



**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SCMU3-24/25-0609-HO	CLOSING DATE:	15th APRIL 2025	CLOSING TIME:	11H00
DESCRIPTION	PROCUREMENT OF 3 X SYSTEMS DEVELOPMENT (ICN 81112011-0019) AND 1 X SECURITY RESOURCE (ICN 81112011-0030) THROUGH SITA RFB-1183 FOR THE EASTERN CAPE DEPARTMENT OF HEALTH FOR A PERIOD OF 36 MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SUPPLY CHAIN MANAGEMENT UNIT					
Department of Health					
Global Life Building					
BHISHO					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms N. Ndabula		CONTACT PERSON	Ms N. Ndabula	
TELEPHONE NUMBER	067 429 0896		TELEPHONE NUMBER	067 429 0896	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	noluvuyo.ndabula@ehealth.gov.za		E-MAIL ADDRESS	noluvuyo.ndabula@ehealth.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
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, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

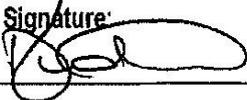
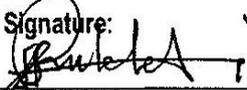
SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

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

DATE:

SCMU3-24/25-0609-HO: PROCUREMENT OF 3 X SYSTEMS DEVELOPMENT (ICN 81112011-0019) AND 1 X SECURITY RESOURCE (ICN 81112011-0030) THROUGH SITA RFB-1183 FOR THE EASTERN CAPE DEPARTMENT OF HEALTH FOR A PERIOD OF 36 MONTHS

Revision			
Drafted By	Date: 25/02/2025	Name: Ms N.Ndabula	Signature: 
Reviewed By	Date: 25/02/2025	Name: Mr P. Mtheleli	Signature: 
Approved Specification Committee	By: Date: 25/02/2025	Name: Mr S.Mponco	Signature: 
Advert Approved By:	Date:	Name: Ms C. Mgijima	Signature:

DEFINITIONS

The rules of interpretation and defined terms contained in the Condition of Bid shall apply to this invitation to bid unless the context requires otherwise.

In addition, the following terms used in this invitation to bid shall, unless indicated otherwise, have the meanings assigned to such terms in the table below.

DoH	means the Eastern Cape Department of Health acting for and on behalf of the Eastern Cape Provincial Government;
Invitation to bid	means this invitation to bid comprising <ul style="list-style-type: none">○ The cover page and the table of content and definitions○ Part 1 which details the Conditions of Bid;○ Part 2 which details the specification;○ Part 3 which contains all the requisite bid forms and certificates;
Services	means the services defined on the cover page of this invitation to bid and described in detail in the Specifications;
Specifications	means the specifications contained in Part 2 of this invitation to bid;
SITA	means the State Information Communication Technology Agency

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BID CONDITIONS

1. Without limitation to any other rights of the Eastern Cape Department of Health (ECDoH) (whether otherwise reserved in this invitation to bid or under law), the ECDoH expressly reserves the right to: -
 - 1.1 Request clarification on any aspect of a response to this invitation to bid received from the bidder, such requests and the responses to be in writing.
 - 1.2 Amend the bidding process, including the timetables, closing date and any other date at its sole discretion.
 - 1.3 Reject all responses submitted by bidders and embark on a new bid process.
 - 1.4 The bid is a rate-based bid and will be used as and when required and no guarantee is given or implied as to the actual quantity which will be procured during the contract. The actual requirement is based on the need and funding availability of the hospital.
 - 1.6 The successful bidder/s will be requested to deliver the goods within 4 – 6 weeks. Early delivery will be preferred without compromising the cost of the requirement.

2 . EVALUATION CRITERIA

The bid will be evaluated in terms of the 80/20 points system as stipulated in the Revised Preferential Procurement Regulations, 2022. 80 points will be allocated for price and 20 points for attaining the Specific Goals.

$$PS = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

ADMINISTRATIVE COMPLIANCE

1. The purpose of this Prequalification is to determine which bid is compliant and non-compliant with the bid specifications issued by the DOH as part of the bid process.

The following criteria shall apply:

- a. All documentation inclusive of supporting documentation requested in terms of the Bid Document requirements must be submitted and signed off where required.
- b. Bidder must complete and sign SBD 1, 3.2, 4, 6.1 and the entire document.
- c. Service Provider must be registered with the National Treasury Supplier Database (CSD) and furnish the supplier number as well as Logis and Bas numbers of the ECDOH. The quotation must include all the cost relating to the service (N.B. no hidden costs will be paid by the Department of Health).
- d. **Each tender will be awarded separately based on SITA accreditation for the Eastern Cape and price.**

The successful Service Provider will be awarded for each item/service that they bid for (a bidder can bid for all the items/services or choose which item/service to bid for).

PART 2

SPECIAL CONDITIONS OF BID

1. BACKGROUND AND INTRODUCTORY PROVISIONS

Refer to Part 3 of this invitation to bid for background and introductory information relating to the Services and this invitation to bid.

2. OFFER AND SPECIAL CONDITIONS

2.1 Without detracting from the generality of clause 2.2 below, bidders must submit a completed and signed Invitation to Bid form (SBD 1) and requisite bid forms attached as Part 5) with their bids. Bidders must take careful note of the special conditions.

2.2 All bids submitted in reply to this invitation to bid should incorporate all the forms, parts, certificates and other documentation forming part of this invitation to bid, duly completed where required.

2.3 In the event that any form or certificate provided in Part 5 of this invitation to bid does not have adequate space for the bidder to provide the requested details, the bidder should attach an annexure to such form or certificate on which the requested details should be provided and the bidder should refer to such annexure in the form or certificate provided.

3. CLOSING TIME OF BIDS AND PROVISIONS RELATING TO SUBMISSION OF BIDS

3.1 The closing time for the receipt of bids in response to this invitation to bid is detailed on the cover page of this invitation to bid.

3.2 All bids must be submitted in a sealed envelope bearing the bid number, bid description and closing date.

3.3 All bids must be received on or before the closing time and date stipulated below and must be posted to or deposited in the bid box at the address detailed below & on the cover page of this invitation to bid. Bids must be delivered to the address below on or before **11.00 hours on the 15th April 2025.**

**Address: Supply Chain Management
Department of Health
Ground Floor, Global Life
Bisho, 5605.**

4. ENQUIRIES

Should any bidder have any enquiries relating to this invitation to bid, such inquiries may only be addressed to the person/s detailed on the cover page to this invitation to bid at the number/s stipulated.

5. BID BRIEFING

No bid briefing required

6 PRICING

6.1. The bidder must submit details regarding the bid price for the Services on the Pricing Schedule form/s attached as Part 5 – Schedule C which completed form/s must be submitted together with the bid documents.

6.3 Pricing must be stipulated INCLUSIVE OF VALUE ADDED TAX.

6.4 It is an express requirement of this invitation to bid that the bidders provide some transparency in respect to their pricing approach. In this regard, bidders must indicate the basis on which they have calculated their pricing by completing all aspects of the Pricing Schedule form Part 5 – Schedule C.

7. QUALIFICATIONS OF BIDDERS

Bidders must submit detailed information **including certified copies of certificates where applicable** together with their bid of their experience in the relevant trade together with present contracts (**description of contract, contract period, contact person and telephone numbers including cellular numbers**). These details should be submitted together with the bid on the form attached as Part 5 – Schedule F. **If no details are included in the bid, it would be accepted that the bidder does not have experience.**

8. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being a partnership, close corporation or a company, all certificates (CK documents) reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the bid. These details should be submitted on the form attached as Part 5 – Schedule G, failure to do so will invalidate your bid.

9. CONSORTIUM/JOINT VENTURE

9.1 It is recognized that bidders may wish to form consortia to provide the Services.

A bid in response to this invitation to bid by a consortium shall comply with the following requirements:-

9.1 It shall be signed so as to be legally binding on all consortium members

9.3 One of the members shall be nominated by the others as authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members;

9.4.1 The lead member shall be the only authorized party to make legal statements, communicate with the DOH and receive instructions for and on behalf of any and all the members of the consortium;

10. ORGANISATIONAL PRINCIPLES

The bidder should submit a clear indication of the envisaged authorized organisational principles, procedures and functions for an effective delivery of the required Service at the relevant Institutions with the bid. These details should be submitted on the form attached as Part 5 – Schedule H

11. DETAILS OF THE PROSPECTIVE BIDDERS NEAREST OFFICE TO THE LOCATION OF THE CONTRACT

The bidder should provide full details regarding the bidders nearest office to the Institutions at which the Services are to be provided (see Part 4 of this invitation to bid). These details should be provided on the form attached as Part 5 – Schedule I which completed form, must be submitted together with the bid.

12. FINANCIAL PARTICULARS

Bidder must provide full details regarding its financial particulars and standing, which particulars should be submitted together with the bid on the form attached as Part 5- Schedule J.

13. PREFERENCE POINTS CLAIM FORMS

Part 5 – Schedule K contains the Preference Points Claim Forms in terms of Preferential Procurement Regulations to be completed and signed by the bidder to the extent applicable and returned with this bid.

14. VALIDITY

Bid documentation submitted by the bidder will be valid and open for acceptance for a period of **120 (One Hundred and twenty)** days from One the closing date and time stipulated on the front cover of this invitation to bid.

15. ACCEPTANCE OF BIDS

The Eastern Cape Department of Health (ECDoH) does not bind itself to accept either the lowest or any other bid and reserves the right to accept the bid which it deems to be in the best interest of the State even if it implies a waiver by the ECDoH, of certain requirements which the ECDoH considers to be of minor importance and not complied with by the bidder.

16. NO RIGHTS OR CLAIMS

16.1 Receipt of the invitation to bid does not confer any right on any party in respect of the Services or in respect of or against the ECDoH. The ECDoH reserves the right, in its sole discretion, to withdraw by notice to bidders any Services or combination of Services from the bid process, to terminate any party's participation in the bid process or to accept or reject any response to this invitation to bid on notice to the bidders without liability to any party. Accordingly, parties have no rights, expressed or implied, with respect to any of the Services as a result of their participation in the bid process.

16.2 Neither the ECDoH, nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligations for any costs or expenses incurred by any party in or associated with any appraisal and/or investigation relating to this invitation to bid or the subsequent submission of a bid in response to this invitation to bid in respect of the Services or any other costs, expenses or liabilities of whatsoever nature and howsoever incurred by bidders in connection with or arising out of the bid process.

17. NON-DISCLOSURE, CONFIDENTIALITY AND SECURITY

17.1 The invitation to bid and its contents are made available on condition that they are used in connection with the bid process set out in the invitation to bid and for no other purpose. All information pertaining to this invitation to bid and its contents shall be regarded as restricted and divulged on a "need to know" bases with the approval of the ECDoH.

18. ACCURACY OF INFORMATION

- 18.1 The information contained in the invitation to bid has been prepared in good faith. Neither the ECDoH nor any of their respective directors, advisors, officers, employees, agents, representatives make any representation or warranty or give any undertaking express or implied, or accept any responsibility or liability whatsoever, as to the contents, accuracy or completeness of the information contained in the invitation to bid, or any other written or oral information made available in connection with the bid and nothing contained herein is, or shall be relied upon as a promise or representation, whether as to the past or the future.
- 18.2 This invitation to bid may not contain all the information that may be required to evaluate a possible submission of a response to this invitation to bid. The bidder should conduct its own independent analysis of the operations to the extent required to enable it to respond to this bid.

19. COMPETITION

- 19.1 Bidders and their respective officers, employees and agents are prohibited from engaging in any collusive action with respect to the bidding process which serves to limit competition amongst bidders.
- 19.2 In general, the attention of bidders is drawn to Section 4(1)(iii) of the Competition Act 1998 (Act No. 89 of 1998) (the Competition Act) that prohibits collusive bidding.
- 19.3 If bidders have reason to believe that competition issues may arise from any submission of a response to this bid invitation they may make, they are encouraged to discuss their position with the competition authorities before submitting response.
- 19.4 Any correspondence or process of any kind between bidders and the competition authorities must be documented in the responses to this invitation to bid.

20. RESERVATION OF RIGHTS

- 20.1 Without limitation to any other rights of the ECDoH (whether otherwise reserved in this invitation to bid or under law), the ECDoH expressly reserves the right to:-
- 20.1.1 Request clarification on any aspect of a response to this invitation to bid received from the bidder, such requests and the responses to be in writing;
- 20.1.2 Amend the bidding process, including the timetables, closing date and any other date at its sole discretion;
- 20.1.3 The letter of agreement from the manufacturer must be attached in respect of the uniform and the consumables.

21. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 21.1 The bidder must complete the declaration and sign accordingly to submit with the bid. The declaration of bidder's past supply chain management practices is attached as Part 5 – Schedule E.

22. REQUIREMENTS

- 22.1 Previous performance of the bidder will be considered in the evaluation of the bid.

23. EVALUATION CRITERIA

The 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act and its Regulations, shall be used for this contract. Eighty (80) points will be allocated for price, and twenty (20) points for Specific Goals .

23.1 The bid will be evaluated as follows:

- Stage 1: Administrative compliance /pre-qualification
- Stage 2: Non-negotiable requirements
- Stage 3: Specification compliance
- Stage 4: Price and Specific Goals Points
- Stage 5: Post Bid Negotiations

The stages are further detailed below

24. EVALUATION STAGES

24.1 Stage 1: Pre-qualification evaluation

The purpose of this pre-qualification evaluation is to determine which bid responses are compliant and non-compliant with the bid conditions issued by the ECDoH as part of the bidder process.

24.1.2 The following Pre-qualification criteria shall apply:

- 24.1.2.1 The bid documentation must be completed comprehensively and correctly.
- 24.1.2.2 Declaration forms (SBD1, SBD 3.2, SBD 4) must be signed.
- 24.1.2.3 Bidders must be a legal entity or partnership (consortia/joint ventures are acceptable subject to Paragraph 9 of Part 1 of the Bid Document).
- 24.1.2.4 Proof of registration with the Centralized Supplier Database (CSD) to be attached.

24.2 Stage 2: Non-Negotiable Requirements.

- 24.2.1 SITA accredited service provider for the Eastern Cape for those particular tender items. The name of the bidder tendering must appear on the SITA database. (Provide proof of SITA Accreditation).
- 24.2.2. Must have offices in the Eastern Cape – Provide third party written communication e.g. Municipal account or telephone account or SARS letter etc or Lease agreement with at least 2 months rental payments or letter from municipal councillor as proof of address.
- 24.2.3. A valid South African driver's licence with own vehicle.

Failure to comply with non-negotiable requirements will lead to disqualification of bid.

24.3 Stage 3: Specifications Compliance

Bidders must comply 100% with the specification requirements and attach English brochure that details the specification.

24.3.1 Technical Evaluation Criteria

24.3.1.1 Technical evaluation will be conducted in terms of the evaluative dimensions set out hereunder for the **systems developers**, where bidders must score a **minimum threshold of (54) out of a maximum of (60) points** to qualify for stage 4 (Price and Specific Goals) evaluation. Bidders who fail to meet the minimum threshold will be disqualified

24.3.1.2 For the **security specialist**, bidders must score a **minimum threshold of (16) out of a maximum of (20) points** to qualify for stage 4 (Price and Specific Goals) evaluation. Bidders who fail to meet the minimum threshold will be disqualified

Qualification & Experience

The composition of this evaluation criteria includes the resources specification and the related pricing schedule. All resources being tendered for must comply with specification requirements, failure to comply with any of the conditions set out in returnable resource specifications will result in bid disqualification.

Please note that where the specification calls for "certification", this certification must accompany the bid, failure to provide such certification will result in immediate disqualification

Technical Specifications

The bidder must provide as per specification requirements. Qualification certificate/s must be attached and submitted with the bid as proof. All resources being tendered for must comply with specification requirements, failure to comply with any of the conditions set out in returnable Resource Specifications will result in bid disqualification

Functional

The bidder must have the **ability** to work effectively in a team, mentor junior developers, and collaborate with other departments (e.g., clinical staff, and system administrators).

The Technical evaluation will be conducted in terms of the evaluative dimensions set out hereunder for the systems developers, where bidders must score a **minimum threshold of (54) out of a maximum of (60) points** to qualify for stage 4 (Price and Specific Goals) evaluation. Bidders who fail to meet the minimum threshold will be disqualified.

SYSTEM DEVELOPER: ICN 81112011-0019 EVALUATION CRITERIA – POSITIONS = 3

Criteria	Item	Mandatory	Minimum years of experience	Maximum Score Scoring will be calculated as an average across the 3 X Resources (CVs)	Evidence or Proof
Qualification	Degree / Diploma in ICT/Computer Science with 6 years' experience	YES	-	9 Each developer can score a maximum of 3 points (max of 9 points for 3 X Developers)	Attach and submit CV's and qualifications and reference the section in the CV that details relevant experience.
	OR				
	Grade 12 with 10 years' working experience				
Technical and Functional	System analysis and system design experience	NO	9 years	3	
	Strong object-orientated development	YES	9 years	3	
	Experience in application configuration, maintenance and support	NO	9 years	3	
	Systems Integrations	YES	5 years	5	
	Strong understanding of front-end technologies (HTML5, CSS3, JavaScript, XML, PHP etc.) and experience with responsive web design and accessibility standards.	YES	9 years	5	
	Knowledge of backend technologies (e.g., APIs, database management using SQL databases).	YES	9 Years	3	
	Experience with cloud platforms (e.g. Azure, Amazon)	YES	5 Years	3	
	Expertise in handling and processing large datasets.	YES	9 Years	3	
	Strong understanding of security best practices, including data encryption, secure coding practices, authentication and authorisation, and compliance with ICT regulations.	YES	9 Years	3	

Criteria	Item	Mandatory	Minimum years of experience	Maximum Score Scoring will be calculated as an average across the 3 X Resources (CVs)	Evidence or Proof
	Knowledge of Electronic Health Records (EHR), Electronic Medical Records (EMR) systems and or electronic health patient-centric systems	YES	3 Years	3	
	Awareness of healthcare workflows and processes (e.g., patient management, billing, insurance processing)	NO	3 Years	3	
	Familiarity with integrating health applications with other systems (e.g., HL7 interfaces, APIs for clinical systems).	YES	3 Years	3	
	Strong analytical skills to understand complex requirements and design efficient solutions and Ability to explain technical concepts to non-technical team members and vice versa.	YES	9 Years	3	
	Strong Linux server setup, configuration and management	YES	5 Years	5	
Functional skills	Ability to work effectively in a team, mentor junior developers, and collaborate with other departments (e.g., clinical staff, and system administrators).	NO	-	1	
	Valid driver's licence	Yes	-	2	
	System Developer: ICN 81112011-0019 MAXIMUM SCORE			60	

The Technical evaluation will be conducted in terms of the evaluative dimensions set out hereunder for the security specialist; where bidders must score a **minimum threshold of (16) out of a maximum of (20) points** to qualify for stage 4 (Price and Specific Goals) evaluation. Bidders who fail to meet the minimum threshold will be disqualified.

ICT SECURITY: (ICN 8112011-0030) EVALUATION CRITERIA – POSITION = 1

Criteria	Item	Mandatory	Minimum years of experience	Maximum Score	Evidence or Proof
Qualification	A Degree/ National Diploma in computer science/information systems with at least 5 years of working experience in information security	YES	-	3	Attach and submit CV and qualifications and reference the section in the CV that details relevant experience.
	OR a Grade 12 with at least 10 years of experience in information security.				
	ISACA CISM-certified				
Technical and Functional	Governance (includes information risk management and compliance)	YES	5 Years	2	
	Information Risk Management (identifying and managing risks)	YES	5 Years	2	
	Information Security Program Development and Management (designing, building, and managing the program)	YES	5 Years	2	
	Information Security Incident Management (responding to and managing incidents)	YES	5 Years	2	
	Strong understanding of security best practices, including data encryption, secure coding practices, authentication and authorisation, and compliance with healthcare regulations.	NO	5 Years	2	
	Strong analytical skills to understand complex requirements and design efficient solutions.	NO	5 Years	2	
	Ability to work effectively in a team (e.g., clinical staff, and system administrators).	NO	5 Years	2	
	Ability to explain technical concepts to non-technical team members and vice versa.	NO	5 Years	1	
	Providing training to end users	NO	5 Years	1	

Criteria	Item	Mandatory	Minimum years of experience	Maximum Score	Evidence or Proof
Functional skills	Ability to work effectively in a team, mentor junior developers, and collaborate with other departments (e.g., clinical staff, and system administrators).	NO	n/a	1	
	Valid driver's licence	YES		1	
	SECURITY: (ICN 81112011-0030) MAXIMUM SCORE			20	

24.3.2.

24.4 Stage 4: Price and Preference Points Evaluation

The bid will be evaluated in terms of the 80/20-point system as stipulated in the Preferential Procurement Regulations, of 2022. 80 points will be allocated for price and 20 points for attaining Specific Goals

$$PS = 80 \left(1 - \frac{Pt - P \text{ min}}{P \text{ min}} \right)$$

Where

Ps = points scored for comparative price of bid or offer under consideration.

Pt = Comparative price of bid or offer under consideration.

Pmin = comparative price of lowest acceptable bid or offer.

The following table must be used to calculate the score out of 20 points for Specific Goals

Specific Goals	Weighting (of 20/10 POINTS)	Number of points (90/10 system)
Historically Disadvantaged Individuals:		
○ Race	20%	4
○ Women	30%	6
○ Disability	20%	4
Youth	20%	4
Military Veterans	10%	2
TOTAL	100%	20

- a) **N.B:** A tenderer must submit proof of its Specific Goals.
- b) A tenderer failing to submit proof of specific Goals may not be disqualified but may only score point out of 80 for price, and scores 0 points out of 20 for Specific Goals.
- c) The Specific Goals supporting documents required to verify claimed points may in line with the specific requirements include:
 - CIPC Certificate with percentage ownership or controlling interest of members and ID copies of members/shareholders.
 - Medical Certificate / Doctor's medical report (Impairment should be substantially limiting long term or of recurring nature)
 - Third party written documents e.g. Municipal account or telephone account or SARS letter or Lease agreement with 2 months proof of rental payments or proof of address from the councillor.
 - Letter from Department of Military Veterans confirming status.

The points scored for the specific goal shall be added to the points scored for price and the total shall be rounded off to the nearest two decimal places.

24.5 Stage 5: Post bid negotiations

The department may enter into post bid negotiations.

PART 2 (A)
Conditions of Contract and Operational Requirements

2. CONTRACT

The contract for the supply of the required Service in terms of this invitation to bid shall come into being on the date of issue of the letter of acceptance of the bidders bid by the Eastern Cape Department of Health (ECDoH for a period of **36 months**. The bidder is further obliged for future support while the contract is in force.

2. FEES AND CHARGES

- 2.1 The bid prices are firm for the first 12 months and year 2 and year will increase based on the CPI.
- 2.2 Payment of any consideration in terms of the contract shall not constitute acceptance of any defective or non-conforming Services or otherwise relieve contractor of any of its obligations under the contract.
- 2.3 To the extent that the ECDoH disputes the correctness, nature, extent or calculation of any fees or expenses payable to contractor in terms of the contract, ECDoH shall be entitled to withhold payment of such disputed amounts until such time as such dispute is resolved.

3. GENERAL RESPONSIBILITIES OF THE CONTRACTOR

3.1 *The ECDoH's operational requirements.* The contractor shall, in the provision of the required service, have due regard to the operational requirements of the ECDoH and other parties occupying or operating from the relevant institution, clinic and Office and shall not do, or permit to be done, anything which may negatively impact on such parties' operational requirements.

3.2 *Problem identification and reporting.* The contractor shall be proactive in reporting any matters which it may become aware of which may impact on the business continuity or operations of the ECDoH at the relevant institution, clinic and office. Without detracting from the generality of this statement, contractor shall:-

- Without delay inform the ECDoH and the appointed ECDoH Technical Support Manager, of all incidents or accidents which may occur at the relevant Complex which involve contractor's personnel;
- Co-operate fully with the ECDoH and its appointed Technical Support Manager in analyzing and investigating such incidents or accidents.

3.3 *Other Service Providers* The contractor acknowledges that it may be required to provide the Services in conjunction with third party service providers and shall, where requested by the ECDoH, co-operate fully with such persons.

3.4 *Regulations and statutes* The contractor shall, in the provision of the Services observe and comply with all relevant provisions of all applicable legislation and regulations.

3.5 *Compliance with procedures.*

It is recorded that during the currency of the contract the ECDoH may implement procedures and policies at the relevant Institution. The contractor shall comply fully with any such reasonable procedures and policies, including the permit to work procedures and health and safety procedures.

3.6 The contractor shall ensure that it and its personnel shall at all times comply fully with any safety, fire, emergency and security procedures and policies applicable at the relevant Institution.

3.7 Should the ECDoH at any time believe that any member of contractor's personnel is failing to comply with any such procedures or policies, the ECDoH shall be entitled to deny such personnel member access to the relevant premises and require contractor to replace such person without delay.

3.8 Contractor's procedures The contractor shall, upon receipt of written request from the ECDoH or its appointed Technical Support Manager:-

Provide the ECDoH with copies of all contractor's operating procedures and processes relating to the Services;

3.9 Provision of Services in clean and tidy manner. The contractor shall ensure that the Services are provided in a clean and tidy manner.

4. HAZARDOUS MATERIALS

The contractor will be held liable for any expenses that may be incurred by the ECDOH as a result of damage to property and injury to personnel as a result of poor quality products.

5. FIRE RISKS

The contractor shall ensure that its personnel shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to the ECDoH/Institution and take such remedial action as may be necessary.

6. ENERGY MANAGEMENT

The contractor shall comply fully with the energy management strategy implemented at the relevant Institution from time to time and shall provide the Services in an energy efficient manner.

7. OCCUPATIONAL HEALTH AND SAFETY

In this clause the term "Act" shall mean the Occupational Health & Safety Act, No. 85 of 1993, as amended from time to time, (including any act which may take its place should it be repealed during the currency of the agreement between the parties) as read with all regulations and standards promulgated in terms of the former Machinery and Occupational Act, No 6 of 1983, as amended, and all regulations & standards promulgated in terms of the Occupational Health & Safety Act from time to time;

The contractor :-

- ❖ acknowledges that he is fully aware of the terms and conditions of the Act;
- ❖ acknowledges that he is an employer in its own right with duties and responsibilities as prescribed in the Act;
- ❖ agrees to comply with all rules and regulations implemented by or on behalf of the ECDoH at the relevant Instituion in covering letter relating to health and safety and will inform the ECDoH immediately should contractor for any reason be unable to comply with the provisions of the Act and such rules and regulations.

8. SERVICE LEVEL AGREEMENT

It is recorded that the ECDoH and the service provider may from time to time agree in writing to additional quality requirements (whether engaged in a service contract or when repair is required out of guarantee without the maintenance contract option) and standards relating to the maintenance together with performance measurement provisions, which quality requirements, performance measurement provisions shall be reduced to writing in a service level agreement if required and signed by both parties.

9. PERFORMANCE MEASUREMENT PROVISIONS

9.1 Introduction.

Contractor shall provide the Services during the term of the contract in compliance with the quality and related standards stipulated in the Terms of Reference and the service level agreement (if any) contemplated in clause 11 above.

The provisions of Clause 10 document contains the manner in which contractor's performance will be measured throughout the term of the contract.

9.2 Compliance. For purposes of the contract the compliance by contractor with the stipulated responsibilities and service standards will be determined:-

- with reference to reports provided by contractor;
- with reference to reports or complaints received from third parties;
- by means of user satisfaction surveys conducted by ECDoH
- by means of service reviews, inspections or any audit carried out by or on behalf of the ECDoH.

9.3 Records. Contractor shall at all times keep full and accurate records of all Services provided in terms of the contract and shall retain such records for the currency of the contract. Upon termination of the contract such records must be provided to the ECDoH upon request.

9.4 Measurement of performance

- Periodic checks: ECDoH and/or its appointed Technical Support Manager shall carry out periodic checks (the intervals to be determined by ECDoH) the purpose of which shall be to determine whether contractor is providing the Services in accordance with the terms and conditions of the contract if accepted by ECDoH.
- Service complaints: All service complaints, deviations, non-conforming services and suggestions that are reported to contractor by ECDoH, its appointed facilities manager, or any other party shall be given proper and speedy consideration by contractor. The Contractor shall investigate complaints, deviations and non-conforming services in accordance with procedures approved by the ECDoH.
- User satisfaction survey: A user satisfaction survey shall be conducted by ECDoH at such intervals as ECDoH may determine to assess service user satisfaction. The user satisfaction survey shall be conducted in such form and in accordance with such procedures as the parties may agree to in writing from time to time.

9.5 Results of checks, audits and surveys

ECDoH shall be entitled to utilise the findings of the surveys, checks, audits and reports contemplated above to determine compliance by contractor with the service standards and responsibilities stipulated in the contract. It is recorded that the results of the above checks shall, save to the extent that contractor can prove otherwise be binding on contractor and ECDoH shall be entitled to exercise its remedies stipulated in the contract based on such findings.

10. BREACH AND TERMINATION

Bidders are referred to Paragraph 23 of General Conditions of Contract (GCC) relating to failure to comply with conditions of this contract.

11. LOSS AND DAMAGE

Contractor hereby indemnifies the State, and will hold the State harmless, against any loss or damages which the State may suffer, or any claims lodged against the State by any third party arising out of or relating to any loss that the State or such third party may suffer as a result of, or arising out of any act or omission of any personnel of contractor or the failure of contractor to provide the Services in accordance with the provisions of the contract.

12. SUB-CONTRACTORS

Contractor may only sub-contract its obligations under the contract with the prior written consent of the ECDoH (or any other authorized authority) and then only to a person and to the extent approved by the ECDoH or such authority and upon such terms and conditions as the ECDoH or such authority require. It is recorded that where such consent is given contractor shall remain liable to ECDoH for the performance of the Services.

PART 3: BID STRATEGY

SCMU3–24/25-0609-HO

PROCUREMENT OF 3 X SYSTEMS DEVELOPMENT (ICN 81112011-0019) AND 1 X SECURITY RESOURCE (ICN 81112011-0030) THROUGH SITA RFB-1183 FOR THE EASTERN CAPE DEPARTMENT OF HEALTH FOR A PERIOD OF 36 MONTHS

1. INTRODUCTION

The Eastern Cape Department of Health (ECDOH) requires the services of system developers and security resources to collaborate with the ECDOH ICT department in developing and enhancing systems owned by the department. These resources will operate during normal business hours, from 08:00 to 16:30, Monday to Friday and will be deployed full-time.

The contract period is set for **three years**, and the department mandates the allocation of dedicated resources. The successful bidder and assigned developers must sign a Non-Disclosure Agreement (NDA) with the department. This agreement will strictly prohibit the service provider and developers from disclosing any intellectual property or source code belonging to the department to any third party.

2. GENERAL

No additions to the bid will be allowed, after the bid is submitted, for any unforeseen costs by the contractor, during the stage.

3. BID STRATEGY

The department invites accredited service providers to supply system developer resources and security resource, in accordance with SITA RFB 1183, to the Eastern Cape Department of Health for a contract period of three years (36 months).

Eligible service providers must hold accreditation under SITA RFB 1183 for the **Eastern Cape, accredited to supply the required services as per ICN on RFB1183.**

PART 4

SPECIFICATION REQUIREMENTS

- **The bidder must ensure that only 3 CVs are included for the System developer resources and 1 CV for the Security resource.**

4.1 ECDOH BACKGROUND

The Eastern Cape Department of Health requires:

QTY	JOB	FUNCTIONS
3	Senior System Developer's (ICN 81112011-0019)	Must work with the ECDoH ICT department to develop and enhance systems owned by the ECDoH.
1	ICT Security (ICN 81112011-0030)	Must work with the ECDoH ICT department to manage the ECDoH ICT systems and infrastructure security environment
4.1.1. Work Hours and Contract Period		
	Resources will be required to work during normal business hours, from 08:00 to 16:30, Monday to Friday on a full-time basis. The contract period will be for 3 years (36 months). The Department requires dedicated resources, and the successful bidder and their resources will be required to sign a Non-Disclosure Agreement (NDA) with the Department. This NDA will prohibit the service provider and its resources from disclosing any intellectual property or source code belonging to the Department to any third-party.	
4.1.2. Tender Requirements and Obligations		
	Each bidder must thoroughly review the Tender Documents and fully understand the obligations that will apply if their proposal is accepted by the Eastern Cape Department of Health (ECDOH). It is the responsibility of each bidder to independently obtain, at their own expense, any additional information necessary for preparing their tender submission. All information provided by the ECDOH in connection with this tender invitation must be treated as confidential.	
	If bidders require further information, they are encouraged to contact Supply Chain Management. Any queries related to the Tender Documents must be submitted in writing to the Procurement Office no later than five days before the bid closing date. If necessary, the Procurement Office may issue written circulars to bidders, providing amendments or clarifications to the Bid Documents. Please visit the ECDoH website on www.ehealth.gov.za for more info on ECDOH	

4.2. SCOPE OF TERMS OF REFERENCE

The ECDOH is soliciting bids from interested and qualified Service Providers as per **SITA CONTRACT RFB 1183** to: -

4.2.1. Supply of Business Information Systems- Software Development Resources

ICN 81112011-0019 - SOFTWARE DEVELOPMENT RESOURCES

QTY	JOB	JOB FUNCTIONS
3	Dedicated and Multi-Skilled Senior Business Information Systems/Developer resources for a period of 36 months.	<ul style="list-style-type: none">• Perform systems development and enhancement to various in-house developed health-related business applications• Perform advanced business systems analysts• Perform advanced data analytics and prepare dashboard and management reports

4.2.2. Supply of Business Continuity Consultant

ICN 81112011-0030 - BUSINESS CONTINUITY CONSULTANCY

QTY	JOB	JOB FUNCTIONS
1	Dedicated Security Resource	<ul style="list-style-type: none">• Assist the department with ICT security governance compliance• Manage the Department security solutions that will ensure the security patch updates of server and desktop computer infrastructure• Provide Firewall management• Manage Microsoft Virus and threat protection management

4.3. Supply of business information systems-Software development resources

ICN 81112011-0019 - BUSINESS INFORMATION SERVICES

The Eastern Cape Department of Health (ECDOH) requires the Service Provider to supply three (3) developer resources to support the delivery of various software applications. These developers will collaborate with the ECDOH team to design, develop, and implement applications in alignment with the Department's business requirements and the technical specifications of the respective projects.

4.3.1. Resources requirements

ICN 81112011-0019 - BUSINESS INFORMATION SERVICES

The Service Provider is required to provide three resources that have the below skillset with the minimum requirements needed to be able to perform the work required

Location Resources **MUST BE** based in the Eastern Cape

Reporting to ECDoH ICT

Job Outline We are seeking a service provider to supply experienced developer resources with a demonstrated track record in **healthcare environments**, particularly in the development of **Electronic Medical Records (EMR) and/or Electronic Health Record (EHR) systems**.

The developers must possess the expertise to analyse and translate complex business requirements into well-structured technical solutions. They should be proficient in leveraging modern technologies and application frameworks and exhibit the ability to rapidly learn and adapt to healthcare-specific concepts and business processes.

Technical, MUST HAVE skillset

Required Skills and Expertise

- **LAMP Stack Development:** Linux, Apache, MySQL, and PHP
 - **HTML:** Hypertext Markup Language
 - **PHP:** Hypertext Preprocessor
 - **SQL:** Structured Query Language, including the ability to conduct complex queries
 - **Database Design and Management:** Designing, structuring, and maintaining databases
 - **JavaScript Programming:** Advanced coding and development using JavaScript
 - **XML (Extensible Markup Language)**
 - **Object-Oriented Development:** Software design using object-oriented principles and frameworks
 - **Conducting Data Analysis:** Using tools such as Microsoft Power BI (Business Intelligence) for data insights
 - **Development of Customized Web-Based Reports:** Creating tailored reporting tools and dashboards
 - **Azure Virtual Server Design and Administration:** Setting up and managing virtual servers and web applications on the Microsoft Azure cloud platform
 - **Advanced Linux server administration**
 - **HL7 Coding:** Health Level Seven, a set of international standards for electronic health information exchange
 - **HL7 Systems Integration via Mirth/NextGen:** Experience with integrating systems using Mirth Connect or NextGen platforms
 - **Sound knowledge of the South African Health Normative Standard Framework and underlying profiles and technologies**
- Use of the Microsoft DevOps environment

Functional

- Knowledge of the development of E-Health applications
- Analysis and problem-solving skills
- Interpret business requirements and translate them into systems design
- Development of applications from technical specifications
- Code Reviews
- Develop Test Plans and perform Unit, Automated & Regression Testing
- Ensure systems documentation is kept up to date
- Interact with customers for fault resolution and training on new and modified applications
- Liaise with Business teams, Application Support and IT teams to identify and resolve issues
- Assist with training users
- Bring Junior developers up to speed and available to assist other developers in areas that they are less familiar

	<ul style="list-style-type: none"> Plan, organise and control own work effort, including regular progress feedback to own and other relevant areas Any other related tasks as required by the line manager 																																																		
<p>Minimum qualification and experience required</p> <p><i>The service provider MUST ensure that the table (Minimum Experience Required) is included in each CV submitted. Additionally, the table must contain two extra columns: one indicating compliance and the other referencing relevant experience.</i></p>	<ul style="list-style-type: none"> A Degree/ National Diploma in computer science/information Technology with <u>at least 6 years</u> of working experience in information systems design and development <u>OR</u> a Grade 12 with at <u>least 10 years of</u> experience in information systems design and development. <p>Minimum Experienced Required</p> <table border="1" data-bbox="395 421 1426 1951"> <thead> <tr> <th data-bbox="395 421 874 792" rowspan="2">Skills (A diploma/degree will count for 3 years of experience and will be added to work experience e.g. 3-year qualification + 6 years experience = 9 years.</th> <th data-bbox="874 421 1054 792" rowspan="2">Minimum Experience Years</th> <th colspan="2" data-bbox="1054 421 1426 499">Must be part of each applicant's CV</th> </tr> <tr> <th data-bbox="1054 499 1243 792">Years of Experience</th> <th data-bbox="1243 499 1426 792">Reference the section in the CV that details relevant experience</th> </tr> </thead> <tbody> <tr> <td data-bbox="395 792 874 871">System analysis and system design experience</td> <td data-bbox="874 792 1054 871">9 Years</td> <td data-bbox="1054 792 1243 871"></td> <td data-bbox="1243 792 1426 871"></td> </tr> <tr> <td data-bbox="395 871 874 949">Strong object-orientated development</td> <td data-bbox="874 871 1054 949">9 Years</td> <td data-bbox="1054 871 1243 949"></td> <td data-bbox="1243 871 1426 949"></td> </tr> <tr> <td data-bbox="395 949 874 1055">Experience in application configuration, maintenance and support</td> <td data-bbox="874 949 1054 1055">9 Years</td> <td data-bbox="1054 949 1243 1055"></td> <td data-bbox="1243 949 1426 1055"></td> </tr> <tr> <td data-bbox="395 1055 874 1095">Systems Integrations</td> <td data-bbox="874 1055 1054 1095">5 Years</td> <td data-bbox="1054 1055 1243 1095"></td> <td data-bbox="1243 1055 1426 1095"></td> </tr> <tr> <td data-bbox="395 1095 874 1211">Strong understanding of front-end technologies (HTML5, CSS3, JavaScript, XML, PHP etc.).</td> <td data-bbox="874 1095 1054 1211">9 Years</td> <td data-bbox="1054 1095 1243 1211"></td> <td data-bbox="1243 1095 1426 1211"></td> </tr> <tr> <td data-bbox="395 1211 874 1290">Experience with responsive web design and accessibility standards.</td> <td data-bbox="874 1211 1054 1290">9 Years</td> <td data-bbox="1054 1211 1243 1290"></td> <td data-bbox="1243 1211 1426 1290"></td> </tr> <tr> <td data-bbox="395 1290 874 1435">Knowledge of backend technologies (e.g., APIs, database management using SQL databases).</td> <td data-bbox="874 1290 1054 1435">9 Years</td> <td data-bbox="1054 1290 1243 1435"></td> <td data-bbox="1243 1290 1426 1435"></td> </tr> <tr> <td data-bbox="395 1435 874 1514">Experience with cloud platforms (e.g. Azure, Amazon)</td> <td data-bbox="874 1435 1054 1514">5 Years</td> <td data-bbox="1054 1435 1243 1514"></td> <td data-bbox="1243 1435 1426 1514"></td> </tr> <tr> <td data-bbox="395 1514 874 1581">Expertise in handling and processing large datasets.</td> <td data-bbox="874 1514 1054 1581">9 Years</td> <td data-bbox="1054 1514 1243 1581"></td> <td data-bbox="1243 1514 1426 1581"></td> </tr> <tr> <td data-bbox="395 1581 874 1771">Experience with data integration tools and technologies such as ETL (Extract, Transform, Load), data warehousing, and data analytics frameworks.</td> <td data-bbox="874 1581 1054 1771">9 Years</td> <td data-bbox="1054 1581 1243 1771"></td> <td data-bbox="1243 1581 1426 1771"></td> </tr> <tr> <td data-bbox="395 1771 874 1951">Strong understanding of security best practices, including data encryption, secure coding practices, authentication and authorisation, and compliance with ICT regulations.</td> <td data-bbox="874 1771 1054 1951">9 Years</td> <td data-bbox="1054 1771 1243 1951"></td> <td data-bbox="1243 1771 1426 1951"></td> </tr> </tbody> </table>	Skills (A diploma/degree will count for 3 years of experience and will be added to work experience e.g. 3-year qualification + 6 years experience = 9 years.	Minimum Experience Years	Must be part of each applicant's CV		Years of Experience	Reference the section in the CV that details relevant experience	System analysis and system design experience	9 Years			Strong object-orientated development	9 Years			Experience in application configuration, maintenance and support	9 Years			Systems Integrations	5 Years			Strong understanding of front-end technologies (HTML5, CSS3, JavaScript, XML, PHP etc.).	9 Years			Experience with responsive web design and accessibility standards.	9 Years			Knowledge of backend technologies (e.g., APIs, database management using SQL databases).	9 Years			Experience with cloud platforms (e.g. Azure, Amazon)	5 Years			Expertise in handling and processing large datasets.	9 Years			Experience with data integration tools and technologies such as ETL (Extract, Transform, Load), data warehousing, and data analytics frameworks.	9 Years			Strong understanding of security best practices, including data encryption, secure coding practices, authentication and authorisation, and compliance with ICT regulations.	9 Years		
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	Strong debugging skills and familiarity with debugging tools.	9 Years		
	Understanding of healthcare data standards (e.g., HL7, FHIR).	3 Years		
	Knowledge of Electronic Health Records (EHR), Electronic Medical Records (EMR) systems and or electronic health patient-centric systems	3 Years		
	Awareness of healthcare workflows and processes (e.g., patient management, billing, insurance processing)	3 Years		
	Familiarity with integrating health applications with other systems (e.g., HL7 interfaces, APIs for clinical systems).	3 Years		
	Experience with interoperability protocols like HL7, DICOM, and FHIR.	3 Years		
	Strong analytical skills to understand complex requirements and design efficient solutions.	9 Years		
	Ability to work effectively in a team, mentor junior developers, and collaborate with other departments (e.g., clinical staff, and system administrators).	9 Years		
	Ability to explain technical concepts to non-technical team members and vice versa.	9 Years		
	Strong Linux server setup, configuration and management	5 Years		
	Providing training to end users	9 Years		
Personal Attributes	<ul style="list-style-type: none"> • Demonstrates passion and commitment to excellence • Demonstrates a commitment to high performance • Delivery-focused and goal-driven • An interest and passion for ICT • Role models the ECDOH values: • A willingness to go the extra mile • Attention to detail <p>Sets high standards and gets work done correctly the first time</p>			
Leadership	<ul style="list-style-type: none"> • Understand themselves and the impact they have on the people they interact with and the organisation's culture • Plays a leading and supporting role in implementing initiatives at a team level • Builds effective relationships with line management, team members and customers <p>Engages and co-operates with line management and team members to achieve the operating and team goals</p>			

Equipment required that needs to be provided to each developer at the cost of the service provider	A high-end laptop with a minimum specification of i7, Quad-core processor, 16GIG memory, 500GIG SSD, 2 X 22 inch LED screens with docking station and uncapped data for cloud development
Cellular phone	The resources must be available via cell phone as and when required

4.4 Requirements for business continuity-Security specialist	
ICN 81112011-0030 - BUSINESS CONTINUITY CONSULTANCY	
The Eastern Cape Department of Health (ECDOH) requires the expertise of a Security Specialist to support the delivery of comprehensive solutions aimed at safeguarding the department's ICT systems and infrastructure against vulnerabilities. The Security Specialist will collaborate with the ECDOH ICT team to ensure adherence to industry best practices and compliance with established security standards.	
4.4.1. Resource requirements	
ICN 81112011-0030 - BUSINESS CONTINUITY CONSULTANCY	
The Service Provider is required to provide one resource that has the below skillset with the minimum requirements need to be able to perform the work required.	
Location	East London Eastern Cape
Reporting to	ECDoH Provincial ICT
Job Outline	<p>We are seeking a service provider capable of supplying a security specialist to assist the Department with the following:</p> <ul style="list-style-type: none"> • Information security governance • Incident and risk management • Management of departmental systems and antivirus security solutions <p>The security specialist must also demonstrate the ability to quickly understand and adapt to industry-specific concepts and business processes.</p>
Technical	<ul style="list-style-type: none"> • Windows systems update management administration and management (WSUS) • Microsoft Virus and Threat protection management • Windows server security management • Firewall management • ECDoH VPN management • Management of ICT security threats
Functional	<ul style="list-style-type: none"> • Development of all ICT Policies and Standard Operating Procedures • Information security governance • Cyber security • Information risk management • Information security program development and management • Information security incident management • Ensure documentation is kept up to date • Interact with customers for fault resolution and training on new and modified applications • Liaise with Business teams, Application Support and IT teams to identify and resolve issues • Assist with training users • Plan, organize and control own work effort, including regular progress feedback to own and other relevant areas • Any other related tasks as required by the line manager

Minimum qualification and experience required

*The service provider **MUST** ensure that the table (Minimum Experience Required) is included in each CV submitted. Additionally, the table must contain two extra columns: one indicating compliance and the other referencing relevant experience.*

- **A Degree/ National Diploma in computer science/information systems with at least 5 years of working experience in information security OR a Grade 12 with at least 10 years of experience in information security.**
- **ISACA CISM-certified**

Skills, upon ISACA CISM Certification, achieved	Minimum Experience Years	Must be part of each applicant's CV	
		Years of Experience	Reference the section in the CV that details relevant experience
Governance (includes information risk management and compliance)	5 Years		
Information Risk Management (identifying and managing risks)	5 Years		
Information Security Program Development and Management (designing, building, and managing the program)	5 Years		
Information Security Incident Management (responding to and managing incidents)	5 Years		
Strong understanding of security best practices, including data encryption, secure coding practices, authentication and authorisation, and compliance with healthcare regulations.	5 Years		
Strong analytical skills to understand complex requirements and design efficient solutions.	5 Years		
Ability to work effectively in a team (e.g., clinical staff, and system administrators).	5 Years		
Ability to explain technical concepts to non-technical team members and vice versa.	5 Years		
Providing training to end users	5 Years		

Personal Attributes

- Demonstrates passion and commitment to excellence
- Demonstrates a commitment to high performance
- Delivery-focused and goal-driven
- An interest and passion for ICT
- Role models the ECDOH values:
- A willingness to go the extra mile

	<ul style="list-style-type: none"> Attention to detail Sets high standards and gets work done correctly the first time
Leadership	<ul style="list-style-type: none"> Understand themselves and the impact they have on the people they interact with and the organisation culture Plays a leading and supporting role in implementing initiatives at a team level Builds effective relationships with line management, team members and customers Engages and co-operates with line management and team members to achieve the operating and team goals
Equipment required that needs to be provided to each developer at the cost service provider	A high-end laptop with a minimum specification of i7, Quad-core processor, 16GIG memory, 500GIG SSD, 2 X 22 inch LED screens with docking station and uncapped data for cloud development
Cellular phone	The resources must be available via cell phone as and when required.

4.5. OTHER CONDITIONS

Applicable to

**ICN 81112011-0019 - BUSINESS INFORMATION SERVICES
ICN 81112011-0030 - BUSINESS CONTINUITY CONSULTANCY**

- 4.5.1 The Curriculum vitae of the human resources that will be provided must be attached to the proposal with all supporting documentation.
- 4.5.2 If a resource becomes unavailable, the service provider must provide a suitable resource (meeting the same qualifications and experience) to replace such a resource with immediate effect.

4.5.3 Business Information Systems Standards

- Conform to best practices
- The successful bidder and the resources will be required to sign a non-disclosure agreement with the ECDoH that will prevent the bidder and resources to copy and disclose any system code and or intellectual property of the systems of the Department to any 3rd party.

4.5.4. Business continuity/security Standards

- Conform to all National, Provincial and Departmental security standards and prescripts
- Conform to best practices and security standard that are commonly used within South Africa.

PRICING SCHEDULE

NOTE: INDICATE IF YOUR NON-FIRM PRICES (PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS)

NAME OF BIDDER:
BID NO.: SCMU3-24/25-0609-HO
DESCRIPTION: PROCUREMENT OF 3 X SYSTEMS DEVELOPMENT (ICN 81112011-0019) AND 1 X SECURITY RESOURCE (ICN 81112011-0030) THROUGH SITA RFB-1183 FOR THE EASTERN CAPE DEPARTMENT OF HEALTH FOR A PERIOD OF 36 MONTHS
CLOSING TIME ON THE

OFFER TO BE VALID FOR...**120**.....DAYS FROM THE CLOSING DATE OF BID

NB:

- **Prices must be inclusive of VAT.**
- **Bid prices must be submitted in South African Rand (ZAR) and include all applicable taxes.**

Pricing must include VAT @ 15%

Item	Resource	Year 1 VAT Incl.	Year 2 VAT Incl.	Year 3 VAT Incl.	Total for 3 Years VAT Incl.
1	Senior system developer (ICN 81112011-0019)				
2	Senior system developer (ICN 81112011-0019)				
3	Senior system developer (ICN 81112011-0019)				
4	ICT security specialist (ICN 81112011-0030)				
Total cost (VAT inclusive)					

BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)

- Required by: Department of Health
Bhisho

- Required by: Easter Cape Department of Health
At:

PRICE ADJUSTMENTS

A NON-FIRM PRICES SUBJECT TO ESCALATION

IN CASES OF PERIOD CONTRACTS, NON FIRM PRICES WILL BE ADJUSTED (LOADED) WITH THE ASSESSED CONTRACT PRICE ADJUSTMENTS IMPLICIT IN NON FIRM PRICES WHEN CALCULATING THE COMPARATIVE PRICES

2. IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING FORMULA:

$$Pa = (1 - V)Pt \left(D1 \frac{R1t}{R1o} + D2 \frac{R2t}{R2o} + D3 \frac{R3t}{R3o} + D4 \frac{R4t}{R4o} \right) + VPt$$

Where:

Pa	=	The new escalated price to be calculated.
(1-V)Pt	=	85% of the original bid price. Note that Pt must always be the original bid price and not an escalated price.
D1, D2..	=	Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors D1, D2...etc. must add up to 100%.
R1t, R2t.....	=	Index figure obtained from new index (depends on the number of factors used).
R1o, R2o	=	Index figure at time of bidding.
VPt	=	15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

The following index/indices must be used to calculate your bid price:

Index..... Dated..... Index..... Dated..... Index..... Dated.....

Index..... Dated..... Index..... Dated..... Index..... Dated.....

FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

FACTOR (D1, D2 etc. eg. Labour, transport etc.)	PERCENTAGE OF BID PRICE

PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS

Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE	DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE	DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE

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**

Signature:.....

Member Name:.....

.....

.....

Bidder's Stamp

Capacity / Position

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

2.2.1 If so, furnish particulars:

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

.....
.....

2.3 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 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.

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.

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

.....

Position

.....

Date

.....

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

(delete whichever is not applicable for this tender).

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 PREFERENCE POINT SYSTEMS

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

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

80/20

or

90/10

$$P_s = 80 \left(1 + \frac{P_t - P_{\max}}{P_{\max}} \right)$$

or

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

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where 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)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically Disadvantage Individuals:			
o Race	20%	4	
o Women	30%	6	
o Disability	20%	4	
Youth	20%	4	
Military Veterans	10%	2	
TOTAL	100%	20	

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:

SCHEDULE D: QUALIFICATIONS AND EXPERIENCE

1. Details of the extent of the bidders activities and business, e.g. branches etc:

2. A list of existing /previous contracts relating to services which are similar to the Services:

Description of Contract	Period	Contact Person & Tel No.
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

(Please provide contactable references)

3. The number of years that the bidder has been in the business of providing services which are materially the same as the Services:

4. The name of the person who shall manage the Services:

5. Detail such person's qualifications and experience below :

SIGNATURE OF (ON BEHALF OF) BIDDER

NAME IN CAPITALS

In the presence of:

1. _____

2. _____

SCHEDULE E: ORGANIZATION TYPE

PARTNERSHIP/CLOSED CORPORATION/COMPANY

(Delete which is not applicable)

The bidder comprises of the following partners/members/directors:

1. NAME _____
ADDRESS : _____

ID NUMBER: _____
2. NAME : _____
ADDRESS : _____

ID NUMBER: _____
3. NAME : _____
ADDRESS : _____

ID NUMBER: _____
4. NAME : _____
ADDRESS : _____

ID NUMBER: _____
5. NAME : _____
ADDRESS : _____

ID NUMBER: _____

SIGNATURE OF (ON BEHALF OF) BIDDER

NAME IN CAPITALS

In the presence of:

1. _____
2. _____

SCHEDULE G: DETAILS OF SUPPLIER'S NEAREST OFFICE

1. Physical address of supplier's office

2. Telephone No of office: _____

Time period for which such office has been used by supplier: _____

SIGNATURE OF (ON BEHALF OF) BIDDER

NAME IN CAPITALS

In the presence of:

1. _____

2. _____

SCHEDULE H: FINANCIAL PARTICULARS

This schedule must be completed by the bidder and submitted together with the bid. **Documentary proof confirming availability of financial resources to execute the contract from the bidder’s financial institution in the form of a 3 months bank statement.** If this requirement is not complied with in full the bid may be considered invalid.

Nature of Service: _____

Name of bidder: _____

Bid Number: _____

	<p><u>FINANCIAL POSITION OF BIDDER</u></p> <p>I/we hereby certify that I/we have the necessary financial capacity and resources to execute the above contract successfully for the bid amount. I / we hereby attach letter confirming availability of financial resources from the financial institution. I / we give the ECDOH permission to contact the financial institution below to confirm the information provided.</p> <p>In the absence of the above, a letter confirming that the bidder has applied for financial assistance from any financial institution and that the institution is willing to favourably consider such application in the event that the bidder is successful, will also satisfy the Department.</p>
NAME OF FINANCIAL INSTITUTION	
ADDRESS	
TEL.NO	
FAX NO	
CONTACT PERSON	

SIGNATURE OF (ON BEHALF OF) BIDDER

NAME IN CAPITALS

In the presence of:

1. _____

2. _____

SCHEDULE A: GOVERNMENT PROCUREMENT
General Conditions of Contract

Annexure A

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 (GCC) 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
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6. Patent rights
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27. Settlement of disputes
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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 sub Service Providers) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

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

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

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or Service Provider 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 and 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 Sub Service Provider(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.

24. Anti-dumping and countervailing duties and rights

- 24.1 When, after the date of bid, provisional payments are required, or antidumping 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 Service Provider to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the Service Provider 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 accrued hereafter 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.
- 28.1 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 (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34. Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) / 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.