered in the Service Area.
- 2.4 The Parties wish to enter into this Agreement, in terms of which the Service Provider shall provide the goods and/or Services in the Service Area, to the Post Office in accordance with the terms and subject to the conditions of this Agreement.
- 3. BLACK ECONOMIC EMPOWERMENT**
- 3.1 The Post Office promotes the objects of the Broad-based Black Economic Empowerment Act no 53 of 2003, as amended from time to time, ["BEE Act"] and has developed a procurement policy in terms of which the Service Provider shall be required at all times to comply with and be subject to.
- 3.2 The Post Office reserves the right to complete a due diligence exercise on the Service Provider to determine compliance of the BEE component and make the necessary recommendation in the event of any non-compliance.

4. APPOINTMENT

- 4.1 The Post Office hereby appoints the Service Provider, who accepts such appointment, to provide the Goods and/or Services in the Service Area in accordance with the terms and conditions of the Agreement.

5. RELATIONSHIP

- 5.1 Nothing in this Agreement shall constitute, or be deemed to constitute a partnership or joint venture between the Parties. Furthermore the Service Provider acknowledges and agrees that its status under this Agreement is that of an independent Service Provider and its Agreement is that of an independent Service Provider and its status shall in no way be deemed to be that of an agent or employee of the Post Office, for any purpose whatsoever, and the Service Provider shall have no authority or power to bind the Post Office, or create a liability against the Post Office in any way or for any purpose.

6. DURATION

- 6.1 Subject to Clause 23, this Agreement shall commence on the Effective Date and shall terminate on the last day of the Contract Period.
- 6.2 The Post Office shall be entitled to terminate the Agreement, by giving the Service Provider 30 [thirty] day written notice, without any penalty, charge or cost.

7. ORDERS AND DELIVERY

- 7.1 The Post Office will from time to time, please written orders by way of the Purchase Orders with the Service Provider in respect of Goods.
- 7.2 The Service Provider shall deliver the Goods on the date that is reflected as the Delivery Date on the Purchase Order. Should the Service Provider be unable to deliver the Goods on the Delivery Date, the Service Provider shall inform the Post Office of its inability to deliver and provide the Post Office with an alternative Delivery Date
- 7.3 In the event that the Service Provider is unable to deliver the Goods, three time in a rolling period of 6 [six] months, the Post Office shall be entitled to terminate this Agreement on notice to the Service Provider.
- 7.4 Upon delivery of the Goods by the Service Provider, a representative of the Post Office shall sign the delivery document provided by the Service Provider as acknowledgement of receipt, and not as acceptance that the Goods were received in good condition and/or of any terms and conditions of the delivery document. In the event of any conflict in the terms and conditions of this Agreement and a delivery note issued by the Service Provider, this Agreement will take precedence.
- 7.5 With 7 [seven] days after receipt of the Goods by the Service Provider, the representative of the Post Office shall verify that the Goods were received in accordance with the Purchase Order and without any defect. If there are any defect the Post Office shall advise the Service Provider of the defect in writing, failing which, the Service Provider can assume that the Goods were received in good condition. In the event that the Goods are defective and such defect could not have been detected by a visual inspection by the Post Office, the Service Provider will replace the Goods, notwithstanding that the 7 [seven] day period has elapsed.

7.6	Risk and ownership in the Goods will pass to the Post Office on payment.	9.12	Payment of an invoice shall not prevent the Post Office from subsequently disputing all or any Contract Price in good faith whether during or after the term of this Agreement.
8.	AMENDMENT OR CANCELLATION OF PURCHASE ORDER		
	The Post Office may, without cost, penalty or charge, cancel a Purchase Order, reschedule a Delivery or the Goods or change Delivery Address provided that it does so on 5 [five] days' notice in writing to the Service Provider.		
9.	PRICE AND PAYMENT		
9.1	The Contract Price for the Goods and/or Services shall be the price that was quoted by the Service Provider in the RFQ Response, which was submitted to the Post Office. Pricing will be fixed for a minimum period of 12 [twelve] months. In the event that Contract Period exceeds 12 [twelve] months, any escalation in pricing must be included in the RFQ submission. Failing which an increase linked to the consumer price index will be imposed.		
9.2	The Contract Price for the Goods and/or Services provided by the Service Provider to the Post Office is exclusive of <i>Value Added Tax No. 89 of 1991</i> ["the VAT Act"]		
9.3	On the last day of each Month the Service Provider shall supply the Post Office with a Tax Invoice and a schedule setting out of the Goods and/or Service rendered.		
9.4	The Service Provider shall deliver the Tax Invoice and Statement to the Regional Accounts Payable Manager.		
9.5	The Post Office shall only be liable to make payment to the Service Provider of the amount reflected on the Tax Invoice once the Post Office's Contact Person has verified and approved that the Goods and/or Services set out in the schedule have been rendered and/or received.		
9.6	No liability to pay shall arise until such time as the Goods and/or Services are verified and approved.		
9.7	The Post Office shall pay the Service Provider within 30 [thirty] days following the verification and approval of the Goods and/or Services.		
9.8	All payments shall be transferred, by the Post Office to the Service Provider, electronically into the Service Provider bank account, the details of which are provided below: Bank: STANDARD BANK Account number: 010547002 Branch code: 010045 Reference:		
9.9	The Service Provider shall comply with the requirements of the VAT Act, failing which, may result in the late payment of the total amount of an invoice, by the Post Office to the Service Provider.		
9.10	The Post Office shall not be liable for any costs, penalties or charges incurred by the Service Provider as a result of such late payment.		
9.11	If, at any time, the Post Office disputes all or any of the Contract Price before payment of the invoice:		
9.11.1	The Post Office shall notify the Service Provider within 30 [thirty] days after the date or receipt of the invoice, specifying the Post Office's reason for disputing the invoice;		
9.11.2	The Post Office shall pay the Service Provider after the date of receipt of the relevant invoice the amounts that are not disputed by the Post Office; and		
9.11.3	If the Parties cannot resolve the dispute within 7 [seven] days of notice given in accordance with Clause 9.11.1, either Party may escalate the matter for resolution in accordance with the Clause 24		
10.	OTHER EXPENSES OR COST		
10.1	Apart from the Contract Price, all other expenses or costs incurred by the Service Provider in the execution and implementation of this Agreement shall be borne by the Service Provider.		
10.2	In the event that the Post Office requires the Service Provider to render goods and/or services incidental to the Goods and/or Services listed on the RFQ, the Parties shall negotiate the terms and the conditions of rendering the additional goods and/or service.		
10.3	The Agreement for the additional Goods and/or Services shall not be any force or effect unless in writing and signed by both Parties.		
	PART 11 – SERVICE		
11.	SCOPE OF SERVICE		
11.1	The Service Provider shall, for the duration of this Agreement, provide the Goods and/or Service as set out in the RFQ, upon receipt by the Service Provider of a Purchase Order. Notwithstanding that the Parties have signed these SCM STC's, the Service Provider will have no expectation of the procurement of any Goods and/or Services by the Post Office until such time as the Post Office issues a Purchase Order, subject to Clause 9.1.		
12.	CONTACT PERSON		
12.1	The Services to be performed or Goods to be delivered by the Service Provider in terms of this SCM STC's will be supervised by the Post Office's Contact Person.		
12.2	In accordance with Clause 1.1.3, the Parties notify each other, in writing from time to time, of the details of their nominated Contact Person.		
12.3	The Contact Person shall liaise and update each other, on the progress of the Goods and/or Services rendered and shall endeavour to resolve and remedy any problems or disputes that may arise in relation to the Goods and/or Services.		
12.4	Either Party may substitute a Contact Person at its discretion provided that each Party shall give the other Party reasonable notice of such substitution and will provide replacement Employees of equivalent ability. Without derogating from the afore going, should either Party replace a Contact Person for any reason whatsoever it shall ensure to the greatest extent possible in the circumstances that a suitable period of hand-over and overlap takes place, at its cost, between the new and the incumbent Contact Person.		
12.5	All Goods and/or Services rendered under these SCM STC's shall comply with the standards and specifications, if applicable, laid down by the Post Office from time to time. The Service Provider acknowledges that it has received a copy of such standards and specifications, and the Goods and/or Services shall be delivered / performed by the Service Provider to the total satisfaction of the Post Office in compliance with such standards and specifications. In		

13. SERVICE LEVELS

- 13.1 The Service Provider recognizes that the Post Office has entered into this Agreement relying specifically on the Service Providers representation regarding service levels including, inter alia:
- 13.1.1 Capacity allocations in accordance with the Service to be provided;
- 13.1.2 All Goods and/or Services rendered under that Agreement shall comply with the standards and specifications laid down by the Post Office from time to time, the Service Provider acknowledges that it has received a copy of such standards and specification, and the Goods and/or Services shall be deliver/performed by the Service Provider to the total satisfaction of the Post Office in compliance with such standard and specifications.
- 13.1.3 The Service Provider shall employ suitable qualified and trained Employees to provide the Goods and/or Service to the Post Office in terms of this Agreement, and shall allocate, in its discretion Employees and resources in accordance with the technical skill and knowledge required, provided that any exercise of such discretion by the Service Provider shall not negatively impact on the provision of Goods and/or Services by the Service Provider to the Post Office.

14. PENALTIES

- 14.1 Should the Service Provider fail to comply with its obligation in terms of this Agreement, the Post Office may:
- 14.1.1 Exercise its right in terms of Clause 23 and/or Clause 24.
- 14.1.2 Alternatively impose a penalty on the Service Provider, and an election of any of the above by the Post Office shall not mean that the Post Office has waived any other rights which the Post Office might have in terms of this Agreement or at law.
- 14.1.2.1 Should the Post Office elect to impose a penalty on the Service Provider, the Post Office shall provide the Service Provider with a written notice requiring the Service Provider to remedy the default within 5 [five] days from the date of delivery of the notice.
- 14.1.2.2 Should the Service Provider fail to remedy the details within 5 [five] days after receiving the notice then the Post Office shall be entitled, without prejudice to any alternative or additional right of acting or remedy available to the Post Office and without prejudice to any alternative or additional right of action or remedy available to the Post Office and without further notice, impose a penalty, which penalty shall be a deduction of not less than 10% of the Contract Price.
- 14.2 Should the Service Provider fail to deliver the Goods and/or Services due to the Post Office's default, the Post Office shall waive its rights to impose the penalty.
- 14.3 Should there be a dispute as to whether;
- 14.3.1 The failure to deliver was caused by the Post Office or the Service Provider; or
- 14.3.2 Whether the Post Office is entitled to impose the penalty, then such dispute shall be dealt with in accordance with Clause 24.

15. ACCESS

- 15.1 The Service Provider shall allow the Post Office access to its premises, provided that:
- 15.1.1 Access is related to the Services; and
- 15.1.2 The Post Office adheres to all rules, regulations and instructions applicable at the Service Provider's premises

- 15.2 The Service Provider is required to notify the Post Office monthly in advance of the Employees who are listed in the roster, who will be attending the Post Office premises in the following month.

- 15.3 The Post Office shall grant the Service Provider and/or its Employees/personnel who are listed in the roster reasonable access to its premises to perform its obligations in terms of the Agreement.

- 15.4 The Service Provider and its Employees/personnel listed on the roster shall at all times when entering the Post Office's premises and/or Service Areas of the Post Office comply with all rules, laws, regulations and policies of the Post Office.

16. THE SERVICE PROVIDER'S PERSONNEL

- 16.1 Liability for criminal act of Employees
- 16.1.1 The Service Provider shall be liable to the Post Office and indemnify and hold harmless the Post Office against any loss that the Post Office or any third Party may suffer as a result of any theft, fraud or other criminal act undertaken by any of the Service Provider's Employees/personnel or other person for whom the Service Provider is responsible in law.
- 16.2 Character of Employees
- 16.2.1 Due to the nature of certain aspects of the Goods and/or Service and the position of trust which members of the Service Provider Employees will fulfil, the Service Provider hereby warrants that it only employs Employees who are fit and proper persons who display the highest standards of personnel integrity and honesty and who have not to their knowledge, being convicted of any crime.
- 16.2.2 The Service Provider shall at its own cost, conduct all reasonable background checks into members of Employees/personnel [including agents and contractors] prior to utilizing same to provide the Goods and/or Service in terms of this Agreement. The Service Provider will not deploy any person into the Post Office was not successfully cleared the background checks and/or criminal checks contemplated in this Clause 16.2.

17. STATUARY AND EMPLOYMENT ISSUES

- 17.1 The Service Provider shall comply with all employment legislation.
- 17.1.1 The Service Provider warrants that it has full knowledge of all relevant statutory, collective and other stipulations applicable to the relationship with its personnel an its relationship with the Post Office including but not limited to:
- 17.1.1.1 The Labour Relations Act
- 17.1.1.2 The Basic Conditions of Employment Act, 1977
- 17.1.1.3 The Employment Equity Act, 1998, and
- 17.1.1.4 Any other applicable employment legislation currently in force.
- 17.1.2 The Service Provider warrants further that it is not and will not in future be in contravention of any of the provisions of any such legislation and in the event of such contravention, the Service Provider shall immediately take all steps to remedy such contravention. If the Post Office advises the Service Provider of any contravention of such legislation in

- 17.2.1 The Service Provider warrants that none of its personnel shall be regarded as Employees of the Post Office. The Service Provider shall assist to defend and bear all cost in the event that the Post Office is required to defend a claim, whether civil or employment related, instituted against it by the Service Providers personnel [including agents and contractors]. Should the Post Office defend the matter, the Service Provider hereby indemnifies the Post Office and hold the Post Office harmless against all and any costs [including Attorney and own client costs] which may be incurred by or awarded against the Post Office as a consequence of the defence of the claim.
- 17.3 Occupational Health and Safety Act, 1993
The Service Provider shall be responsible for ensuring compliance with all the provisions of the Occupational Health and Safety Act, 1993 and it indemnifies the Post Office against any claim which may be connected to or arise in respect of such Act by its personnel against the Post Office.
- 18. INSPECTION**
- 18.1 The Post Office and/or the Contact Person may at any time inspect the Goods and/or Service levels of the Post Office in terms of this Agreement.
- 18.2 If the Post Office is, at any time dissatisfied with the Service level then the Post Office shall notify the Service Provider in writing of the failure or default.
- 18.2.1 The Service Provider shall immediately upon receipt of written demand by the Post Office, remedy such failure or default, within 5 [five] days from the date of receipt of the notice free of charge.
- 18.2.2 Should the Service Provider fail to remedy the failure or default [referred to in Clause 18.2.1] then the Post Office shall have the right to impose the provisions of Clause 14, 23 and/or.
- 18.3 The Service Provider's Records.
- 18.3.1 The Service Provider shall ensure that complete and accurate records of the Goods and/or Services rendered to the Post Office are kept, in a safekeeping area for a period of 5 [five] years after this Agreement is terminated.
- 18.3.2 To enable the Post Office to determine whether the Goods and/or Services rendered in terms of this Agreement are being complied with, the Service Provider shall:
- 18.3.2.1 Provide the Post Office with such information as it may reasonably require as it relates to the Goods and/or Services or this Agreement.
- 18.3.2.2 Allow the Post Office to inspect and take copies of any records of the Service Provider relating to the Goods and/or Services, including all hardware, software, data, information, visuals, procedures, event logs, transaction logs, audit trail, books, records, contracts and correspondence; and
- 18.3.2.3 Allow the Post Office or its authorized representatives to conduct interviews with any of the Service Providers Employees and/or contractors, subject to reasonable notice being given to the Service Provider.
- 18.4 The Service Provider to provide reasonable assistance
- 18.4.1 Where any information is required for inspection in terms of this Clause 18 is kept by means of a computer, the Service Provider shall give the Post Office reasonable assistance required to facilitate inspection and the taking of copies of the information in a visible and legible form or to inspect and check the operation of any computer and any associated

writing, the Service Provider shall within 10 [ten] days after receipt of such notice, take all steps necessary to remedy such contravention and shall keep the Post Office informed regarding the steps taken, and the implementation and results thereof.

17.2 No Employment information.

18.4.2 Any information required to be provided to the Post Office pursuant to this Clause 18 shall be provided by the Service Provider as the case may be at the Post Office's cost, in such form [including a form otherwise than in writing] as the Post Office may reasonably specify.

18.4.3 The cost of any inspection contemplated in terms of this Clause 18 shall be for the account of the Post Office unless any material irregularity or failure on the part of the Service Provider is determined by the Post Office in the course of such inspection, in which case the cost of the audit will be for the account of the Service Provider.

18.4.4 The inspection contemplated in this Agreement will be conducted: during normal business hours; save where the circumstances justify it, on reasonable notice to the Service Provider, with the minimum interference to the provision of the Goods and/or Services and the Service Provider's after operations.

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19. CONFIDENTIALITY

19.1 The Parties acknowledge that during negotiations and meetings with each other for the purpose of concluding and/or carrying out their obligations in terms of this Agreement, either Party may gain access to Confidential Information that may be of a secret and confidential nature, which is not available in the public domain.

19.2 The Parties hereby agree to hold and retain such Confidential Information in the strictest confidence without limiting the afore going, whether orally, visually or in computer language or by reason of inspection of documentation or other matter, to prevent any copying thereof other than for the purpose of the negotiations and to release it only to such properly authorized directors, Employees or third Parties requiring such information for the purpose of the provision of the Goods and/or Services or this Agreement.

19.3 The Parties further agree not to disclose such Confidential Information to any person whomsoever other than as may be required by law or to their Employees [which shall include any Directors, Agents, Professional Advisors and/or Service Providers so as to enable the Parties to consider whether or not to enter into further negotiations or a formalized business relationship.

19.4 Before revealing such Confidential Information to any such Employees, Agents, Professional Advisors and/or Service Providers, the Parties undertake to procure that the Employees, Agents, Professional Advisors and/or Service Providers sign a similar confidentiality undertakings no less onerous than those contained in this Agreement in favour of the of the designated person and that they are aware of the confidential nature of the information being made available to them.

19.5 The Parties undertake to ensure that their employees will observe and comply with their confidentiality

	apparatus or any material that is or has been in use in connection with the keeping of the				obligations contained in this Agreement, whether or not they remain employees.
		19.6			The Parties will not directly or indirectly use for their benefit or the benefit of any other person any Confidential Information other than for the purposes contemplated in this Agreement unless any part of such information is or becomes public knowledge and is in the public domain by reason of becoming public property other than through and act or omission on the part of the other Party restrained in terms of this Agreement or
	the Employees, Agents, Professional Advisors and/or Service Providers, the Parties undertake to procure that the Employees, Agents, Professional Advisors and/or Service Providers contemplated in this Clause, or such Confidential Information as the Parties are able to show came lawfully into their possession from a third Party lawfully possessing such Confidential Information.		21.		CESSION
			21.1		The Post Office shall be entitled to cede and assign any of its rights and obligations in terms of this Agreement to any third Party.
19.7	For the purpose of the afore going disclosures made which are specific, e.g. design practices or techniques, shall not be deemed to be within the afore going exceptions merely because they are encompassed by general disclosures which are generally available to the public or in the other Party's possession; any combination of features shall not be deemed to be within such exception merely because individual features thereof are generally available to the public or in other Party's possession.		21.21		The Service Provider shall not be entitled to cede or assign or transfer or in any other way alienate its rights and obligation in term of this Agreement without the period written consent of the Post Office.
			22.		CHANGE OF CONTROL/CIRCUMSTANCE
19.8	The Parties acknowledge that:				
19.8.1	The aforesaid Confidential Information is being made available solely for the purpose of this Agreement and for no other purpose whatsoever, and that such Confidential Information would not have been made available but for this undertaking: and	22.1			The Service Provider shall notify the Post Office in writing of any change in the Service Providers shareholding or membership or any change in the Service Providers subsidiary companies or holding company or its affiliates [such change shall be considered a material change in the constitution and identity of the Service Provider.
19.8.2	For the purpose of this undertaking "Confidential Information" shall without detracting from the general meaning, include letters, telexes, telefaxes, Agreements, formulae, processes and manufacturing methods, inventions or patents whether actual or proposed and whether in writing or otherwise or any information that is or may be of value to any of us whether directly or indirectly.	22.2			The Post Office may terminate this Agreement upon becoming aware of such material change.
		22.3			The Parties agree that should there be a change as envisaged in this Clause 22, the Service Provider will no longer exist and a new third Party/entity shall have been constituted. In this regards, such third Party shall not be entitled to inherit any of the Service Providers rights and obligations in terms of this Agreement.
20. FORCE MAJEURE					
20.1	For the purpose hereof, "force majeure" shall mean strikes, lock-outs, civil strife, Riots, insurrection, sabotage, national emergency, acts of war of a public enemy, rationing of supplies, flood, fire or any other like forces of nature beyond the reasonable control of the Party claiming force majeure and comprehended in the terms thereof. If force majeure causes delays in or failure or partial failure of performance by a Party or all or any of its obligations hereunder, this Agreement shall be suspended for a period agreed in writing between the Parties.	22.4			The Service Provider shall notify the Post Office of any changes of the circumstances which might have led the Post Office to appoint the Service Provider to provide Goods and/or Services. In the event that any change of any circumstances occurs and the Service Provider fails to inform the Post Office of such a change, the Service Providers shall be deemed to have breached a material term of this Agreement and the Post Office shall be entitled to cancel the Agreement without any prior notice.
20.2	In the event of interrupting circumstances arising which a Party believes to be force majeure [the "Affected Party"] then such Affected Party shall send, within 5 [five] days from the interrupting circumstances, a written notice to the other Party of the interrupting circumstances specifying the nature and date of commencement of the interrupting event to the other Party. The Parties shall agree, in writing to suspend the implementation of this Agreement for a specific period ["Agreed Period"].	23. DEFAULT			
20.3	In the event that both Parties reasonably believe that the Affected Party shall be unable to continue to perform its obligations after the Agreed Period, then either Party shall be entitled to terminate this Agreement on notice to the other Party.	23.1			Subject to Clause 24, should either Party commit a breach of any terms of this Agreement ["the Defaulting Party"] then the affected Party ["Aggrieved Party"] shall be entitled to inform the Defaulting Party in writing to remedy such failure or default within 14 [fourteen] days and should the Defaulting Party fail to remedy the breach within 14 [fourteen] days after receipt of the notice, the Aggrieved Party shall be entitled, without prejudice to any of its rights under this Agreement or in law or other remedy for breach to contract to:
20.4	The Party whose performance is interrupted by the force majeure shall be entitled, provided that such Part shall give written notice to that effect to, to extend the period of this	23.1.1			Immediately terminate this Agreement without giving written notice and claim damages [which shall include legal costs on an Attorney/client scale]; or

Agreement by a period equal to the time that its performance is so prevented.	23.1.2	Request specific performance and claim damages [which shall include legal costs on an Attorney/client scale].
	24.	DISPUTES
	24.1	Save for any other Clauses which provide for their own remedies, should any dispute arise between the Parties in respect of, connected or pursuant to this Agreement, including, without limiting the generality of the foregoing, any dispute relating to:
	24.1.1	The interpretation of the Agreement;
	24.1.2	The performance of the any of the terms of the Agreement;
24.1.3 Any of the Parties' rights and obligations;		
24.1.4 Any procedure to be followed;		
24.1.5 The termination or cancellation or breach of this Agreement; or		
24.1.6 The rectification or repudiation of this Agreement, then any Party may give other Party written notice of such dispute, in which event the provisions below shall apply.		
24.2 In the event of a dispute arising between the Parties, the Parties Contact Persons and any other persons whose attendance may be necessary or useful must meet and attempt to resolve dispute within 5 [five] days of declaration of the dispute.		
24.3 In the event that the dispute cannot be resolved in terms of Clause 24.2, the dispute may be escalated by either Party to the most Senior Executive Officer of the Service Provider and the Post Office or their delegates for attempted resolution within 10 [ten] days of referral. If the dispute is not resolved through this referral in Clause 24.3, the dispute will be resolved by way of arbitration at the instance of either Party.	24.8.9	Notwithstanding the provisions of this Clause 24, in the event of either Party having a claim against the other Party for a liquidated amount or an amount which arises from a liquid document. Or for an interdict or other urgent relief, then the Party, having such a claim, shall be entitled to institute action, in a court of law, rather than in terms of the above Clauses, notwithstanding the fact that the other Party may dispute the claim.
24.4 The arbitration shall be held under the rules of Arbitration Foundation South Africa ["AFSA"] provided that the arbitration shall be;	25.	DOMICILIA AND NOTICES
24.4.1 At any place which the Parties agree in writing, to be mutually convenient; In accordance with such formalities and/or procedures, as may be settled by the arbitrator and may be held in an informal manner should the Parties so wish.	25.1	The Parties hereby choose their <i>Domicile citandi et executandi</i> for all purposes arising from pursuant to this Agreement as follows: Service Provider: the address that is indicated on the Purchase Order/RFQ Response together with the facsimile Post Office.
24.5 The arbitrator shall be a practicing Advocate or a practicing Attorney of not less than 10 [ten] years' standing.		—
24.6 Should the Parties fail to agree on an arbitrator within 7 [seven] days after the arbitration has been demanded, then the arbitrator shall be nominated at the request of either of the Parties, by the secretariat of AFSA.		—
24.7 Should the Parties fail to agree whether the dispute is of a legal, accounting or other nature within 7 [seven] days after the arbitration has been demanded, it shall be deemed to be a dispute of a legal nature.		—
24.8 The arbitrator may;-		—
24.8.1 Investigate or cause to be investigated any matter, fact or things which he considers necessary or desirable in connection with the dispute and for that purpose and shall have the widest powers of investigating all documents and records of any Party having a bearing on the dispute;	25.2	Either Party may by written notice to the other Party change its aforesaid <i>domicilium citandi et executandi</i> to any other address within the Republic of South Africa, which is not a Post Office box or <i>Poste Restante</i> .
24.8.2 Interview and question, under oath, the Parties or any of their representatives or any person with information about the dispute;	25.2.1	Any notice given and/or payment made by either party to the other which-
24.8.3 Decide the dispute according to what he considers just and equitable in the circumstances;	25.2.1.1	Is delivered by hand during the normal business hours of the addressee at the addressee's <i>domicilium citandi et executandi</i> for the time being shall be rebuttable presumed to have been received by the addressee at the time of delivery;
24.8.4 Make such award, including an award for specific performance, damages or otherwise, as he in his discretion may deem fit and appropriate.	25.2.1.2	Is posted by registered mail from an address within the Republic of South Africa to the addressee at the addressee's <i>domicilium citandi et executandi</i> for the time being shall be rebuttably presumed to have been received by the addressee on the 7 th [seventh] business day after the date of posting;
24.8.5 The arbitration shall be held as quickly as possible after it is demanded, with a view to it being completed within 30 [thirty] days after it has been so demanded;		

- 24.8.6 The arbitrator's decision and award shall be in writing with reasons;
- 24.8.7 The arbitrator's decision shall be subject to appeal, by either the Party, in terms of the AFSA rules;
- 24.8.8 The Arbitrator's award may, on application by either Party to a court of competent jurisdiction, and after due notice is given to the other Party, be made an order of court; and

25.2.1.3 Is sent by Telefax copier during the normal business hours of the addressee to the addressee's *domicilium citandi et executandi* for the time being shall be rebuttable presumed to have been received on the 1st [first] business day following the date of successful transmission thereof.

25.3 The word "Agreement" and the number allocated to this Agreement shall be quotes by both Parties on all correspondence, notices or other documents of any description relating to this Agreement.

26. INSOLVENCY

26.1 Should an application be made for the surrender or sequestration of a Party's estate, or should an order be issues, whether provisional or final, for the sequestration of a Party's estate or should a Party enter into or propose any deed of assignment to any of its creditors for settlement of its debts, or if execution is issued against a party by virtue of any judgment, or if a party commits any act of insolvency, or being a legal entity, is placed under judicial management or commences to be wound up in a liquidation that is not merely a voluntary liquidation for the purpose of reconstruction, then the other Party may, without prejudice to any of its rights in terms of this Agreement or common law, forthwith terminated this Agreement.

27. GENERAL

- 27.1 No latitude, indulgence, consent or forbearance or any other similar act by either Party in enforcing any provisions of this Agreement shall constitute a variation or novation of this Agreement or a waiver of right or estoppels in terms of this Agreement.
- 27.2 All provisions and the various Clauses of this Agreement are, notwithstanding the manner in which they have been grouped together or linked grammatically, severable from each other. Any provision or Clause of this Agreement which is or becomes unenforceable in any jurisdiction, whether due to voidness, invalidity, illegality, unlawfulness or for any other reason whatever, shall, in such jurisdiction only and only to the extent that it is so unenforceable, be treated as *pro non scripto* and the remaining provisions and Clauses of this Agreement shall remain of full force and effect. The Parties declare that it is their intention that this Agreement would be executed without such unenforceable provision if they were aware of such unenforceability at the time of execution hereof.
- 27.3 The expiration or termination of this Agreement shall not affect such of the provisions of this Agreement as expressly provide that they will operate after any such expiration or termination or which of necessity must continue to have effect after such expiration or termination, notwithstanding that the Clauses themselves do not expressly provide for this.
- 27.4 Except as otherwise specifically provided herein, each Party will bear and pay its own legal costs and expenses of and incidental to the negotiation, drafting, preparation and implementation of this Agreement.
- 27.5 The Parties, by signing this Agreement shall be deemed to have satisfied themselves as to all the conditions and circumstances affecting this Agreement.
- 27.6 This Agreement is signed by the Parties on the dates and at the place indicated below.
- 27.7 This Agreement may be executed in counterparts, each of which shall be deemed an original, and all of which together

SIGNED at _____ on the ____ day of _____ 2023
_____.

For and on behalf of
The South African Post Office
Name:
Capacity:
Who warrants authority hereto

SIGNED at _____ on the ____ day of _____ 2023
_____.

For and on behalf of
The Service Provider
Name:
Capacity:
Who warrants authority hereto

- shall constitute one and the same Agreement as at the date of signature of the Party last signing one of the counterparts.
- 27.8 The persons signing this Agreement in a representative capacity warrant their authority to do so.
- 27.9 The Parties record that it is not required for this Agreement to be valid and enforceable that a Party shall initial the pages of this Agreement and/or have its signature of this Agreement verified by a witness.