Special Conditions of Contract

NT006-1-2025:

APPOINTMENT OF A SERVICE PROVIDER(S) FOR DISTRIBUTION AND ADMINISTRATION OF RSA RETAIL BONDS FOR A PERIOD OF THREE (3) YEARS

CLOSING DATE: 17 OCTOBER 2025 AT 11:00 AM

VALIDITY PERIOD: 90 DAYS

S U P P L Y C H A I N M A N A G E M E N T

A LEGISLATIVE AND REGULATORY FRAMEWORK

This bid and all contracts will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999), Preferential Procurement Policy Framework Act (PPPFA), NT SCM policy and any other applicable legislation. The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are against the General Conditions of Contract, the Special Conditions of Contract takes precedence.

B. EVALUATION PROCESS AND CRITERIA

1. EVALUATION PROCESS

1.1. All bids will be evaluated in terms of functionality and preference point system which comprises of the following:

1.1.1 Stage 1: Initial screening process

a) In terms of National Treasury Instruction No. 4A of 2016/2017 regarding the National Central Supplier Database (CSD), all bidders must register on the CSD to provide the following information to be verified through the CSD:

- Business registration, including details of directorship and membership.
- Bank Account holder information.
- In the service of the State status.
- Tax compliance status.
- Identity number.
- Tender default and restriction status; and
- Any additional and supplementary verification information communicated by National Treasury.

b) **Administrative compliance**

Duly completed and signed.

- Invitation to bid – SBD 1
- Pricing schedule SBD 3.3
- Declaration of interest–SBD 4
- Preference Point Claim Form – SBD 6.1
- Provide ID copies for all managing Directors.
- CIPC

1.1.2 Stage 2: Functionality evaluation as per attached Terms of Reference

- Bids will be evaluated strictly according to the bid evaluation criteria stipulated in the terms of reference.

- Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

- Bidders will not rate themselves but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.

- The panel members will individually evaluate the responses received against the following criteria as set out below:

- Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria.

- The technical proposal will be scored out of 100 points, with a minimum threshold of 65% required. Bidders that do not meet the minimum functionality threshold of 65% will not be consider for further evaluation. Bidders will be evaluated on the functionality evaluation criteria in a table below:

Table 1: Summary of functional/Technical Evaluation Criteria

	Criteria	**Max. Points**	**Scoring Criteria**
	FUNCTIONALITY CRITERIA		
1	**Company Experience** Demonstrate experience in retail instruments, financial products and services, or large-scale investment products. Company to provide company profile, list of similar projects and signed client reference letters. ***The list and evidence must address successfully completed project/s as the following:*** *Description of the project, Client name, Client contact (i.e., email and office number),*	30	**5 = Excellent** List and submit five (5) or more signed reference letters of similar projects completed and more than 10 years' experience. **4 = Very good** List and submit four (4) reference letters of similar projects completed and 6 – 10 years' experience. **3 = Good** List and submit three (3) reference letters of similar

	Project start date, project end date, and contract value. Reference letters should be on referral client letterhead and signed		projects completed and 3 – 5 years' experience. **2 = Average** List and submit two (2) reference letters of similar projects completed and 1 – 2 years' experience. **1 = Poor** No relevant experience provided or references submitted.
2	**Customer Service & Investor Support** Proposed service model (call centre, digital, in-person); responsiveness and proven track record with high-volume clients. Company to provide report with service model description, call centre metrics, digital support platform screenshots.	20	5 = Comprehensive service model including call centre, digital, and in-person channels fully described. Demonstrates rapid responsiveness statistics and digital support response time Proven track record with 5 or more high-volume clients. Provides detailed report with all required call centre metrics and clear screenshots of digital platforms. 4 = Service model includes at least two of the channels (call centre, digital, or in-person) clearly described. Responsiveness metrics identified and digital response under 2 hours. Proven track record with 3-4 high-volume clients. Provides report with most call centre metrics and digital platform screenshots. 3 = Service model includes at least one channel described. Proven track record with 1-2 high-volume clients. Provides partial report with some call centre metrics and platform screenshots. 2 = Basic or unclear service model description; limited call

			centre or digital platform evidence; minimal responsiveness demonstrated; no proven track record with high-volume clients. 1 = No service model description or evidence provided; no call centre metrics or digital support platform data submitted.
3	**Systems & Transaction Management** Security, robustness, and scalability of IT systems; digital innovation (apps, e-KYC); integration with NT/SARB platforms. Company to provide IT system diagrams, data protection compliance, digital platform demonstrations, security certifications.	20	5 = IT systems show full robustness, scalability, and advanced security with up-to-date certifications. Clear system diagrams demonstrate seamless integration with NT/SARB platforms. Digital innovation includes fully functional e-KYC and app platforms. Comprehensive data protection compliance documentation and live digital platform demonstrations provided. 4 = IT systems are well developed with up-to-date certifications. Clear system diagrams demonstrate seamless integration with NT/SARB platforms. Digital innovation includes functional e-KYC and app platforms. good data protection compliance documentation and live digital platform demonstrations provided 3 = IT systems show partial scalability and security features with limited integration evidence 2 = IT systems show basic functionality only, little or no scalability, weak security, no integration evidence. 1 = IT systems inadequate, no evidence of security or scalability.

			No integration diagrams or documentation.
4	**Transition of Existing Portfolio** Feasibility and detail of transition plan; risk mitigation; assurance of uninterrupted service. Company to provide Transition plan and risk management framework.	15	5 = Transition plan is comprehensive, detailed, and feasible with clear timelines, resource allocation, and key milestones. Robust risk mitigation framework with identification, assessment, and strong controls. Clear assurance of uninterrupted service with contingency and fallback plans. 4 = Transition plan is well-developed with most key details and feasible timelines. Risk mitigation is well-structured with most relevant risks addressed. Service continuity addressed with solid contingency measures. 3 = Average transition plan with limited risk management detail. 2 = Timelines of transition plan are vague or unrealistic. Risk mitigation is minimal or poorly addressed. Service continuity assurances are weak or lacking detail. 1 = No clear plan or risk mitigation measures.
5	**Innovation & Digital Transformation** Company to provide detailed innovation strategy or digital transformation plan. Reports/case studies of prior use of innovative technologies (e.g., mobile apps, digital KYC, blockchain, AI-powered platforms). Including evidence of successful digital adoption in similar financial service projects.	15	5 = Comprehensive and innovative digital-first approach with strong evidence of successful implementation, scalability, and relevance to RSA Retail Savings Bonds. 4 Comprehensive and innovative digital-first approach with good evidence of successful implementation, scalability, and relevance to RSA Retail Savings Bonds

			3 = Some use of digital tools and channels, but limited innovation or scalability. 2 = Minimal use of digital tools and channels, but limited innovation or scalability. 1 = No evidence of innovation; outdated or manual processes proposed.
	Total Threshold	**100%**	
	Minimum threshold	**65%**	

- Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria. This score will be converted to a percentage, and only bidders that have met or exceeded the minimum threshold of 65% during functionality will be considered.
- The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

TERMS AND CONDITIONS

- Successful bidder(s) must be able to commence work as soon as the letter of appointment is issued.
- National Treasury reserves the right to screen and vet shortlisted service providers before appointment.
- National Treasury reserves the right to terminate the contract if there is clear evidence of deviations from the agreed specifications.
- National Treasury may, in its sole discretion, instruct a key area or any part thereof to more than one successful bidder.
- The successful service provider(s) and its employees or consultants will have to undergo a mandatory security clearance process. The National Treasury reserves the right to cancel, terminate or, not award the contract to a company that either doesn't avail itself for security clearance or fails such. The successful Supplier will also enter into a non-disclosure agreement with the National Treasury.

- The National Treasury has the right to terminate the contract as and when the services are no longer required or as soon as the allocated funds are depleted.
- The service provider must undertake to conclude an agreement(s) which must consist of, but is not limited to the following:
  - A clear description of the required services and deliverables
  - Defined payment terms for the service.
  - Agreement that the successful service provider shall be a single point of contact for the service. In a case where the service provider outsourced services, the service provider will manage the National Treasury outsourced company directly.
  - Agreement that the successful service provider must provide qualified personnel who have undergone necessary training and certification to provide the required service. Should the skill/s not be available in-house, this must be specified.
- National Treasury reserves the right to communicate with the service providers pertaining to information submitted on the closing date and time.

PENALTIES/WARRANTIES

- If it is shown that errors or shortcomings exist within the service provided, the bidder shall be notified in writing and shall be required to perform corrective services within seven (7) days to remedy such errors at no cost to the National Treasury.

- Where the services do not meet the minimum standards of the National Treasury, the National Treasury shall be entitled to deduct up to 5% (five percent) penalty on the relevant monthly invoice as will be set out in the service level agreement.

- National Treasury reserves the right to reject work that does not meet the required standard and engage a different service provider to complete the work. National Treasury shall serve thirty (30) days written notice for termination of contract in the case of non-performance.

- Should any audit or inspection reveal that the Contractor has not complied with any of the terms of this contract, the Contractor will be liable for the cost of the audit or inspection as well as the cost of any losses incurred by the National Treasury associated with such non-compliance.

- National Treasury also has the right to terminate the contract at any stage if there is substantive proof of inefficiency in the delivery of the service.

2. EVALUATION CRITERIA

a) In terms of regulation 4 (1) of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will

be adjudicated by the State on the 80/20-preference point for Specific goals in terms of which points are awarded to bidders on the basis of:

- The bidded price (maximum 80 points)
- Specific goals (maximum 20 points)

b) The following formula will be used to calculate the points for price in respect of bidders with a Rand value up to R50 000 000:

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

Where

Ps = Points scored for price of tender under consideration;
Pt = Price of tender under consideration; and
Pmin = Price of lowest acceptable tender.

A maximum of 20 points may be awarded to a tenderer for the specific goals specified for the tender. The points scored for the specific goal must be added to the points scored. for price and the total must be rounded off to the nearest two decimal places. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

c. The State reserves the right to arrange contracts with more than one contractor.

2.1 POINTS

The Preferential Procurement Regulations 2022 were gazetted on 4 November 2022 (No. 47452) with effect from 16 January 2023. The 80/20 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

Note to organs of state: 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.)

Table 2: Specific Goals Criteria

#	Specific goals	Score	Required proof/documents to be submitted for evaluation purposes
1.	The company owned by Historically Disadvantaged Individuals (HDI) (Black). • 100% company owned by people who are Black (HDI) = 10 points • 75% - 99% company owned by people who are Black (HDI) = 8 points • 60% - 74% company owned by people who are Black (HDI) = 6 points • 51%- 59% company owned by people who are Black (HDI) = 3 point • 0 - 50% company owned by people who are Black (HDI) = 0 point	10 points	Proof of claim as declared on SBD 6.1 (one or more of the following will be used verifying the tenderer's status: • Company Registration Certification / document (CIPC) • Certified identification documentation of company director/s • Consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.
2.	The company owned by Women. • 100% company owned by people who are women = 10 points • 75% - 99% company owned by people who are women = 8 points • 60% - 74% company owned by people who are women = 6 points • 51%- 59% company owned by people who are Black (HDI) = 3 point	10 points	

#	Specific goals	Score	Required proof/documents to be submitted for evaluation purposes
	• 0 - 50% company owned by people who are women = 0 point		

***NB: Points will be allocated based on % ownership to the Company (main tendering entity). Please attach proof/ required documents.**

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.

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.

a) The points scored by a bidder in respect of points indicated above will be added to the points scored for price.
b) Bidders are requested to complete the various specific goals forms in order to claim points.
c) Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for specific goals.
d) The National Treasury may, before a bid is adjudicated or at any time, require a bidder to substantiate claims made with regard to their specific goals.
e) Points scored will be rounded off to the nearest 2 decimals.
f) In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for the bid. Should two or more bids be equal in all respects, the award shall be decided by drawing lots.
g) A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

3. MANDATORY REQUIREMENTS

3.1 An administrative evaluation will be carried out on all the bids received and if the undermentioned documentation is not signed and/or attached such a bid will be eliminated from any further evaluation.

a) In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified).
b) In the case of Joint Ventures and consortium, proposals must contain signed teaming Agreements.
c) Proof of company registration on Central Suppliers Database (CSD).
d) In the case of a Joint Venture, Consortium, Trust, or Partnership a Consolidated or for both companies Central Supplier Database Registration (CSD) is required.

e) The bidder must have a valid Financial Sector Conduct Authority (FSCA) accreditation. Please provide your Financial Service Providers (FSPs) number.

f) Service providers **must submit a signed CV** in the prescribed template as in **ANNEXURE A below**

FAILURE TO ADHERE TO THE CONDITIONS STATED ABOVE WILL LEAD TO DISQUALIFICATION

NOTE: Additional Required Documents (Not for elimination)

a) Bidders must also submit a detailed cost estimation and operating budget that outlines all expected expenses associated with assuming the full RSA Retail Bonds function. This should include capital and operational expenditures and demonstrate affordability, value for money, and scalability over the 3-year contract period.

4. TAX COMPLIANCE STATUS

Bids received from bidders with a non- compliant tax status may be disqualified with failure to update the Tax Status within 7 days.

5. VALUE ADDED TAX

All bid prices must be inclusive of 15% Value-Added Tax where applicable.

6. CLIENT BASE

6.1 National Treasury reserves the right to contact references during the evaluation and adjudication process to obtain information.

7. LEGAL IMPLICATIONS

Successful service providers will enter into a service level agreement with National Treasury

8. COMMUNICATION

National Treasury may communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the National Treasury in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

9. SUBMISSION OF BIDS

9.1 ONLINE BID SUBMISSION

9.1.1 Bidders must submit their bids online through the e-Tender Publication portal.

9.1.2 Manual or hardcopy bids are **NOT** acceptable.

9.1.3 The online e-Tender publication portal can be accessed on the following link: **https://www.etenders.gov.za/**

9.1.4 The link for online bid submission tutorial is attached as **https://youtu.be/B7pNseNJYHM**

9.1.5 Bidders must ensure that bids are uploaded onto the system by the stipulated date and time.

9.1.6 If a bid is late and or loaded incorrectly by the closing date, it will not be accepted and receive further consideration**.**

9.1.7 Bidders are required to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth, or the size of the number of uploads they are submitting. National Treasury will not be held liable for any challenges experienced by bidders as a result of their technical challenges. Please do not wait for the last hour to submit. Queries sent on the closing date will not be considered, queries should be sent at least a day before the closing date to prevent issues of not receiving assistance and National Treasury will not be held liable resulting in non-submission.

9.1.8 Bidders to adhere to all the rules for the online bid submission.

10. LATE BIDS

Bids received after the closing date and time will **NOT** be accepted for consideration.

11. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in such bids being disqualified.

12. PROHIBITION OF RESTRICTIVE PRACTICES

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

- directly or indirectly fixing a purchase or selling price or any other trading condition;
- dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
- collusive bidding.

b. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and 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.

13. FRONTING

a. The National Treasury supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the National Treasury condemns any form of fronting.

The National Treasury, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the National Treasury may have against the bidder/contractor concerned.

14. TIMEFRAMES AND FORMAL CONTRACT

Successful bidder(s) will enter into a formal contract with the National Treasury.

15.1 FUNCTIONALITY/TECHNICAL PROPOSAL

Bid No: **NT006-1-2025:**

Description: APPOINTMENT OF A SERVICE PROVIDER(S) FOR DISTRIBUTION AND ADMINISTRATION OF RSA RETAIL BONDS FOR A PERIOD OF THREE (3) YEARS

Bid closing date and time: **17 OCTOBER 2025 AT 11H00AM**

15.2 PRICE/ FINANCIAL PROPOSAL

Bid No: **NT006-1-2025**

Description: APPOINTMENT OF A SERVICE PROVIDER(S) FOR DISTRIBUTION AND ADMINISTRATION OF RSA RETAIL BONDS FOR A PERIOD OF THREE (3) YEARS

Closing date and time**: 17 OCTOBER 2025 AT 11H00AM**

17. CONTACT DETAILS

Physical address: 40 Church Street, Pretoria

For General enquiries: NTAdministrativeTenders@Treasury.gov.za