


<b>TENDER DOCUMENT GOODS AND SERVICES</b>		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
<b>SUPPLY CHAIN MANAGEMENT</b>		
SCM - 542	Approved by Branch Manager: February 2024	Version: 10

**TENDER NO: 213G/2025/26****TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT****CONTRACT PERIOD: FROM DATE OF COMMENCEMENT OF CONTRACT UNTIL 30 JUNE 2029**

<b>CLOSING DATE</b>	<b>19 May 2026</b>
<b>CLOSING TIME</b>	<b>10:00 am</b>
<b>TENDER BOX NUMBER</b>	<b>191</b>
<b>TENDER FEE</b>	<b>R200</b>

Non – refundable tender fee payable to the City of Cape Town (CCT) for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document.

<b>TENDERER</b>	
<b>NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (hereinafter the "Tenderer")</b>	
<b>TRADING AS (if different from above)</b>	
<b>Registration number of Tenderer</b>	
<b>Physical address and chosen domicile citandi et executandi of Tenderer</b>	

<b>NATURE OF TENDER OFFER (please indicate below)</b>	
<b>Main Offer (see clause 2.2.11.1)</b>	
<b>Alternative Offer (see clause 2.2.11.1)</b>	

<b>TENDER SERIAL NO.:</b>
<b>SIGNATURES OF CCT OFFICIALS AT TENDER OPENING</b>
<b>1</b>
<b>2</b>
<b>3</b>

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# THE TENDER

## T.1 GENERAL TENDER INFORMATION

<b>TENDER ADVERTISED</b>	:	213G/2025/26
<b>SITE VISIT/CLARIFICATION MEETING</b>	:	28 April 2026 at 14:00 p.m. Not compulsory, but strongly recommended
<b>VENUE FOR SITE VISIT/CLARIFICATION MEETING</b>	:	<p>Join Online Microsoft Teams Meeting</p> <p><a href="https://teams.microsoft.com/meet/33241143211121?p=Wlj9c3qzfMKHFQkHJZ">https://teams.microsoft.com/meet/33241143211121?p=Wlj9c3qzfMKHFQkHJZ</a></p> <p>Meeting ID: 332 411 432 111 21 Passcode: F9cu9gq6</p>
<b>TENDER BOX &amp; ADDRESS</b>	:	<p><b>Tender Box as per front cover</b> at the <b>Tender &amp; Quotation Boxes Office</b>, 2<sup>nd</sup> Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town.</p> <p>:</p> <p>The Tender Document (which includes the Form of Offer and Acceptance) completed and signed in all respects, plus any additional supporting documents required, must be submitted in a sealed envelope with the name and address of the tenderer, the endorsement <b>TENDER NO. 213G/2025/26: TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE &amp; OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT</b>, the tender box number. and the closing date indicated on the envelope. The sealed envelope must be inserted into the appropriate official tender box before closing time.</p> <p>If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at the public counter (Tender Distribution Office) for alternative instructions. It remains the tenderer's responsibility to ensure that the tender is placed in either the original box or as alternatively instructed.</p>
<b>CCT TENDER REPRESENTATIVE</b>	:	Email: <a href="mailto:tbs.tenderqueries@capetown.gov.za">tbs.tenderqueries@capetown.gov.za</a>

## T.2 CONDITIONS OF TENDER

### 2.1 General

#### 2.1.1 Actions

**2.1.1.1** The City of Cape Town (hereafter referred to as the “CCT”) and each tenderer submitting a tender offer (hereinafter referred to as the “tenderer” or the “supplier”) shall comply with item T.2 of this Tender Document Goods and Services (hereinafter referred to as these “Conditions of Tender”). The tenderer and the CCT shall collectively hereinafter be referred to as the “Parties” and individually a “Party”). In their dealings with each other, the Parties shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, and shall comply with all legal obligations imposed on the Parties herein and in accordance with all applicable laws.

**The Parties agree that this tender Document Goods and Services (hereinafter referred to as the “Tender” / “Tender Document”), its evaluation and acceptance and any resulting contract shall also be subject to the CCT’s Supply Chain Management Policy (‘SCM Policy’) that was applicable on the date the bid was advertised and as amended from time to time. If the CCT adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender (hereinafter referred to as the “Contract”), such clause shall also be applicable to that Contract. Please refer to this document contained on the CCT’s website.**

**Abuse of the supply chain management system is not permitted and may result, inter alia, (1) in the tender being rejected; (2) cancellation of the contract; (3) restriction of the supplier, and/or (4) the exercise by the CCT of any other remedies available to it as provided for in the SCM Policy and/or the Contract and/or this tender and/or any applicable laws .**

**2.1.1.2** The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

**2.1.1.3** The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

#### 2.1.2 Interpretation

**2.1.2.1** The additional requirements contained in Annexure F to the contract (hereinafter referred to as the “returnable documents” / “Returnable Schedules”) are part of these Conditions of Tender and are specifically hereby incorporated into these Conditions of Tender.

**2.1.2.2** These Conditions of Tender and returnable Documents which are required for CCT’s tender evaluation purposes herein, shall form part of the Contract arising from the CCT’s corresponding invitation to tender.

#### 2.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers / tenderers by its Director: Supply Chain Management or his nominee. Similarly, any communication of the tenderer / supplier that is not reduced to writing by the tenderer / supplier, its employees, agents or advisors, shall not be regarded as binding on the CCT, unless communicated to the CCT in writing by the suppliers / tenderers, or their duly authorised representatives.

## 2.1.4 The CCT's right to accept or reject any tender offer

**2.1.4.1** The CCT may accept or reject any tender offer and may cancel the corresponding tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable tenders are received;
- (d) there is a material irregularity in the tender process; or
- (e) the Parties are unable to negotiate market related pricing.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection, but will give written reasons for such action upon receiving a written request to do so.

## 2.1.5 Procurement procedures

### 2.1.5.1 General

Unless otherwise stated in the Conditions of Tender, a contract will be concluded with the tenderer who scores the highest number of tender adjudication points.

The CCT intends to appoint two tenderers (the highest ranked tenderer ("the winner") and in addition an ("alternative tenderer")) **for each schedule, A, B, and C** as depicted below for the allocation of work. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Tenderers are to indicate which Schedule they are tendering for in returnable schedule **F.13A: SCHEDULE SELECTION**

SCHEDULE	DESCRIPTION
Schedule A	SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT
Schedule B	FULFILMENT AND ASSURANCE OF EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT
Schedule C	SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a "winner-takes-all" basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer ("the winner"), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

The contract period shall be for a period of **FROM DATE OF COMMENCEMENT OF CONTRACT UNTIL 30 JUNE 2029**

### 2.1.5.2 Proposal procedure using the two stage-system

A two-stage system will not be followed.

### 2.1.5.3 Nomination of Standby Bidder

“Standby Bidder” means a bidder, identified by the CCT at the time of awarding a bid that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy, as amended from time to time.

### 2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

#### 2.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

- a) Persons aggrieved by decisions or actions taken by the CCT in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

#### 2.1.6.2 Appeals

- a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the CCT, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.
- b) An appeal must contain the following:
- i. Must be in writing
  - ii. It must set out the reasons for the appeal
  - iii. It must state in which way the Appellant’s rights were affected by the decision;
  - iv. It must state the remedy sought; and
  - v. It must be accompanied with a copy of the notification advising the person of the decision
- c) The relevant CCT appeal authority must consider the appeal and **may confirm, vary or revoke** the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

#### 2.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000

The sub- clauses above do not influence any affected person’s rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

- 2.1.6.4 All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:  
**The City Manager** - C/o the Manager: Legal Compliance Unit, Legal Services Department, Office of the City Manager  
**Via hand delivery at:** 20<sup>th</sup> Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001  
**Via post at:** Private Bag X918, Cape Town, 8000  
**Via email at:** [MSA.Appeals@capetown.gov.za](mailto:MSA.Appeals@capetown.gov.za)

- 2.1.6.5 All requests referring to clause 2.1.6.3 must be submitted in writing to:  
**The City Manager** - C/o the Manager: Access to Information Unit, Legal Service Department, Office of the City Manager  
**Via hand delivery at:** 20<sup>th</sup> Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001  
**Via post at:** Private Bag X918, Cape Town, 8000  
**Via email at:** [Access2info.Act@capetown.gov.za](mailto:Access2info.Act@capetown.gov.za)

#### 2.1.6.6 The minimum standards regarding accessing and 'processing' of any personal information belonging to another in terms of Protection of Personal Information Act, 2013 (POPIA).

For purposes of this clause 2.1.6.6, the contract and these Conditions of Tender, the terms “data

subject", "Personal Information" and "Processing" shall have the meaning as set out in section 1 of POPIA, and "Process" shall have the corresponding meaning.

The CCT, its employees, representatives and sub-contractors may, from time to time, Process the

tenderer's and/or its employees', representatives' and/or sub-contractors' Personal Information, for purposes of, and/or relating to, the tender, the contract and these Conditions of Tender, for research purposes, and/or as otherwise may be envisaged in the CCT's Privacy Notice and/or in relation to the CCT's Supply Chain Management Policy or as may be otherwise permitted by law. This includes the Processing of the latter Personal Information by the CCT's due diligence assurance provider, professional advisors and the Appeal Authority as applicable. The CCT's justification for the processing of such aforesaid Personal Information is based on section 11(1)(b) of POPIA, i.e., in terms of which the CCT's Processing of the said Personal Information is necessary to carry out actions for the conclusion and/or performance of the contract, to which the applicable data subject (envisaged in this clause 2.1.6.6 above) is a party.

All requests relating to data protection must be submitted in writing to:

The City Manager - C/o the Information Officer, Office of the City Manager

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X9181, Cape Town, 8000

Via email at: [Popia@capetown.gov.za](mailto:Popia@capetown.gov.za)

#### **2.1.6.7 Compliance to the CCTs Appeals Policy.**

In terms of the CCT's Appeals Policy, a fixed upfront administration fee will be charged. In addition, a surcharge may be imposed for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals.

The current approved administration fee is R300.00 and may be paid at any of the Municipal Offices or at the Civic Centre in Cape Town using the GL Data Capture Receipt attached as Annexure F.14: Appeal Application Form. Alternatively, via EFT into the CCT's NEDBANK Account: CITY OF CAPE TOWN and using Reference number: 198158966. You are required to send proof of payment when lodging your appeal.

The current surcharge for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals will be calculated as  $\frac{1}{2}$  (Administrative cost of the tender appeal) + 0.25 % (Appellant's tender price).

Should the payment of the administration fee of R300.00 or the surcharge not be received, such fee or surcharge will be added as a Sundry Tariff to the bidder's municipal account.

In the event where the bidder does not have a Municipal account with the CCT, the fee or surcharge may be recovered in terms of the CCT's Credit Control and Debt Collection By-law, 2006 (as amended) and its Credit Control and Debt Collection Policy.

#### **2.1.7 CCT Supplier Database Registration**

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the CCT's Supplier Database may collect registration forms from the Supplier Management Unit located within the Supplier Management / Registration Office, 2<sup>nd</sup> Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5). Registration forms and related information are also available on the CCT's website [www.capetown.gov.za](http://www.capetown.gov.za) (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

## 2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address <https://secure.csd.gov.za>

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

## 2.2 Tenderer's obligations

### 2.2.1 Eligibility Criteria

**2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document and the Conditions of Tender. An acceptable tender must "COMPLY IN ALL" aspects with the tender, Conditions of Tender, all Specifications (i.e., item C.5 below, hereinafter the "Specifications"), pricing instructions herein and the Contract including its conditions.**

#### 2.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established, *inter alia* that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

#### 2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule below to be completed);
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule below to be completed);
- c) A copy of the partnership / joint venture / consortium agreement to be provided, where applicable.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule below to be completed);
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule below to be completed);
- g) The tenderer (including any of its representatives, directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer's tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS;
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage;
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, who is directly or indirectly involved or associated with the bid specification committee;
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the CCT** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- l) The tenderer (including any of its representatives, directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time;
- m) The tenderer (including any of its representatives, directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

**2.2.1.1.3 Compulsory clarification meeting**

Not Applicable

**2.2.1.1.4.1 – OEM/DISTRIBUTOR ACCREDITATION**

**OEM ACCREDITATION REQUIREMENTS**

SCHEDULE	DESCRIPTION	OEM Required
Schedule A	SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT	ADTRAN DWDM
Schedule C	SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)	New DWDM Transmission Solution

**PLEASE NOTE - OEM/Distributor Contact Details**

It is essential that tenderers ensure that a contactable person, duly authorised by the OEM / Distributor for the relevant schedule is available in order to verify the validity of the OEM/Distributor information provided for each submission.

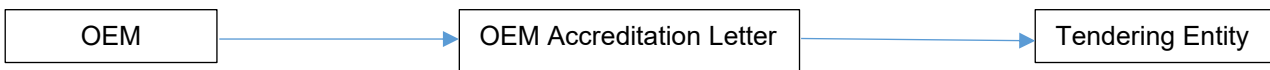
Such contact details must be provided in returnable schedule **F13.B1: OEM/DSITRIBUTOR ACCREDITATION/AUTHORISATION CONACT DETAILS**

**APPLICABLE TO SCHEDULE A AND C ONLY**

Only tenderers that are accredited by the OEM / Distributor for the relevant Schedule to sell the goods, software, support and manage any warranty processes and escalations as and when required will be declared responsive for the respective Schedule.

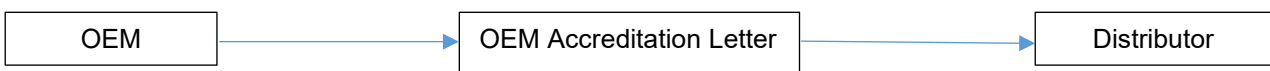
**1. If the tender is accredited by the OEM directly:**

- a) Proof of such valid accreditation must be submitted from the OEM addressed to the **tendering entity** and appended to returnable schedule **F13C1: OEM/ DISTRIBUTOR ACCREDITATION**.



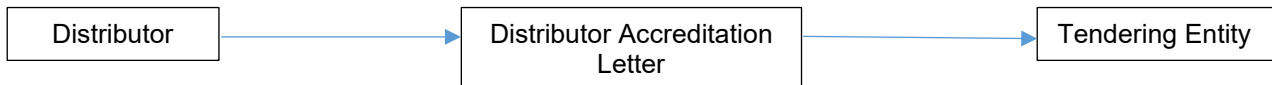
**2. If the tenderer is accredited by a Distributor:**

- a) Proof of such valid accreditation must be submitted from the OEM addressed to the Distributor and appended to returnable schedule **F13C1: OEM/ DISTRIBUTOR ACCREDITATION**.



**AND**

- b) Proof of such valid accreditation must be submitted from the Distributor addressed to the **tendering entity** and appended to returnable schedule **F13C1: OEM/ DISTRIBUTOR ACCREDITATION**.

**2.2.1.1.4.2 – ENGINEER OEM CERTIFICATION****APPLICABLE TO SCHEDULES A, B AND C**

- Only tenderers that provide engineers with **valid OEM certification** at tender closing will be declared responsive for the relevant schedule.
- Tenderers are referred to the below certification requirements applicable to each schedule that must be attached to the respective returnable schedule as detailed below.

**PLEASE NOTE - OEM Contact Details**

It is essential that tenderers ensure that a contactable person, duly authorised by the OEM for each engineer provided for in order to verify the validity of the engineers OEM Certification.

Such contact details must be provided in returnable schedule **F13.B2: OEM CERTIFICATION CONTACT DETAILS**

**Schedule A and B – Existing ADTRAN Equipment**

<b>Engineer Type</b>	<b>OEM Certification Required</b>	<b>Complete</b>
Support Engineer	Valid ADTRAN Technical Solutions Professional (ATSP/FSP3000)	Provide evidence in F13C2
Senior Support Engineer	Valid ADTRAN Certified Expert (ACE/FSP3000)	Provide evidence in F13C2

**Schedule C – New Solution**

<b>Engineer Type</b>	<b>OEM Certification</b>	<b>Complete</b>
Support Engineer	Valid OEM Professional level Certification	Provide evidence in F13C2
Senior Support Engineer	Valid OEM Expert level Certification	Provide evidence in F13C2

Failure to provide valid OEM certification for each engineer type at **tender closing**, will render the tenderer non-responsive for the respective schedule.

**TENDER NO: 213G/2025/26**

**2.2.1.1.5 Minimum score for functionality**

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved in the evaluation process, for the individual criteria for each schedule.

Tenderers are to take note of the below functionality matrix that can be utilised as a guide as to which returnable schedules and associated requirements are needed for the respective Schedule being tendered for.

Schedule	Criteria 1: Number of clients	Maximum Points	Criteria 2 – Experience of Support Engineer	Maximum Points	Criteria 3: Experience of Engineer(s)	Maximum Points	Minimum Score Required
<b>A and C</b>	Complete F13D1 NUMBER OF CLIENTS – SCHEDULE A AND C	<b>40</b>	Complete <u>F13E1</u> <u>EXPERIENCE OF</u> <u>SUPPORT ENGINEER –</u> <u>SCHEDULE A/C – TABLE</u> <u>1A</u>	<b>30</b>	Complete <u>F13E1</u> <u>EXPERIENCE SENIOR</u> <u>SUPPORT ENGINEER-</u> <u>SCHEDULE A/C – TABLE</u> <u>2A</u>	<b>30</b>	<b>65 out of 100</b>

Schedule	Criteria 1 – Number of clients	Maximum points	Criteria 2 – Experience of Support Engineer	Maximum points	Criteria 3 – Experience of Senior Support Engineer	Maximum points	Minimum Score Required
<b>B</b>	Complete <u>F13D2</u> <u>NUMBER OF</u> <u>CLIENTS –</u> <u>SCHEDULE B</u>	<b>40</b>	Complete returnable schedule <u>F13E2 Table 1B</u>	<b>30</b>	Complete returnable schedule <u>F13E2 Table 2B</u>	<b>30</b>	<b>65 out of 100</b>

Please refer to the functionality tables below for a detailed breakdown as to how scores will be allocated for each Schedule.

## Functionality table Applicable to Schedule A and C

Criteria	Evaluation Area	Evaluation Criteria	Points	Maximum Points
<b>1</b>	<p><b><u>Number of Clients</u></b></p> <p>Indicate the number of clients in which the tendering entity has provided DWDM equipment and support.</p> <p>A “client” is defined as an entity operating <b><u>at least 5 nodes</u></b> (DWDM)</p> <p><b>Please complete the table in schedule F13D1 NUMBER OF CLIENTS – SCHEDULE A AND C to respond to this requirement.</b></p>	0 Clients	0	40
		1 to 2 Clients	12	
		3 to 4 Clients	25	
		4 or more Clients	40	
<b>2</b>	<p><b><u>Experience of Support Engineer</u></b></p> <p>Describe the Support Engineer’s experience using, supporting and troubleshooting Telecommunications Transmission/DWDM Infrastructure.</p> <p><b>Only engineers in which valid certification has been provided as per clause 2.2.1.1.4.2 will be used for scoring purposes.</b></p> <p><b>Please complete the table in schedule F13E1 EXPERIENCE OF SUPPORT ENGINEER – SCHEDULE A/C – TABLE 1A</b></p>	Less than 1 year	0	30
		≥1 year and up to 3 years’ experience	10	
		>3 and up to 5 years’ experience	20	
		>5 and up to 10 years’ experience	25	
		>10 years’ experience	30	
<b>3</b>	<p><b><u>Experience of Senior Support Engineer</u></b></p> <p>Describe the Senior Support Engineer’s experience using, supporting and troubleshooting Telecommunications Transmission/DWDM Infrastructure.</p> <p><b>Only engineers in which valid certification has been provided as per clause 2.2.1.1.4.2 will be used for scoring purposes.</b></p> <p><b>Please complete the table in schedule F13E1 EXPERIENCE OF SENIOR SUPPORT ENGINEER – SCHEDULE A/C – TABLE 2A</b></p>	Less than 1 year	0	30
		≥1 year and up to 3 years’ experience	10	
		>3 and up to 5 years’ experience	20	
		>5 and up to 10 years’ experience	25	
		>10 years’ experience	30	

The minimum qualifying score for functionality is **65** out of a maximum of **100** for **Schedule A and C**

## Functionality table Applicable to Schedule B

Criteria	Evaluation Area	Evaluation Criteria	Points	Maximum Points
<b>1</b>	<p><b><u>Number of Clients</u></b></p> <p>Indicate the number of customers in which the tendering entity has successfully provided fulfilment and assurance services within a Telecommunications Transmission Network environment</p> <p>A “client” is defined as an entity operating <b>at least 5 nodes</b> (DWDM)</p> <p><b>Please complete the table in schedule F13D2 NUMBER OF CLIENTS – SCHEDULE B to respond to this requirement.</b></p>	0 Clients	0	40
		1 to 2 Clients	12	
		3 to 4 Clients	25	
		4 or more Clients	40	
<b>2</b>	<p><b><u>Experience of Support Engineer</u></b></p> <p>Describe the Support Engineer’s experience using, supporting and troubleshooting Telecommunications Transmission/DWDM Infrastructure.</p> <p><b>Only engineers in which valid certification has been provided as per clause 2.2.1.1.4.2 will be used for scoring purposes.</b></p> <p><b>Please complete the table in schedule F13E2 EXPERIENCE OF SUPPORT ENGINEER – SCHEDULE B – TABLE 1B</b></p>	Less than 1 year	0	30
		≥1 year and up to 3 years’ experience	10	
		>3 and up to 5 years’ experience	20	
		>5 and up to 10 years’ experience	25	
		>10 years’ experience	30	
<b>3</b>	<p><b><u>Experience of Senior Support Engineer</u></b></p> <p>Describe the Senior Support Engineer’s experience using, supporting and troubleshooting Telecommunications Transmission/DWDM Infrastructure.</p> <p><b>Only engineers in which valid certification has been provided as per clause 2.2.1.1.4.2 will be used for scoring purposes.</b></p> <p><b>Please complete the table in schedule F13E2 EXPERIENCE OF SENIOR SUPPORT ENGINEER – SCHEDULE B – TABLE 2B</b></p>	Less than 1 year	0	30
		≥1 year and up to 3 years’ experience	10	
		>3 and up to 5 years’ experience	20	
		>5 and up to 10 years’ experience	25	
		>10 years’ experience	30	

The minimum qualifying score for functionality is **65** out of a maximum of **100 for Schedule B**

Where the entity tendering is a Joint Venture, the tenderer’s tender response shall be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

**2.2.1.1.7 Provision of samples**

N/A

**2.2.2 Cost of tendering**

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer comply with requirements.

**2.2.3 Check documents**

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

**2.2.4 Confidentiality and copyright of documents**

The tenderer shall treat as strictly confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

**2.2.5 Reference documents**

The tenderer shall obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender document(s) by reference.

**2.2.6 Acknowledge and comply with notices**

The tenderer shall acknowledge receipt of notices to the tender documents, which the CCT may issue, and shall fully comply with all instructions issued in the said notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of the said notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile, or registered post or other lawful means.

**2.2.7 Clarification meeting**

The tenderer shall attend, where required, a clarification meeting at which tenderers may familiarise themselves with aspects of the proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information (i.e., in item T.1 above).

Tenderers should be represented at the site visit/clarification meeting by a duly authorised person who is suitably qualified and experienced to comprehend the implications of the work involved.

**2.2.8 Seek clarification**

The tenderer shall request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information (i.e., in item T.1 above), where possible.

**2.2.9 Pricing the tender offer**

**2.2.9.1** The tenderer shall comply with all pricing instructions as stated on the Price Schedule.

**2.2.10 Alterations to documents**

The tenderer shall not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT in writing, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any but the highest ranked main tender offer will not be considered.

An alternative tender offer to the highest ranked acceptable main tender offer that is priced higher than the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements as set out in the tender document.

**2.2.11.2** Acceptance of an alternative tender offer by the CCT may be based only on the criteria stated in the Conditions of Tender or applicable criteria otherwise acceptable to the CCT.

**2.2.12 Submitting a tender offer**

**2.2.12.1** The tenderer is required to submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the Conditions of Contract and described in the Specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Tender Returnable Documents duly completed and signed will be declared responsive.

- The tenderer shall return the entire tender document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

**2.2.12.3** The tenderer shall sign the original tender offer where required in terms of the Conditions of Tender. The tender shall be signed by a person duly authorised by the tenderer to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation / founding document of the joint venture or any other document signed by all Parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

**2.2.12.4** Where a two-envelope system is required in terms of the Conditions of Tender, place and seal the returnable documents listed in the Conditions of Tender in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information (i.e., item T.1 above), as well as the tenderer's name and contact address.

**2.2.12.5** The tenderer shall seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information. . If it is not possible to submit the original tender and the required copies (see 2.2.12.3) in a single envelope, then the tenderer must seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY" in addition to the

above-mentioned tender submission details.

**2.2.12.6** The CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

**2.2.12.7** Tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the Conditions of Tender.

**2.2.12.8** By signing the offer part of the Form of Offer (**Section 2 Part A hereto**) the tenderer warrants and agrees that all information provided in the tender submission is true and correct.

**2.2.12.9** Tenderers shall properly deposit its bid in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

**2.2.12.10** The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the Returnable Schedule titled **List of Other Documents Attached by Tenderer**.

### **2.2.13 Information and data to be completed in all respects**

Tender offers, which do not provide all the data or information requested completely and, in the form required, may be regarded by the CCT as non-responsive.

### **2.2.14 Closing time**

**2.2.14.1** The tenderer shall ensure that the CCT receives the tender offer, together with all applicable documents specified herein, at the address specified in the General Tender Information herein prior to the closing time stated on the front page of the tender document.

**2.2.14.2** If the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

**2.2.14.3** The CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

### **2.2.15 Tender offer validity and withdrawal of tenders**

**2.2.15.1** The tenderer shall warrant that the tender offer(s) remains valid, irrevocable and open for acceptance by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

**2.2.15.2** Notwithstanding the period stated in clause 2.2.15.1 above, bids shall remain valid for acceptance for a period of twelve (12) months after the expiry of the original validity period, unless the CCT is notified in writing of anything to the contrary by the bidder. The validity of bids may be further extended by a

period of not more than six months subject to mutual agreement by the parties, administrative processes and upon approval by the City Manager, unless the required extension is as a result of an appeal process or court ruling.

In circumstances where the validity period of a tender has expired, and the tender has not been awarded, the tender process is considered "completed", despite there being no decision (award or cancellation) made. This anomaly does not fall under any of the listed grounds of cancellation and should be treated as a "non award". A "non award" is supported as a recommendation to the CCT's Bid Adjudication Committee ("BAC") for noting.

**2.2.15.3** A tenderer may request in writing, after the closing date, that its tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for

withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

- a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;
- b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss, without prejudice to the CCT's other rights and/or remedies available to it in accordance with any applicable laws.

#### **2.2.16 Clarification of tender offer, or additional information, after submission**

Tenderers shall promptly provide clarification of its tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

#### **2.2.17 Provide other material**

**2.2.17.1** Tenderer's shall promptly provide, upon request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

**2.2.17.2** The tenderer shall provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

- a) audited annual financial statement for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for auditing;
- b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;
- c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;
- d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each entity to a Consortium/Joint Venture bid shall submit separate certificates/statements in the above regard.

**2.2.17.3** Tenderers shall be required to undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

### **2.2.18 Samples, Inspections, tests and analysis**

Tenderers shall provide access during working hours to premises for inspections, tests and analysis as provided for in the Conditions of Tender or Specifications.

If the Specifications requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the CCT in writing, then the bid concerned may be declared non-responsive.

The samples provided by all successful bidders will be retained by the CCT for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the CCT may not in all instances be returned in the same state of supply and in other instances may not be returned at all. Unsuccessful bidders will be advised by the Project Manager or dedicated CCT Official to collect their samples, save in the aforementioned instances where the samples would not be returned.

### **2.2.19 Certificates**

The tenderer must provide the CCT with all certificates as stated below:

#### **2.2.19.1. Preference Points for Specific Goals**

In order to qualify for preference points for HDI and/or Specific Goals, it is the responsibility of the tenderer to submit documentary proof (Company registration certification, Central Supplier Database report, BBBEE certificate, Proof of Disability, Financial Statements, commissioned sworn affidavits, etc.) in support of tenderer claims for such preference for that specific goal.

Tenderers are further referred to the content of the Preference Schedule for the full terms and conditions applicable to the awarding of preference points.

#### **2.2.19.2 Evidence of tax compliance**

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant subject to the requirements of clause 2.2.1.1.2.h. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2<sup>nd</sup> Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must record its Tax Compliance Status PIN number on the **Details of Tenderer** pages of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Compliance Status Pin.

Before making an award the CCT must verify the bidder's tax compliance status. Where the recommended bidder is not tax compliant, the bidder should be notified of the non-compliant status and be requested to submit to the CCT, within 7 working days, written proof from SARS that they have made arrangement to meet their outstanding tax obligations. The proof of tax compliance submitted by the bidder must be verified by the CCT via CSD or e-Filing. The CCT should reject a bid submitted by the bidder if such bidder fails to provide proof of tax compliance within the timeframe stated herein.

Only foreign suppliers who have answered "NO" to all the questions contained in the Questionnaire to Bidding Foreign Suppliers section on the **Details of Tenderer** pages of the tender submission, are not required to register for a tax compliance status with SARS.

### **2.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993**

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services

all in accordance with the Act, Regulations and Health and Safety Specification.

### **2.2.21 Claims arising from submission of tender**

By responding to the tender herein, the tenderer warrants that it has:

- a) Inspected the Specifications and read and fully understood the Conditions of Contract.
- b) Read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.
- c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
- d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
- e) Received any notices to the tender documents which have been issued in accordance with the CCT's Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

### **2.2.22 Collection and issuing of tender documents**

The CCT will only issue tender documents through its Tender Distribution Office and/or the official CCT tender portal. Bidders who obtain documents through any means other than described herein, will not be known to the CCT and may thus not receive tender notices and addendums. Tenderers are not allowed to distribute tender documents to other potential bidders.

It is the responsibility of bidders who obtain documents through any means other than described herein, to notify the CCT tender representative thereof that they are participating in the tender. The CCT accepts no liability for any tender notices or addendums not reaching any bidders, who obtained documents through any means other than described herein or who provided incorrect contact details to the CCT."

## **2.3 The CCT's undertakings**

### **2.3.1 Respond to requests from the tenderer**

**2.3.1.1** Unless otherwise stated in the Conditions of Tender, the CCT shall respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

**2.3.1.2** The CCT's duly authorised representative for the purpose of this tender is stated on the General Tender Information page above.

### **2.3.2 Issue Notices**

If necessary, the CCT may issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week before the tender closing time stated in the Tender Data. The CCT reserves its rights to issue addenda less than one week before the tender closing time in exceptional circumstances. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

### **2.3.3 Opening of tender submissions**

**2.3.3.1** Unless the two-envelope system is to be followed, CCT shall open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

**2.3.3.2** Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices indicated.

**2.3.3.3** Make available a record of the details announced at the tender opening meeting on the CCT's website (<http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx>.)

### **2.3.4 Two-envelope system**

**2.3.4.1** Where stated in the Conditions of Tender that a two-envelope system is to be followed, the CCT shall open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender and announce the name of each tenderer whose technical proposal is opened.

**2.3.4.2** The CCT shall evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. The CCT shall open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the Conditions of Tender, and announce the total price and any preference claimed. Return unopened financial proposals to tenderers whose technical proposals were non responsive.

### **2.3.5 Non-disclosure**

The CCT shall not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

### **2.3.6 Grounds for rejection and disqualification**

The CCT shall determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

### **2.3.7 Test for responsiveness**

**2.3.7.1** Appoint a Bid Evaluation Committee and determine after opening whether each tender offer properly received:

- a) complies with the requirements of these Conditions of Tender,
- b) has been properly and fully completed and signed, and
- c) is responsive to the other requirements of the tender documents.

**2.3.7.2** A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) Detrimentially affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,
- b) Significantly change the CCT's or the tenderer's risks and responsibilities under the contract,  
or
- c) affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified.

Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

The CCT reserves the right to accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender documents.

### **2.3.8 Arithmetical errors, omissions and discrepancies**

#### **2.3.8.1** Check the responsive tenders for:

- a) The gross misplacement of the decimal point in any unit rate;
- b) Omissions made in completing the Price Schedule; or
- c) Arithmetic errors in:
  - i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
  - ii) The summation of the prices; or
  - iii) Calculation of individual rates.

#### **2.3.8.2** The CCT must correct the arithmetical errors in the following manner:

- a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
- b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
- c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

#### **2.3.8.3** In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

### **2.3.9 Clarification of a tender offer**

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the Director: Supply Chain Management using any means as appropriate.

### 2.3.10 Evaluation of tender offers

#### 2.3.10.1 General

**2.3.10.1.1** The CCT may reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the Conditions of Tender.

**2.3.10.1.2** For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

- a) If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
- b) If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
- c) If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
- d) If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).
- e) If the selected method is based on suppliers' price lists, comparative prices would be the prices as tendered for year one.
- f) If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

**2.3.10.1.3** Where the scoring of functionality forms part of a bid process, each member of the Bid Evaluation Committee must individually score functionality. The individual scores must then be interrogated and calibrated if required where there are significant discrepancies. The individual scores must then be added together and averaged to determine the final score.

#### 2.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

#### 2.3.10.3 Scoring of tenders (price and preference)

**2.3.10.3.1** Points for price will be allocated in accordance with the formula based on the sum of the prices/ rates in relation to a typical project/ job for each Schedule (A, B and C) as set out in the **Price Schedule C.4**.

##### For Category A

Table 2 will be used for evaluation purposes only in which the City will apply the mark-up percentage provided in A1.1 to the OEM/ Distributor price and in addition to this a typical basket of quantities applies

##### For Category B

Tenders will be scored based on the rates related to a typical project or job as indicated above.

##### For Category C

The mark-up percentage provided for C.1 will be applied to the base price as provided for within C.4 Pricing schedule and in addition to this a typical basket of quantities applies.

**2.3.10.3.2** Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

**2.3.10.3.3** The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

**2.3.10.3.4** Applicable formula:

The 90/10 preference point system will apply to this tender or the lowest acceptable tender will be used to determine the applicable preferences

The 90/10 price/preference points system will be applied to the evaluation of responsive tenders above a Rand value of R50'000'000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.

Price shall be scored as follows:

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

Where:   
 Ps is the number of points scored for price;   
 Pt is the price of the tender under consideration;   
 Pmin is the price of the lowest responsive tender.

Preference points shall be based on the Specific Goal as per below:

**Table B2: Awards above R50 mil (VAT Inclusive)**

#	Specific goals allocated points	Preference Points (90/10) <i>Above R50 mil</i>	Evidence	Additional Guidance
<i>Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of</i>				
1	<b>Gender are women (ownership)*</b> >75% - 100% women ownership: 3 points >50% - 75% women ownership: 2 points >25% - 50% women ownership: 1 point >0% - 25% women ownership: 0.5 point 0% women ownership = 0 points	3	<ul style="list-style-type: none"> <li>Company Registration Certification</li> <li>Central Supplier Database report</li> </ul>	<ul style="list-style-type: none"> <li>Issued by the Companies and Intellectual Property Commission</li> <li>Report name: CSD Registration report</li> </ul>
2	<b>Race are black persons (ownership)*</b> >75% - 100% black ownership: 3 points >50% - 75% black ownership: 2 points >25% - 50% black ownership: 1 point >0% - 25% black ownership: 0.5 point 0% black ownership = 0 points	3	<ul style="list-style-type: none"> <li>B-BBEE certificate;</li> <li>Company Registration Certification</li> <li>Central Supplier Database report</li> </ul>	<ul style="list-style-type: none"> <li>South African National Accreditation System approved certificate or commissioned sworn affidavit</li> <li>Issued by the Companies and Intellectual Property Commission</li> <li>Report name: CSD Registration report</li> </ul>

3	<p><b>Disability are disabled persons (ownership)*</b></p> <p><i>WHO disability guideline</i>                  &gt;2% ownership: 1 points                  &gt;0% - 2% ownership: 0.5 point                  0% ownership = 0 point</p>	1	<ul style="list-style-type: none"> <li>• Proof of disability</li> <li>• Company Registration Certification</li> </ul>	<ul style="list-style-type: none"> <li>• Medical certificate/ South African Revenue Services disability registration</li> <li>• Issued by the Companies and Intellectual Property Commission</li> </ul>
<i>Reconstruction and Development Programme (RDP) as published in Government Gazette</i>				
4	<p><b>Promotion of Micro and Small Enterprises</b></p> <p><i>Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996</i></p> <p><i>SME partnership, sub-contracting, joint venture or consortiums</i></p>	3	<ul style="list-style-type: none"> <li>• B-BBEE status level of contributor;</li> <li>• South African owned enterprises;</li> <li>• Financial Statement to determine annual turnover</li> </ul>	<ul style="list-style-type: none"> <li>• Specifically in line with the respective sector codes which the company operates,</li> <li>• South African National Accreditation System approved certificate or commissioned sworn affidavit</li> <li>• Certificate of incorporation or commissioned sworn affidavit</li> <li>• Latest financial statements (1 Year)</li> </ul>
Total points		10		

\*Ownership: main tendering entity

**2.3.10.5 Risk Analysis**

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

- a) reasonableness of the financial offer
- b) reasonableness of unit rates and prices
- c) the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard
- d) any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.

The conclusions drawn from this risk analysis will be used by the CCT in determining the acceptability of the tender offer.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

**2.3.11 Negotiations with preferred tenderers**

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

- a) Does not allow any preferred tenderer a second or unfair opportunity;

- b) Is not to the detriment of any other tenderer; and
- c) Does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers.

In terms of the CCT's SCM Policy, tenders must be cancelled in the event that negotiations fail to achieve a market related price with any of the three highest scoring tenderers.

### **2.3.12 Acceptance of tender offer**

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

**2.3.12.1** Accept a tender offer(s) which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

**2.3.12.2** Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

**2.3.12.3** Accept the tender offer(s), if in the opinion of the CCT, it does not present any material risk and only if the tenderer(s):

- a) is not under restrictions, has any principals who are under restrictions, or is not currently a supplier to whom notice has been served for abuse of the supply chain management system, preventing participation in the CCT's procurement,
- b) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,
- c) has the legal capacity to enter into the contract,
- d) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing, complies with the legal requirements, if any, stated in the tender data, and
- e) is able, in the opinion of the CCT, to perform the contract free of conflicts of interest.

If an award cannot be made in terms of anything contained herein, the CCT reserves the right to consider the next ranked tenderer(s).

**2.3.12.4** The CCT reserves the right not to make an award, or revoke an award already made, where the implementation of the contract may result in reputational risk or harm to the CCT as a result of (inter alia):

- a) reports of poor governance or unethical behaviour, or both;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the CCT;
- d) negative media reports, including negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; and
- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53 of the SCM Policy), where the person is or was negatively implicated in any SCM irregularity.

**2.3.12.5** The CCT reserves the right to nominate an Standby bidder at the time when an award is made and in the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy.

**2.3.13 Prepare contract documents**

**2.3.13.1** If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

- a) Notices issued during the tender period,
- b) Inclusion of some of the returnable documents, and
- c) Other revisions agreed between the CCT and the successful tenderer.

**2.3.13.2 Complete** the schedule of deviations attached to the form of offer and acceptance, if any.

**2.3.14 Notice to successful and unsuccessful tenderers**

**2.3.14.1** Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

**2.3.14.2** The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

**2.3.15 Provide written reasons for actions taken**

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

<b>TENDER DOCUMENT GOODS AND SERVICES</b>		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
<b>SUPPLY CHAIN MANAGEMENT</b>		
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**TENDER NO: 213G/2025/26**

**TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT**

**CONTRACT PERIOD: FROM DATE OF COMMENCEMENT OF UNTIL 30 JUNE 2029**

## THE CONTRACT

<b>THE CITY OF CAPE TOWN</b>	
A metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998 read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000, as amended ("the Purchaser") herein represented by	
<b>AUTHORISED REPRESENTATIVE</b>	

AND

<b>SUPPLIER</b>	
<b>NAME</b> of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (The "Supplier" / "tenderer")	
<b>TRADING AS</b> (if different from above)	
<b>REGISTRATION NUMBER</b>	
<b>PHYSICAL ADDRESS / CHOSEN DOMICILIUM CITANI ET EXECTUANDI OF THE SUPPLIER</b>	
<b>AUTHORISED REPRESENTATIVE</b>	
<b>CAPACITY OF AUTHORISED REPRESENTATIVE</b>	

(HEREINAFTER COLLECTIVELY REFERRED TO AS "THE PARTIES" AND INDIVIDUALLY A "PARTY")

<b>NATURE OF TENDER OFFER</b> (please indicate below)	
<b>Main Offer</b> (see clause 2.2.11.1)	
<b>Alternative Offer</b> (see clause 2.2.11.1)	



**C.2 FORM OF OFFER AND ACCEPTANCE**

**TENDER NO: 213G/2025/26**

**TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT**

**C.2.1 Offer (To Be Completed by the Tenderer as Part of Tender Submission)**

The tenderer, identified in the offer signature table below,

**HEREBY AGREES THAT** by signing the *Form of Offer and Acceptance*, the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;
2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;
4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
  - 4.1 terms and conditions stipulated in this tender document;
  - 4.2 specifications stipulated in this tender document; and
  - 4.3 at the prices as set out in the **Price Schedule**.
5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

SIGNED AT \_\_\_\_\_ (PLACE) ON THE \_\_\_\_ (DAY) OF \_\_\_\_\_ (MONTH AND YEAR)

\_\_\_\_\_  
 For and on behalf of the Supplier  
 (Duly Authorised)  
 Name and Surname:

\_\_\_\_\_  
 Witness 1 Signature  
 Name and Surname:

\_\_\_\_\_  
 Witness 2 Signature  
 Name and Surname:

INITIALS OF CCT OFFICIALS		
1	2	3

<b>FORM OF OFFER AND ACCEPTANCE (continued)</b>
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TENDER NO: 213G/2025/26

**TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT**

**C.2.2 Acceptance (To Be Completed by the CCT)**

By signing this part of this *Form of Offer and Acceptance*, the CCT accepts the tenderer's (if awarded the Supplier's) offer. In consideration thereof, the CCT shall pay the Supplier the amount due in accordance with the conditions of contract. Acceptance of the Supplier's offer shall form an agreement between the CCT and the Supplier upon the terms and conditions contained in this document.

The terms of the agreement are contained in the Contract (as defined) including drawings and documents or parts thereof, which may be incorporated by reference.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the *Tender Returnable Documents* as well as any changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance, are contained in the *Schedule of Deviations* attached to and forming part of this *Form of Offer and Acceptance*. No amendments to or deviations from said documents are valid unless contained in the *Schedule of Deviations*.

The Supplier shall within 2 (two) weeks after contract commencement, contact the CCT to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms the *Special Conditions of Contract*. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation / breach of the agreement.

Unless indicated otherwise in the Deviation Schedule, this agreement comes into effect on the Commencement Date, being the date upon which the Supplier confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including amendments or deviations contained in the *Schedule of Deviations* (if any).

\_\_\_\_\_  
For and on behalf of the City of Cape Town  
(Duly Authorised)  
Name and Surname:

\_\_\_\_\_  
Witness 1 Signature  
Name and Surname:

\_\_\_\_\_  
Witness 2 Signature  
Name and Surname:



**FORM OF OFFER AND ACCEPTANCE (continued)**

**TENDER NO: 213G/2025/26**

**TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT**

**C.2.4 Confirmation of Receipt (To be Completed by Supplier upon Acceptance)**

The Supplier identified in the offer part of the Contract hereby confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including the *Schedule of Deviations* (if any) on:

The..... (Day)

Of..... (Month)

20..... (year)

At..... (Place)

For the Supplier: Signature(s) .....

Name(s) .....

Capacity .....

Signature and name of witness:

Signature ..... Name .....

**ONLY TO BE COMPLETED AT ACCEPTANCE STAGE**

**C.3 OCCUPATIONAL HEALTH AND SAFETY AGREEMENT**

**AGREEMENT MADE AND ENTERED INTO BETWEEN THE CCT (HEREINAFTER CALLED THE "CCT") AND**

..... ,  
(Supplier/Mandatory/Company/CC Name)

**IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.**

I, ....., representing

..... , as an employer in its own right in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act ( hereafter "OHSA") and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number: .....

OR Compensation Insurer: ..... Policy No.: .....

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed at ..... on the ..... day of ..... 20....

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Mandatory

Signed at..... on the..... day of..... 20 .....

\_\_\_\_\_  
Witness

\_\_\_\_\_  
for and on behalf of  
CCT

## C.4 PRICE SCHEDULE

### Pricing Instructions:

- 4.1 State the rates and prices in Rand unless instructed otherwise in the Conditions of Tender.
- 4.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.
- 4.3 All prices tendered must include all expenses, disbursements and costs (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer's obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding.
- 4.4 All prices shall be tendered in accordance with the units specified in this schedule.
- 4.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.
- 4.6 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word "included" or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item. The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the CCT may also perform a risk analysis with regard to the reasonableness of such rates.**
- 4.7 Provide fixed rates and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract.
- 4.8 Tenderers to note that the mark-up rate provided must be inclusive of all expenses, including Return to Manufacturers Authorisation (RMA). detailed as per pricing instruction 4.3, the Refer to C.5 Specification regarding further details on RMA.
- 4.9 The Call-Out Rate must be a per-hour rate applied only when a resource is physically required to attend to a fault or incident during a standby period:
- 4.10 **For Schedule A** – Tenderers are to provide OEM/Distributor Price list within their submission. These prices must be aligned to the prices provided within table A2.

It is essential that prices must be provided from the source of the tendering entities accreditation as reflected in **2.2.1.1.4.1 – OEM/Distributor Accreditation meaning,**

1. If the tenderer is accredited by the OEM directly, prices must be from the OEM
2. If the tenderer is accredited by a Distributor, prices must be from the Distributor.

It is essential that tenderers ensure that a contactable person, duly authorised by the OEM/Distributor for the relevant schedule is available in order to verify the authenticity of the Accreditation and prices submitted within **C.4 Price Schedule** at the time of tender submission.

Such contact details must be provided in returnable schedule **F13. B1 – OEM/Distributor Contact Details.**

- 4.10 For evaluation purposes, where goods are imported, tendered prices must be converted (using the relevant currency) **at the exchange rate 14 days prior to the tender closing date.** To ensure a fair price comparison, tenderers must utilise the exchange rates published by Nedbank using the following link:

[daily-exchange-rates-2026.xlsx](#)

**Full hyperlink provided below:**

<https://group.nedbank.co.za/content/dam/group/pdf/exchange-rates/daily-exchange-rates-2025.pdf>

- 4.11 **For Schedule B** - Schedule B – Item B1.1 – Monthly labour charges must consist out of the cost of providing two engineering resources (1x Senior Support Engineer and 1x Support Engineer) during Business Working Hours, as defined in the tender Section 5.4.16 – Definition of Terms Used.

Tenderers to please consider pricing instruction 4.3 and C5 Specifications when providing a rate for this item.

1. Monthly labour charges shall not include Standby or Call-Out rates, which must be priced separately as provided within the pricing schedule.
2. The Standby Rate shall not include any call-Out rates. If physical attendance is required, the Call-Out Rate applies and must be priced separately
3. Tenderers should note that the resource on standby must come from the same pool of the 2 Engineers already provided on the monthly labour charges and not come as an additional resource The two Engineers must perform standby duty on a rotational basis, the standby roster can be determined by the Tenderer

**SCHEDULE A****SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT****Table A1: Mark-up Percentages**

Item No.	Description	Unit of Measure	Mark-Up Percentage Applicable
A1.1	Mark-up Percentage for Hardware, Software Licenses and Support.	%	
A1.2	Mark-up Percentage for OEM Training	%	

**Table A2: Module Types**

Table A2 will be used for evaluation purposes only in which the mark-up percentage provided in A1.1 will be applied to the OEM/Distributor price indicated below. Tenderers are to indicate only the OEM/Distributor price as per the OEM/Distributor price list provided.

Item No.	Module Type	OEM/Distributor Offered	Unit of Measure	Mark-Up %	OEM/ Distributor price as per price list (Excl. VAT)
A2.1	1078700121; F7/SH9HU; 9HU Shelf		EA	A1.1	R
A2.2	1040700042-01; F7/PSU/9HU-AC; Power Supply Module (1000W0 AC for SH9HU		EA	A1.1	R
A2.3	0042700001-04; F7/FAN/PLUG-IN; Fan Module for SH7HU		EA	A1.1	R
A2.4	1063700023-01; F7/WCC-PCN-100GB;100 G Channel Card Core Type, pluggable network and pluggable client interface		EA	A1.1	R
A2.5	1063701002-01; F7/4WCC-PCN-10G: 10G Channel card with 4 pluggable network and 4 pluggable client interfaces		EA	A1.1	R
A2.6	1043709841-03 ; 16ALM/#1650D/AC; ALM Monitor Unit, 16 Ports with LC/CPC connector, AC powered Mounting Kit not included		EA	A1.1	R
A2.7	1063708327-02 ; F7/4ROADM-C96/0/OPM; ROADM 4 degree, 96 channels in C-Band, WSS based, with integrated optical performance		EA	A1.1	R
A2.8	1063709050-03; F7/EDFA-C-S20-GCB-DM; Optical Amplifier for booster application, single stage 20dBm max, output		EA	A1.1	R

Item No.	Module Type	OEM/Distributor Offered	Unit of Measure	Mark-Up %	OEM/ Distributor price as per price list (Excl. VAT)
	power gain controlled (C-Band) with Dual Monitor new HW with reduced latency				
A2.9	1061700654-01; CFP/112G/ER4/SM/LC; Client CFP for 100GbE and OUT, ER4 type Applications 100GbE and OTU4. LC connector		EA	A1.1	R
A2.10	1063709052; F7/EDFA-C-D20-VLGC-DM; Optical Amplifier double stage 20dBm Maximum output power, variable low gain controlled (C-Band). dual monitoring ports For low gain applications		EA	A1.1	R

Table A3: Ad-hoc Labour Services

Table-A3 AD-HOC LABOUR SERVICES (Qualifications, experience and registration as per C.5.3.15 of the specifications "DEFINITION OF TERMS USED")					
Item No.	Description	Unit	Rate Per Unit Applicable to Year 1 (excl. VAT)	Rate Per Unit Applicable to Year 2 (excl. VAT)	Rate Per Unit Applicable to Year 3 (excl. VAT)
A3.1	Senior support Engineer (Business Hours)	per month	R	R	R
A3.2	Senior Support Engineer (Business Hours)	per hour	R	R	R
A3.3	Senior Support Engineer (after hours)	per hour	R	R	R
A3.4	Support Engineer (Business Hours)	per month	R	R	R
A3.5	Support Engineer (Business Hours)	per hour	R	R	R
A3.6	Support Engineer (after Hours)	per hour	R	R	R
A3.7	Project Manager	per month	R	R	R
A3.8	Project Manager	per hour	R	R	R
A3.9	Project Administrator	per month	R	R	R
A3.10	Project Administrator	per hour	R	R	R
A3.11	Call-out rate Senior Support Engineer (After Hours)	Per hour	A3.2 Year 1 x1.5	A3.2 Year 2 x1.5	A3.2 Year 3 x1.5
A3.12	Call-out rate Senior Support Engineer	Per hour	A3.2 Year 1 x2	A3.2 Year 2 x2	A3.2 Year 3 x2

<b>Table-A3 AD-HOC LABOUR SERVICES</b> (Qualifications, experience and registration as per C.5.3.15 of the specifications “DEFINITION OF TERMS USED”)					
	(Sundays/ Public Holidays)				
<b>A3.13</b>	Call-out rate Support Engineer (After Hours)	Per hour	A3.5 Year 1 x1.5	A3.5 Year 2 x1.5	A3.5 Year 3 x1.5
<b>A3.14</b>	Call-out rate Support Engineer (Sundays/ Public Holidays)	Per hour	A3.5 Year 1 x2	A3.5 Year 2 x2	A3.5 Year 3 x2

**SCHEDULE B****FULFILMENT AND ASSURANCE OF EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT**

<b>Table-B1 MONTHLY SERVICE CHARGES FOR TELECOMMUNICATIONS TRANSMISSION/DWDM SERVICES FULFILMENT &amp; ASSURANCE</b> (Qualifications, experience and registration as per C.5.4.16 of the specifications "DEFINITION OF TERMS USED")					
<b>Item No.</b>	<b>Description</b>	<b>Unit</b>	<b>Rate Per Unit Applicable to Year 1</b> (excl. VAT)	<b>Rate Per Unit Applicable to Year 2</b> (excl. VAT)	<b>Rate Per Unit Applicable to Year 3</b> (excl. VAT)
<b>B1.1</b>	Labour charges for Telecommunications Transmission/ DWDM services Fulfilment & Assurance (business hours)	month	R	R	R
<b>B1.2</b>	Standby Rate (Senior Support Engineer) After hours	Day	R	R	R
<b>B1.3</b>	Standby Rate (Support Engineer) After hours	Day	R	R	R

**Table B3: Ad-hoc Labour Services**

<b>Table-B3 AD-HOC LABOUR SERVICES</b> (Qualifications, experience and registration as per C.5.4.16 of the specifications "DEFINITION OF TERMS USED")					
<b>Item No.</b>	<b>Description</b>	<b>Unit</b>	<b>Rate Per Unit Applicable to Year 1</b> (excl. VAT)	<b>Rate Per Unit Applicable to Year 2</b> (excl. VAT)	<b>Rate Per Unit Applicable to Year 3</b> (excl. VAT)
<b>B2.1</b>	Project Manager	month	R	R	R
<b>B2.2</b>	Project Manager	hour	R	R	R
<b>B2.3</b>	Project Administrator	month	R	R	R
<b>B2.4</b>	Project Administrator	hour	R	R	R
<b>B2.5</b>	Senior Support Engineer (Business Hours)	month	R	R	R
<b>B2.6</b>	Senior Support Engineer (Business Hours)	hour	R	R	R
<b>B2.7</b>	Support Engineer (Business Hours)	month	R	R	R
<b>B2.8</b>	Support Engineer (Business Hours)	hour	R	R	R
<b>B2.9</b>	Call-out rate Senior Support Engineer	Per hour	B2.6 Year 1 x1.5	B2.6 Year 2 x1.5	B2.6 Year 3 x1.5

<b>Table-B3 AD-HOC LABOUR SERVICES</b> <b>(Qualifications, experience and registration as per C.5.4.16 of the specifications “DEFINITION OF TERMS USED”)</b>					
	(After Hours)				
<b>B3.10</b>	Call-out rate Senior Support Engineer (Sundays/ Public Holidays)	Per hour	B2.6 Year 1 x2	B2.6 Year 2 x2	B2.6 Year 3 x2
<b>B3.11</b>	Call-out rate Support Engineer (After Hours)	Per hour	B2.8 Year 1 x1.5	B2.8 Year 2 x1.5	B2.8 Year 3 x1.5
<b>B3.12</b>	Call-out rate Support Engineer (Sundays/ Public Holidays)	Per hour	B2.8 Year 1 x2	B2.8 Year 2 x2	B2.8 Year 3 x2

**SCHEDULE C****SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)****Table C1: Mark-up Percentages**

Item No.	Description	Unit of Measure	Mark-Up Percentage Applicable
C1.1	Mark-up Percentage for Hardware, Software Licenses and Support.	%	
C1.2	Mark-up Percentage for OEM Training	%	

**Table C2: New Solution Base Price**

Table C2 will be used for evaluation purposes only in which the mark-up percentage provided in C1.1 will be applied to the base price indicated below.

Item No.	Description	Unit	Base Price
C2.1	Supply of new proposed solution including monitoring units	Complete Solution	R5 000 000

**Table C3: Ad-hoc Labour Services**

<b>Table-C3 AD-HOC LABOUR SERVICES</b> (Qualifications, experience and registration as per 5.5.15 of the specifications "DEFINITION OF TERMS USED")					
Item No.	Description	Unit	Rate Per Unit Applicable to Year 1 (excl. VAT)	Rate Per Unit Applicable to Year 2 (excl. VAT)	Rate Per Unit Applicable to Year 3 (excl. VAT)
C3.1	Senior support Engineer (Business Hours)	per month	R	R	R
C3.2	Senior Support Engineer (Business Hours)	per hour	R	R	R
C3.3	Senior Support Engineer (after hours)	per hour	R	R	R
C3.4	Support Engineer (Business Hours)	per month	R	R	R
C3.5	Support Engineer (Business Hours)	per hour	R	R	R
C3.6	Support Engineer (after Hours)	per hour	R	R	R
C3.7	Project Manager	per month	R	R	R
C3.8	Project Manager	per hour	R	R	R

<b>Table-C3 AD-HOC LABOUR SERVICES</b> <b>(Qualifications, experience and registration as per 5.5.15 of the specifications “DEFINITION OF TERMS USED”)</b>					
<b>C3.9</b>	Project Administrator	per month	R	R	R
<b>C3.10</b>	Project Administrator	per hour	R	R	R
<b>C3.11</b>	Call-out rate Senior Support Engineer (After Hours)	Per hour	C3.2 Year 1 x1.5	C3.2 Year 2 x1.5	C3.2 Year 3 x1.5
<b>C3.12</b>	Call-out rate Senior Support Engineer (Sundays/ Public Holidays)	Per hour	C3.2 Year 1 x2	C3.2 Year 2 x2	C3.2 Year 3 x2
<b>C3.13</b>	Call-out rate Support Engineer (After Hours)	Per hour	C3.5 Year 1 x1.5	C3.5 Year 2 x1.5	C3.5 Year 3 x1.5
<b>C3.14</b>	Call-out rate Support Engineer (Sundays/ Public Holidays)	Per hour	C3.5 Year 1 x2	C3.5 Year 2 x2	C3.5 Year 3 x2

## C.5 SPECIFICATION(S)

### 5.1 Background and Purpose of the Contract

The Telecommunications Branch is responsible for the supply and provisioning of telecommunications services for the City of Cape Town. Central to this is the design, planning, service provisioning, maintenance, monitoring and management of the City's Telecommunications Network.

The City of Cape Town's Metropolitan Area Network (MAN) is a relatively large multi-layered Multi-Protocol Label Switching (MPLS) network with approximately 500 endpoints which complements and leverages the underlying optic fibre and Dense Wave Division Multiplexing (DWDM) infrastructure. The network's primary purpose is to interconnect over 800 municipal locations with multiple LAN's, within the Cape Town metropole. Current DWDM Network is from ADTRAN while MPLS Network comprises of Nokia, Alcatel and Huawei.

The purpose of this contract is for the supply, fulfilment, assurance & OEM support of Existing and / or new telecommunications Dense Wavelength Division Multiplexing (DWDM) transmission equipment and is broken into 3 schedules:

SCHEDULE	DESCRIPTION
Schedule A	SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT (ADTRAN)
Schedule B	FULFILMENT AND ASSURANCE OF EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT (ADTRAN)
Schedule C	SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)

### 5.2 Contract Scope

#### 5.2.1 New equipment or expansion for existing equipment

When required, service provider will be required to:

- Deliver, install, commission and test the equipment, working together with the City's appointed "Service Assurance and Fulfilment" team or a City representative.
- When requested, the service provider must supply an appropriate certified engineer to install and commission the newly supplied equipment and bring it to a live state. The City will only pay for the supply and delivery of as per what has been indicated in the pricing schedule mark-up % and, if required, pay for labour services for installation and commissioning of hardware as per rates provided and no other extra costs.

#### 5.2.2 Expansion of existing catalogue items

Suppliers are to, upon request, MUST provide the City with a full OEM price list/ Catalogue relevant to the scope of this tender and as requested by the City representative. Items provided need to contain full specifications in order to enable the City to Codify the relevant descriptions on the system for the purposes of this contract. The OEM/ Distributors full price list will be used for codification purposes.

### 5.2.3 Equipment, Deployed Items, and Component Updates

During the Term of the Agreement, equipment, deployed items, or components may reach end of life or require replacement or upgrading with versions that remain fully compatible with the existing deployed items. Any such replacements or upgrades shall remain within the scope and objectives of this Framework Agreement and shall be reflected in the Approved Equipment List.

Equipment, deployed items, or components that reach End-of-Support will be removed from the Approved Equipment List.

All proposed replacements or upgrades shall be documented in writing by the Supplier and shall include:

- a) full technical specifications;
- b) the rationale for the replacement or upgrade; and
- c) any anticipated impact on cost, delivery timelines, performance, or compatibility.

No procurement, supply, or implementation of any replacements or upgrades may occur without prior written approval from the Contracts Manager.

The Supplier shall submit all proposals to the Contracts Manager for review. The Contracts Manager shall provide written acknowledgment or a decision within five (5) Working Days of receipt. All approved replacements or upgrades shall be incorporated into the Official Equipment Schedule and maintained as part of the formal Contract Documentation to ensure full traceability and auditability.

No equipment, deployed items, or components outside the agreed scope of this Framework Agreement may be introduced or supplied under any circumstances

### Purchase Orders

The City retains the privilege to liaise with the OEM/ Distributor to validate the precision of the prices presented to the contractor and to ensure the correct implementation of the mark-up %, as stipulated in the pricing schedule for each respective Purchase Order.

**The process that will be followed:**

- a) The City representative shall initiate communication with the contractor to request a quotation.
- b) The contractor shall furnish the requested quotation within the predefined timeframe specified in the contract. Each submitted quote must include the most recent and officially endorsed Original Equipment Manufacturer (OEM)/ Distributor price list applicable to the goods or equipment being procured.
- c) OEM/ Distributor prices, properly addressed to the contractor.
- d) Subsequently, the City representative will evaluate the provided quotation from the contractor. This evaluation involves verifying whether the prices sourced from the OEM/ Distributor have been accurately reflected in the contractor's quote for each requested item.
- e) Upon completion of the above steps and identification of no discrepancies, the City representative will proceed to confirm the accurate application of the Mark-up % as outlined in the Pricing Schedule.
- f) Suppliers are to, upon request, provide the City with a full OEM/ Distributor price list/ Catalogue relevant to the scope of this tender and as requested by the City representative. Items provided need to contain full specifications in order to enable the City to Codify the relevant descriptions on the system for the purposed of this contract.
- g) The Municipality reserves the right to request clarification, verification, or additional supporting documentation should discrepancies arise. Failure to provide an updated OEM/ Distributor price list may result in the rejection of the quotation, Purchase Order, or any related claim for payment.

### The Contract Price List provided at tender stage shall:

- a) Form an integral part of the contract and shall be used as the baseline for all items required to be procured.
- b) Be applicable to all items, components, materials, equipment or services described in the tender specifications.
- c) Be used as the reference against which all subsequent pricing claims will be evaluated for compliance, accuracy, and value for money.

- d) The Supplier may not alter, revise, or substitute any items contained in the tender-stage price list without prior written approval from the City of Cape Town.

### **Redundant Items**

#### Identification of Redundant Items

The Supplier shall notify the Municipality in writing if any item listed in the contract becomes *redundant, obsolete, discontinued, or superseded* by an updated OEM model or specification.

#### Verification and Approval

Upon receiving notification, the City of Cape Town reserves the right to:

- a) request supporting documentation from the Supplier, including OEM discontinuation notices, product lifecycle statements, or catalogue updates;
- b) verify redundancy through independent market research or OEM confirmation; and
- c) determine whether the item will be formally removed, replaced, or substituted.

The Supplier may not unilaterally replace a redundant item with a newer model, alternative item, or updated configuration without *prior written approval* from the City of Cape Town.

Replacement Item Requirements. Where a substitute item is proposed, it must:

- a) meet or exceed the original technical specifications;
- b) be accompanied by an updated OEM/ Distributor -verified price list;
- c) offer comparable or improved functionality; and
- d) be provided at a price that reflects value-for-money.

### **New Items**

New items may only be proposed or requested under the following circumstances:

- a) **OEM Product Updates or New Releases:** Where the Original Equipment Manufacturer (OEM) introduces new models, upgraded products, or revised specifications that enhance performance or functionality.
- b) **Discontinuation of Existing Items:** When existing contracted items are phased out, discontinued, or replaced by the OEM, necessitating a suitable alternative to maintain continuity.
- c) **Technological Advancements:** Where new items provide improved efficiency, enhanced capabilities, or updated features in line with technological progress.
- d) **Compliance Requirements:** When regulatory, safety, or industry standards change, requiring updated items to maintain lawful or safe operations.
- e) **Improved Value for Money:** Where new items offer superior lifecycle cost benefits, reduced maintenance requirements, or improved durability, consistent with value-for-money principles outlined in procurement guidelines.
- f) **Supply Chain Limitations:** Where older items experience stock shortages, long lead times, or manufacturing constraints that hinder service continuity.

### **Submission Requirements for New Items**

- a) Any new item proposed for inclusion must be accompanied by:
- b) the official OEM datasheet or specification;
- c) the current OEM/ Distributor -verified price list;
- d) warranty, support, and lifecycle information;
- e) a technical comparison to the original item(s).

### **Evaluation and Approval**

New items will be assessed by the City of Cape Town based on technical compliance, compatibility, total cost of ownership, and overall value for money in accordance with applicable procurement policies and guidelines. Inclusion of new items is subject to written approval and formal approval by the City of Cape Town.

**Prohibition on Unauthorised Substitution**

No new item may be supplied, quoted, or invoiced under this contract without prior written approval from the City of Cape Town. Any unauthorised substitution may result in rejection of the item, non-payment, or other contractual remedies.

**5.2.4 OEM and Vendor Support**

When requested, the service provider must:

- Provide all necessary software licenses as required by the OEM and specification for new equipment or expansion of existing equipment.
- Process and supply the OEM support cost that is due monthly, six monthly or annually as and when required by the City of Cape Town
- Supply software patches and other software updates as required by the OEM or instruction from the City of Cape Town.
- Provide support (OEM and Vendor) to the City's "Service Assurance and Fulfilment" team in the event of an Incident that either degrades performance of a network element or causes it to fail and ensure that the network elements are fully functional.
- When required by the City representative, the service provider must provide an engineer to render support in the event of equipment failure that requires OEM/ Vendor interaction/involvement.
- The City will request either an engineer goes to site to support a service assurance engineer and/or provides a platform where the assurance engineer can communicate with the OEM to resolve the failure.
- Make a certified engineer available to render support when required on an ad hoc or permanent basis at the sole approval of the City of Cape Town.
- When an engineer has been requested by the City of Cape Town on a fulltime basis to provide support, the service provider must adhere to SLA metrics as indicated in Table C.5.5.2.

**5.2.5 Ad-hoc labour services**

All ad hoc labour is as and when required. The certification and experience required for ad hoc labour is defined further below. The scope of work for the ad hoc labour services will be defined in the job description, in the works order, at contract stage. The scope of work will vary from project to project and therefore cannot be fully defined at this stage.

The Ad-hoc Labour services are not guaranteed and are supplied only upon formal instruction or approval by the City.

Please note that there should be no extra costs other than what has been charged for installation and commissioning of the equipment. Testing whether the solution or a new equipment model will work (i.e. testing the equipment in the LAB) will be the responsibility of the service provider..

## SCHEDULE A

### SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT (ADTRAN)

#### 5.3.1 Existing DWDM Equipment and Sites

The existing DWDM Network is an ADTRAN product, below is a breakdown of network elements in the network

Existing Equipment model	Function	Existing Estimated Quantity
ADTRAN 9HU FSP 3000 shelf	DWDM Transmission	20
ADTRAN 7HU FSP 3000 shelf	DWDM Transmission	46
ADVA /ADTRAN ALM 16 port	Advance Link Monitoring	27
ADTRAN ALM 64 port	Advance Link Monitoring	3

#### List of existing sites

#	Site Location
1	Athlone
2	Bellville
3	Brackenfell
4	Cape Town
5	Durbanville
6	Gallows Hill
7	Goodwood
8	Keller House
9	Lookout Hill
10	Milnerton
11	Mitchells Plain
12	Mowbray
13	Nyanga
14	Parow
15	Plumstead
16	Salt River
17	Somerset West
18	Tygerberg

### 5.3.2 Network Services Assurance

The service provider must supply test equipment to its engineers with a valid calibration window, and train and certify engineers to use the test equipment. This will be at the service provider's cost.

The service provider must supply to its engineers the "Testers" to test link performance and troubleshooting, which should always be within its valid calibration window. The minimum specifications for the Tester" are but not limited to:

#### **Electrical:**

- Be able to test Cat-5/6 characteristics
- Connectors for ethernet Cable Testing
- Wiremap for miswires, split pairs, shorts and opens
- Shielded Cable Testing

#### **Optical:**

- Optical testing, not limited to:
- Test and troubleshoot wavelengths of 1310 nm, 1550 nm and 1650 nm, SOAK Test, Optical power levels etc.
- OSA
- Optical light source: 1310 nm  $\pm$  30 nm, 1550 nm  $\pm$  30 nm and 1650 nm  $\pm$  10 nm
- Generate a fully loaded signal to test link throughput end-to-end

In addition to the testers, the service provider must also provide toolboxes for the engineers which will equip them to perform tasks as required. Supplying test equipment and training the engineers to be competent to use the equipment will be at a services provider's cost.

### 5.3.3 Network Services Fulfilment

As mentioned previously, the network will change dynamically to cater for growth and innovation. This work will mainly come in the form of projects. These projects must be managed by a qualified project manager and supported by a project administrator (where possible).The City will make requests costing for the project manager and/or project administrator on an ad-hoc basis, as priced in Table-B2 of the Price Schedule. Refer to the definitions section 5.3.15. for the certification and experience required. In addition, there are client requests (internal and external), of which Service Fulfilment work falls in this category and will form part of daily work to be done by the engineers to meet client requests. The scope of network services fulfilment typically consists of (but is not limited to) the following tasks:

Integration of new links which will entail (but is not limited to):

- Collecting of relevant equipment from City of Cape Town stores or designated areas that house the equipment within the ambit of the City of Cape Town as required.
- Installation and commissioning (refer to section 5.3.15 for definitions) of collected or already installed equipment on site as directed by the City's network planner.
- Logging of change controls and following of City's standard working procedures to get the change control approved.
- Creation/Removal of configuration of additional/removal of services as and when required.
- Collecting, preparing and installing of equipment as determined by the network planner.
- Ensuring that the requested service is operational and can be monitored by the TOC according to City requirements.
- In addition to work that will be assigned by the designated City's representative, engineers will

also work closely and perform tasks as requested by project manager(s) who will be managing projects (service fulfilment) as determined by the City.

- All service fulfilment and acceptance documentation such as timesheets, as-builds, asset capturing documents and any other relevant documentation to be submitted within the stipulated timeframes.

#### **5.3.4 Service Migrations/ Cutovers**

As the network evolves, older equipment will be replaced with new equipment that will address the needs as required by the City of Cape Town. Whether being network optimisation, upgrading, decommissioning, etc. This results in services migration from old to new equipment. This scope of work also falls within services fulfilment category and mostly comes in the form of projects and daily operations. This work will include (but is not limited to):

- Collecting of relevant equipment from City of Cape Town stores (e.g. fibre patch leads, SFPs, XFP and miscellaneous accessories) necessary to prepare and enable new equipment to be ready for takeover of services within the ambit of the City of Cape Town as required
- Installation and commissioning of equipment on site as directed by the network planner/manager/supervisor/project manager.
- Logging of change controls and following of CCT standard working procedures to get the change control approved.
- Creation and deploying configuration of new/additional services as determined by the network planner/supervisor/manager.
- Services migration (refer to definitions) from the old equipment to the new equipment.
- Decommissioning (refer to definitions) and transportation of old equipment from the site to a designated location as determined by the City.

It should be noted that, depending on service impact, service migrations may sometimes be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

It should be noted, that depending on service impact, service migrations may be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

#### **5.3.5 Network Optimisation**

This includes (but is not limited to):

- Performing end-to-end routine network audits as determined by the City representative and implement rectifications/equalising/reconfiguration/redeployments to optimise the network as required by the City.
- Implement network improvements/rectifications identified in weekly and monthly network performance reports and any network improvements required.
- Report on activities identified and rectified during network optimisation in a monthly report to be presented at monthly service delivery meetings.

### 5.3.6 Network Troubleshooting

This includes (but is not limited to):

- Ascertaining cause of failure (e.g. analyse network alarms to ascertain whether its environmental factors, power, temperature, etc, and do a basic ICMP tests).
- Diagnosis (show commands), service restoration, and/or correction of hardware on site, correct mis- configuration problems on equipment/systems.
- Remote problem identification and on-site intervention where necessary in order to resolve the problem.
- Identify and replace cabling and/or SFP issues.
- Be available at all times and be on site when required when critical changes with major impact are executed.
- Problem determination and collection relevant technical information to identify root causes.
- Provide problem resolution reports as required by the TOC or City management.
- Detailed diagnosis (e.g. performance/analysis of routing/transport protocols (e.g. OSPF, etc.) supported by on-site intervention.
- Resolution of complex configuration problems.
- Resolve hardware and software problems.
- Analysis of traces and diagnostic data.
- Generate workarounds and/or permanent resolutions to hardware and software bugs (may require liaison with equipment/software OEM)).
- Fault resolution with the assistance of OEM vendor when the severity of the fault has been deemed to require OEM support (City representative will decide whether to request the OEM vendor to come to site or assist remotely).
- Providing software patches and implementation when required.
- Resolve all network problems to meet SLAs.
- Carry out a focused analysis taking into account the diagnosis results and actions.
- Take the appropriate corrective actions or determine workarounds for problem neutralisation and implement the necessary actions.
- Troubleshooting of the network fault will be focused on end-to-end service restoration.
- Full diagnostics of the problem to the point of liaising with the OEM distributor to ascertain and resolve the problem (including hardware replacement or software corrections) with the guidance of the OEM. A City representative will make a decision whether the OEM must assist remotely or be present on site to assist the on-site services fulfilment/assurance engineer. Service Assurance will be measured by performance requirements.

### 5.3.7 Quality of Service

This includes (but is not limited to):

- Continuous network performance improvement with the assistance of available network troubleshooting and optimisation tools (CA-Spectrum, ALM, ENC (NMS) e-Health, XMC, Infoblox / Net-MRI etc.) to meet the required performance level requirements between IS&T users/client applications.

Ensure that there is always:

- Optimum routing and network performance.
- Optimum throughput of network links.
- Overall network latency target is within the limits as specified in the network performance requirements metrics.
- The maximum packet delay variation (jitter) is within the limits as specified in the PLR metrics.
- Minimum Error rate is met as specified in the PLRs.
- The minimum Packet loss PLR is met.
- Network availability target is met as per PLRs

**5.3.8 Performance Level Requirements (PLR)**

Service provider is to note that failure to meet the performance level requirements (PLRs and service level requirements) will result in a 5% penalty being applied to the monthly service invoice for the respective month in which the transgression occurred.

This section explains the minimum expected services levels that the City of Cape Town requires from the service provider. These PLRs shall commence on the commencement date of contract. The PLRs may be subject to review as determined by the City and where deemed necessary, and negotiations will be initiated with the tenderer to allow and agree on changes to address the need (at that point in time). The service provider must meet all the requirements in these specifications.

**5.3.8.1 Hardware Delivery Timelines**

When a price is requested, the service provider must supply a price and an OEM / Distributor price list (not older than 5 working days) within 5 working days from the date of request.

In the event where a price is attached to a solution presented by the vendor for City's approval, these timelines will be negotiated as per agreement, and the City will need to approve this.

When there is an order of hardware or software, the service provider must deliver within 6-8 weeks (or as agreed upon) from the date of a purchase order failing which the City will apply a penalty.

**5.3.8.2 Service Level Requirements**

Only applicable when City of Cape Town agreed and provided a purchase order for an engineer on an ad-hoc basis.

In a situation where support will be required by the City, the service provider must adhere to the metrics indicated in the table below. The service provider must provide a platform or means for the City to receive OEM/ engineer support (Please refer to C.5.3.15 of the specification for the definition of "Support") when required.

<b>Severity</b>	<b>Time to Respond</b>	<b>Time to Restore during business hours</b>	<b>Time to Restore after hours</b>
P1	≤ 30 minutes	2HRS	4HRS
P2	≤ 30 minutes	4HRS	6HRS
P3	≤ 60 minutes	8HRS	16HRS
P4	≤ 1-business day	5-working days	N/A

SERVICE	METRIC
EPIC 107 monthly target availability All Hours	99.99 %
Monthly Hardware availability target during Business Hours	≥ 99.9%
Monthly Hardware availability target after business hours	≥ 99.0%
Monthly Network availability target during Business Hours	≥ 99.9%
Monthly Network availability target after business hours	≥ 99.0%
Round Trip Delay Monthly Target	≤ 10ms
Monthly Packet Delivery Target	≥99.9%
Monthly Jitter Target	≤ 50ms
Interface Errors	≤ 2%
Monthly Service Report	7th business day of every month
Maximum Packets Loss per month	≤ 2%
Overall Link availability per month	≥ 99.9%

### 5.3.9 Warranty

Warranty period for the Hardware shall be as stipulated by the OEM of the Hardware installed. Workmanship warranty shall be for 6 months following the work undertaken by the resource.

### 5.3.10 Penalties

The penalty for this contract shall be in accordance with the following:

#	Performance Element	Performance Measure	Performance Metric	Penalty
1	Contact Information	Schedule of Contact Information for key staff maintained at all times	Contact details are accurate, complete and current, as measured by random check	Two (2) Grief Points per occurrence (incident) when one or more of the required details were found to be incorrect (i.e. not accurate, complete or current) NB. Penalty is due per incident, not per data point
2	Procurement Process	Adherence to the City's order, delivery, and payment processes	As evidenced by date stamp on Purchase Orders, GRN, SES, invoices and any other official document. Delivery of orders to be Performed in terms of service delivery timelines as per 5.3.8 of the tender Specifications	Fifteen (15) Grief Points per purchase order for late delivery
3	Project Quotations	Provide detailed project specifications and quotation	Delivered by the end of the fifth (5th) Business Day after the day that the City's requirements are provided, as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a quotation is late
4	Guarantee	Guarantee (repair or replace) on all equipment, parts and labour, on completion of each new installation	Twelve (12) Calendar Months from date of acceptance of each new installation	Five (5) Grief Points for each case of non-performance of the supplier's obligations in terms of a Guarantee

5	OEM & Vendor Support Program	Response Time: Adherence to Service Level Requirements (SLR) Time to respond as per 5.3.8.2 of the tender Specifications for Performance Level Requirements (PLR)	Performed in terms of response time as per time as per 5.3.8.2 for Performance Level Requirements (PLR)	Response Time exceeds the maximum allowed: Three (3) Grief Points per occurrence
		Restore Time: Adherence to Service Level Requirements (SLR) time to restore per C.5.5.2 of the tender Specifications for Performance Level Requirements (PLR)	Performed in terms of tracking Time to restore during business hours as per 5.3.8.2 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
			Performed in terms of tracking Time to restore excluding business hours as per 5.3.8.2 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
6	OEM support	Availability of support	Always available when requested	OEM Support found to be unavailable when required: Five (5) Grief Points per occurrence
7	Reporting	Comments on reports produced by the MAN Network Manager and/or the TOC and/or the TBS Plan & Build or Operations section	Within three (3) full Business Days, as evidenced by as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a response is late
8	Performance Review Meetings	Attendance by the Client Liaison / Account Manager at scheduled Review Meetings	As evidenced by signed meeting minutes or attendance register	Three (3) Grief Points of each instance of non-attendance

Whenever a Performance Metric is not achieved, the Infringement will cause the stipulated number of Grief Points to be incurred. The City shall be entitled (but not obliged) to apply the relevant for each Infringement by recording the incurrence of Grief Points.

- When incurred, the Grief Points will be totalled up at the end of each Calendar Month.
- If the total number of Grief Points incurred in a single Calendar Month is more than fifteen (>15) (the Grief Point Threshold) at any time during the Contact Period, then a Non-Compliance Event has occurred.
- The occurrence of a Non-Compliance Event will result in the City imposing a Performance Penalty, which must be claimed by the City from the supplier.
- On the first occurrence of a Non-Compliance Event, the City will claim a Performance Penalty of 5% of the purchase order value where delivery of goods exceeds the specified delivery period.

- The first occurrence of a Non-Compliance Event initiates a 12-month rolling period. This 12-month rolling period will commence on the 1st day of the Calendar Month in which the first Non-Compliance Event occurred. Thereafter, the 12-month rolling period shall be defined as the current Calendar Month and the previous 11 Calendar Months.
- On the second occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 10% (ten percent) of the purchase order value where delivery of goods exceeds the specified delivery period.
- On the third occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 15% (fifteen percent) of the purchase order value where delivery of goods exceeds the specified delivery period.
- In the case of unforeseen issues causing late delivery, it the responsibility of the Supplier to timeously inform the City if the goods ordered will not meet the contract delivery period. The City has the right to accept or decline the new delivery times.

Should the Contractor accumulate 15 (fifteen) or more Grief Points during a Calendar Month more than 3 (three) times during a 12-month rolling period (i.e. more than three Non-Compliance Events within twelve months), this will give rise to a Performance Termination Event, which the City may exercise at its discretion.

### **5.3.11 Supply of Hardware and Service Delivery**

- The service provider must provide an Original Equipment Manufacturer (OEM) certified engineer for the duration of the contract.
- The Service Provider must be able to provide an Engineer when required by the City of Cape Town. This may include both working hours and after hours.
- The service provider must be able to render OEM support when required.
- The service provider should maintain their OEM authorization/reseller agreement for the duration of the contract. The service provider shall provide proof when requested by the City. Failure to do so shall result in breach of contract.

### **5.3.2 Key Personnel**

- As the work required in terms of this tender is varied and certain projects are considered to be of a technically complex nature, requiring considerable expertise, it is essential that suitably qualified and experienced personnel be assigned to this project. Should it become necessary to replace any of the project team members listed at the time of tender during the course of this contract, they may only be replaced by individuals with similar or higher qualification and experience,
- At contract stage, should the key personnel no longer be available, the service provider is responsible for providing a suitable replacement in accordance with the specification, subject to approval of the City representative.
- It is a requirement that the key personnel can demonstrate recent experience related to specific aspects of this enquiry. This information must be included in the CVs for each of the key personnel.
- At contract stage, should the key personnel no longer be available, the service provider is responsible for providing a suitable replacement in accordance with the specification, subject to approval by the City representative.

**5.3.13 Accreditation/ Certification with Original Equipment Manufacturers (OEM's)**

By contract commencement, the service provider and resources where applicable must be accredited/Certified with the relevant Original Equipment Manufacturers (OEMs) applicable to the awarded schedule

Where applicable, in the event of equipment failure, when requested by the City representative, the service provider must avail an engineer (or more based on requirement) to provide support when OEM interaction/involvement is required. The engineer must go to site within the ambit of the City of Cape Town boundaries in order to support the service assurance engineer, or must provide a platform where the assurance engineer communicates with the OEM to resolve the failure. This will be done at a discretion of a City representative.

**5.3.14 OEM/DISTRIBUTOR PRICE VERIFICATION AND QUERIES**

- The City retains the privilege to liaise with the OEM/ Distributor to validate the precision of the prices presented to the contractor and to ensure the correct implementation of the mark-up %, as stipulated in the pricing schedule for each respective Purchase Order.
- The process that will be followed:
- The City representative shall initiate communication with the contractor to request a quotation.
- The contractor is obligated to furnish the requested quotation within the predefined timeframe specified in the contract. Each submitted quote must include the OEM/ Distributor prices, properly addressed to the contractor.
- Subsequently, the City representative will evaluate the provided quotation from the contractor. This evaluation involves verifying whether the prices sourced from the OEM/ Distributor have been accurately reflected in the contractor's quote for each requested item.
- Upon completion of the above steps and identification of no discrepancies, the City representative will proceed to confirm the accurate application of the Mark-up % as outlined in the Pricing Schedule.
- Suppliers are to, upon request, provide the City with a full OEM price list/Catalogue relevant to the scope of this tender and as requested by the City representative. Items provided need to contain full specifications in order to enable the City to Codify the relevant descriptions on the system for the purposed of this contract.

### 5.3.15 Definition of Terms Used

- Resources cannot fulfil more than one role per schedule, to avoid a limitation in resourcing at contract stage

Term	Definition
Support Engineer	A certified engineer with valid certification and a minimum of 5-years transmission/DWDM experience. Must have the relevant valid Professional level OEM certification for the product offered:
Senior Support Engineer	A certified engineer with valid certification and a minimum of 8 years transmission/DWDM experience. Must have the relevant valid Expert level OEM certification for the product offered:
Project Manager	<p>A qualified and certified project manager with a minimum of 5 years' relevant work experience. Must have NQF 7 plus either of the following valid certification:</p> <ul style="list-style-type: none"> <li>- PRINCE-2 Certification or Equivalent</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>- (IAPM/ SACPCMP) or Equivalent</li> </ul>
Project Administrator	A project administrator with a minimum of 2 years' relevant work experience performing project administrative related work. Must have NQF 6 or equivalent:
Engineer Support Services	<p>Technical support services include incidents, network degradations, testing, maintenance and support activities (Corrective and preventative) required to implement requested services. This includes travelling to site to do the work. Maintenance and support activities will include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- - Check DWDM Shelves</li> <li>- Rack Maintenance</li> <li>- Fibre Maintenance</li> <li>- Check power.</li> <li>- Check DWDM shelves, all dummy covers in place</li> <li>- Confirm Air-cooling system and Fan units</li> <li>- Check filters</li> <li>- Check and clear all alarms on the Network Management System - (NMS).</li> <li>- Check Remotely all DWDM levels and shelf sequence according to NMS</li> <li>- Remove dust on shelves and cabinets</li> <li>- Complete all Circuit labels</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>• Fibre Network Monitoring System Layout modification, add Slack manager</li> <li>• Confirm and update fingerprints</li> <li>• Live monitoring of Local and access cable Identified during survey.</li> <li>• Provisioning of all circuits</li> <li>• Soak testing, Type Approval Acceptance test</li> <li>• Site Acceptance/ Approval test</li> </ul> <p>DWDM and Fibre Network Monitoring System uptime renewal support (license, software, software patches, extended TAC support)</p>
Installation	<p>This means the physical installation of equipment and cabling required to enable the service.</p> <p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Racking and stacking of equipment</li> <li>○ Powering up</li> <li>○ Cabling</li> <li>○ Connecting a cable, either Ethernet/Fibre, between the equipment being installed to the point that will enable communication to the end system and testing the cable to ensure that it is working correctly and will serve the purpose for which it is intended.</li> </ul> <p>Equipment installation means mounting of equipment to the supporting infrastructure (the rack). Connecting electrical cables that will enable the equipment to be powered up. Testing of the correct voltages to ensure that equipment voltage specifications are met before equipment is powered up. Connecting and testing of the correct link communications parameters to ensure that the communications/transmission medium fibre/ Ethernet will be able to communicate with the remote system.</p>
Commissioning	<p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Powering up new equipment (in the case that it could not be powered for infrastructure reasons)</li> <li>○ Creating and preparing configuration</li> <li>○ Loading and testing of configuration</li> <li>○ Enabling the installed device to communicate with remote system</li> <li>○ Configure relevant alarming and performance parameters that will enable equipment monitoring with the network operations centre (TOC) and ensure that the installed equipment is in a ready state to carry a service.</li> <li>○ Test relevant alarms with Network Operations Centre (TOC)</li> <li>○ At the end of this exercise, equipment should be in a ready state to take on services</li> </ul>

Term	Definition
Network Operation Centre (TOC)	24/7/365 City Telecoms Network Monitoring Centre, which monitors the existing network and is involved in the process of integrating new equipment/adding new services into the network and ensuring it meets the standards as determined by City Telecoms.
Working hours/Business Hours	08:00 to 17:00, Monday to Friday (excluding weekends and public holidays).
Call-out Rate	<p>Call-Out Rate: A per-hour rate paid to personnel who are physically required to attend to faults or incidents during standby periods.</p> <ul style="list-style-type: none"> <li>· If a fault or incident requires physical attendance, the call-out rate shall apply from the time the time of commencement until completion.</li> </ul> <p>Call-Out Rate applies from the time the engineer departs for site until the work is completed.</p> <p>It may apply to weekdays, weekends, after-hours, or public holidays depending on the incident circumstances</p>
After hours	Non-Business working hours (i.e. after 17:00 until 08:00 of the following working day, weekends, and South African calendar official public holidays).
Employee Readiness obligations	<p>The person must:</p> <ul style="list-style-type: none"> <li>○ Remain reachable</li> <li>○ Be sober and capable of responding</li> <li>○ Be able to log in remotely if needed</li> <li>○ An Engineer must be available in a period, and a standby roaster must be provided.</li> </ul> <p>This imposes lifestyle constraints that must be compensated.</p>
P1	<p>Critical fault - failure resulting in the network being unavailable, thereby causing critical impact to business operations if service is not restored quickly. No workaround is available.</p> <p>A critical event is an acute operating problem that is already causing or has an immediate potential to cause considerable service and management restrictions. Typically affects the network availability.</p>
P2	A failure resulting in the network being severely degraded, causing significant impact to business operations. No workaround available.
P3	Network functionality is noticeably impaired, but most business operations continue.
P4	Departmental or client service request
PLA	Performance Level Agreement

## SCHEDULE B

### FULFILMENT AND ASSURANCE OF EXISTING ADTRAN TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT

#### 5.4.1 Background and Purpose of the Tender

The purpose of the contract is to provide network maintenance and support services consisting of, but not limited to, network maintenance and network optimisation (expansion/decommissioning where necessary) of the City's telecommunications network and Dense Wavelength-Division Multiplexing (DWDM) Services. This work will be fulfilled through "Transmission and Network Fulfilment and Network Assurance Service".

The network access equipment is deployed at various access sites/buildings where the City ICT services originate. These services are then routed/transported to their destination nodes/servers located at the City's data centres where services are queried/accessed, all these services are transported over a DWDM transport/transmission layer network which also interconnects the City's switching centres and network node rooms. Service assurance and fulfilment will be responsible for network access, distribution and core network layers.

Service assurance and fulfilment will cover, but is not limited to, maintenance, and the optimisation (upgrading, expansion, decommissioning etc.) of this telecommunications network, and DWDM services as and when required by the City. It should be noted that technology changes continuously and network architecture will be dynamic, meaning there is a requirement for flexibility in the work scope (which could change as the network evolves during the duration of this contract).

The DWDM network comprises of approximately 5 FOADM nodes and 17 ROADM nodes, and the current DWDM Network comprises of ADTRAN equipment.

The services procured through this contract includes the operation, management, maintenance and support of all the mentioned OEM equipment.

The existing DWDM Network is an ADTRAN product, below is a breakdown of network elements in the network

Existing Equipment model	Function	Existing Quantity
ADTRAN 9HU FSP 3000 shelf	DWDM Transmission	20
ADTRAN 7HU FSP 3000 shelf	DWDM Transmission	46
ADTRAN ALM 16 port	Advance Link Monitoring	27
ADTRAN ALM 64 port	Advance Link Monitoring	3

**List of existing sites**

<b>#</b>	<b>Site Location</b>
1	Athlone
2	Bellville
3	Brackenfell
4	Cape Town
5	Durbanville
6	Gallows Hill
7	Goodwood
8	Keller House
9	Lookout Hill
10	Milnerton
11	Mitchells Plain
12	Mowbray
13	Nyanga
14	Parow
15	Plumstead
16	Salt River
17	Somerset West
18	Tygerberg

**5.4.2 Service Assurance**

Service Assurance work is required 24-hours every day for the duration of the contract [includes normal working hours and after hours (as defined within the specifications)]. To cover the after-hours requirement, the service provider must avail resources to be on stand-by during this time. It is the service provider's responsibility to provide the stand-by roster on a monthly basis, indicating how the '24-hours every day' requirement will be met (subject to the City's acceptance). In the event of a call out (during after-hours), the service provider must make engineers available and provide transportation and required test equipment to perform the required work, this forms part of the monthly service provision.

The service provider will be responsible for maintaining the functioning of the telecommunications network. Network assurance requires engineers to be available 24-hours a day (including weekends and public holidays) for the duration of the contract, to react to network faults and perform repairs thereby ensuring availability of network services. The service provider must supply test equipment to its engineers with a valid calibration window, and train and certify engineers to use the test equipment. This will be at the service provider's cost.

The service provider must supply to its engineers the "Testers" to test link performance and troubleshooting, which should always be within its valid calibration window. The minimum specifications for the Tester" are:

**Electrical:**

- Be able to test Cat-5/6 characteristics
- Connectors for ethernet Cable Testing
- Wiremap for miswires, split pairs, shorts and opens
- Shielded Cable Testing

**Optical:**

- Optical testing, not limited to:
- Test and troubleshoot wavelengths of 1310 nm, 1550 nm and 1650 nm, SOAK Test, Optical power levels etc.
- OSA
- Optical light source: 1310 nm  $\pm$  30 nm, 1550 nm  $\pm$  30 nm and 1650 nm  $\pm$  10 nm
- Generate a fully loaded signal to test link throughput end-to-end

In addition to the testers, the service provider must also provide toolboxes for the engineers which will equip them to perform tasks as required. Supplying test equipment and training the engineers to be competent to use the equipment will be at a services provider's cost.

**5.4.3 Network Services Assurance**

The service provider will be responsible for maintaining the functioning of the telecommunications network. Network assurance requires engineers to be available 24-hours a day (including weekends and public holidays) for the duration of the contract, to react to network faults and perform repairs thereby ensuring availability of network services. The service provider must supply test equipment to its engineers with a valid calibration window, and train and certify engineers to use the test equipment. This will be at the service provider's cost.

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- OSA
- Optical light source: 1310 nm  $\pm$  30 nm, 1550 nm  $\pm$  30 nm and 1650 nm  $\pm$  10 nm
- Generate a fully loaded signal to test link throughput end-to-end

In addition to the testers, the service provider must also provide toolboxes for the engineers which will equip them to perform tasks as required. Supplying test equipment and training the engineers to be competent to use the equipment will be at a services provider's cost.

**5.4.4 Service Migrations/ Cutovers**

As the network evolves, older equipment will be replaced with new equipment that will address the needs as required by the City of Cape Town. Whether being network optimisation, upgrading, decommissioning, etc. This results in services migration from old to new equipment. This scope of work also falls within services fulfilment category and mostly comes in the form of projects and daily operations. This work will include (but is not limited to):

- Collecting of relevant equipment from City of Cape Town stores (e.g. fibre patch leads, SFPs, XFP and miscellaneous accessories) necessary to prepare and enable new equipment to be ready for takeover of services within the ambit of the City of Cape Town as required
- Installation and commissioning of equipment on site as directed by the network planner/manager/supervisor/project manager.
- Logging of change controls and following of CCT standard working procedures to get the change control approved.
- Creation and deploying configuration of new/additional services as determined by the network planner/supervisor/manager.
- Services migration (refer to definitions) from the old equipment to the new equipment.
- Decommissioning (refer to definitions) and transportation of old equipment from the site to a designated location as determined by the City.

It should be noted that, depending on service impact, service migrations may sometimes be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

It should be noted, that depending on service impact, service migrations may be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

**5.4.5 Network Optimisation**

This includes (but is not limited to):

- Performing end-to-end routine network audits as determined by the City representative and implement rectifications/equalising/reconfiguration/redeployments to optimise the network as required by the City.
- Implement network improvements/rectifications identified in weekly and monthly network performance reports and any network improvements required.
- Report on activities identified and rectified during network optimisation in a monthly report to be presented at monthly service delivery meetings.

**5.4.6 Network Troubleshooting**

This includes (but is not limited to):

- Ascertaining cause of failure (e.g. analyse network alarms to ascertain whether its environmental factors, power, temperature, etc, and do a basic ICMP tests).
- Diagnosis (show commands), service restoration, and/or correction of hardware on site, correct mis- configuration problems on equipment/systems.
- Remote problem identification and on-site intervention where necessary in order to resolve the

problem.

- Identify and replace cabling and/or SFP issues.
- Be available at all times and be on site when required when critical changes with major impact are executed.
- Problem determination and collection relevant technical information to identify root causes.
- Provide problem resolution reports as required by the TOC or City management.
- Detailed diagnosis (e.g. performance/analysis of routing/transport protocols (e.g. OSPF, etc.) supported by on-site intervention.
- Resolution of complex configuration problems.
- Resolve hardware and software problems.
- Analysis of traces and diagnostic data.
- Generate workarounds and/or permanent resolutions to hardware and software bugs (may require liaison with equipment/software OEM)).
- Fault resolution with the assistance of OEM vendor when the severity of the fault has been deemed to require OEM support (City representative will decide whether to request the OEM vendor to come to site or assist remotely).
- Providing software patches and implementation when required.
- Resolve all network problems to meet SLAs.
- Carry out a focused analysis taking into account the diagnosis results and actions.
- Take the appropriate corrective actions or determine workarounds for problem neutralisation and implement the necessary actions.
- Troubleshooting of the network fault will be focused on end-to-end service restoration.
- 24/7/365 Standby duties for network services troubleshooting and restoration as per SLA
- Assurance/fulfilment engineer on standby must also be present on site when requested by the City representative when critical network changes are executed.
- Full diagnostics of the problem to the point of liaising with the OEM distributor to ascertain and resolve the problem (including hardware replacement or software corrections) with the guidance of the OEM. A City representative will make a decision whether the OEM must assist remotely or be present on site to assist the on-site services fulfilment/assurance engineer. Service Assurance will be measured by performance requirements.

#### **5.4.7 Quality of Service**

This includes (but is not limited to):

- Continuous network performance improvement with the assistance of available network troubleshooting and optimisation tools (CA-Spectrum, ALM, ENC(NMS) e-Health, XMC, Infoblox / Net-MRI etc.) to meet the required performance level requirements between IS&T users/client applications.

Ensure that there is always:

- Optimum routing and network performance.
- Optimum throughput of network links.
- Overall network latency target is within the limits as specified in the network performance requirements metrics.
- The maximum packet delay variation (jitter) is within the limits as specified in the PLR metrics.
- Minimum Error rate is met as specified in the PLRs.

- The minimum Packet loss PLR is met.
- Network availability target is met as per PLRs

#### **5.4.8 Service Fulfilment**

Service Fulfilment work must be done outside of working hours (e.g. services migrations, cutovers, after hours changes, etc.) the service provider must make engineers available when requested by the City representative, this forms part of the monthly service provision. Service Fulfilment will also be governed by the performance level requirements.

Service fulfilment work will be performed every business day and will be determined by the City as daily operational work. Most of service fulfilment work will come in the form of projects resulting from network expansion, decommissioning, optimisation, upgrade, etc. Engineers must be based at the City's offices and will report to City's management or delegated City employee who will assign, manage and supervise their work for the duration of the contract.

The service provider must provide a point of escalation (e.g. a service delivery manager). The point of escalation should balance the workload; noting day and after hour work. If the workload is exceeded and targets are affected, this must be communicated and proven to the City representative for decision making on the way forward.

#### **5.4.9 Ad-hoc Labour Services**

All ad hoc labour is as and when required. The certification and experience required for ad hoc labour is defined in 5.4.16 of the specification. The scope of work for the ad hoc labour services will be defined in the job scope, in the works order, at contract stage. The scope of work will vary from project to project and therefore cannot be fully defined at this stage.

The Ad-hoc Labour services are not guaranteed and are supplied only upon formal instruction or approval by the City.

Please note that there should be no extra costs other than what has been charged for installation and commissioning of the equipment. Testing whether the solution or a new equipment model will work (i.e. testing the equipment in the LAB) will be the responsibility of the service provider and this will be at the service provider's cost.

#### **5.4.10 Key Personnel**

##### ***Engineers required to fulfil and assure the service***

Work to be performed by on-site engineers will be detailed during the on-boarding process. A minimum of 2 engineers = 1 x senior support engineer and 1x support engineer are required to perform work on a monthly basis. The engineers must have valid certification [refer to 5.4.16 of the specification (definitions) for the required certification and experience]. These engineers will be based at City of Cape Town offices during working hours (as defined within the specifications) with their duties determined by a City representative.

The City will arrange the necessary office equipment (i.e. landlines, laptops/desktops, data cards, etc) and office accommodation to enable execution of Transmission/DWDM fulfilment and assurance services. The services will be measured by performance level requirements (as contained within the specifications)

At contract stage, should the key personnel no longer be available, the service provider is responsible for providing a suitable replacement in accordance with the specification, subject to approval by the City representative.

In the event of equipment failure, when requested by the City representative, the service provider must avail an engineer to provide support when OEM interaction/involvement is required. The engineer must go to site within the ambit of the City of Cape Town boundaries in order to support the service assurance engineer or must provide a platform where the assurance engineer communicates with the OEM to resolve the failure. This will be done at a discretion of a City representative.

- It is a requirement that the key personnel can demonstrate recent experience related to specific aspects of this enquiry. This information must be included in the CVs for each of the key personnel.

#### **5.4.11 Accreditation/ Certification with Original Equipment Manufacturers (OEM's)**

By contract commencement, the service provider and resources where applicable must be accredited/Certified with the relevant Original Equipment Manufacturers (OEMs) applicable to the awarded schedule

Where applicable, in the event of equipment failure, when requested by the City representative, the service provider must avail an engineer (or more based on requirement) to provide support when OEM interaction/involvement is required. The engineer must go to site within the ambit of the City of Cape Town boundaries in order to support the service assurance engineer, or must provide a platform where the assurance engineer communicates with the OEM to resolve the failure. This will be done at a discretion of a City representative.

#### **5.4.12 Performance Level Requirements (PLR's)**

Service provider is to note that failure to meet the performance level requirements (PLRs and service level requirements) will result in a 5% penalty being applied to the monthly service invoice for the respective month in which the transgression occurred.

This section explains the minimum expected service levels that the City of Cape Town requires from the service provider. These PLRs shall commence on the commencement date of contract. These PLRs maybe subject to review as determined by the City where deemed necessary, and negotiations for PLR review will be initiated with the service provider to allow and agree on changes to address the need (at that point in time). The service provider must meet all the

requirements as specified in these specifications.

**5.4.12.1 Service Level Requirements**

Only applicable when City of Cape Town agreed and provided a purchase order for an engineer on an ad-hoc basis.

In a situation where support will be required by the City, the service provider must adhere to the metrics indicated in the table below. The service provider must provide a platform or means for the City to receive OEM/ engineer support (Please refer to 5.4.16 of the specification for the definition of “Support”) when required.

Severity	Time to Respond	Time to Restore during business hours	Time to Restore after hours
P1	≤ 30 minutes	2HRS	4HRS
P2	≤ 30 minutes	4HRS	6HRS
P3	≤ 60 minutes	8HRS	16HRS
P4	≤ 1-business day	5-working days	N/A

SERVICE	METRIC
EPIC 107 monthly target availability All Hours	99.99 %
Monthly Hardware availability target during Business Hours	≥ 99.9%
Monthly Hardware availability target after business hours	≥ 99.0%
Monthly Network availability target during Business Hours	≥ 99.9%
Monthly Network availability target after business hours	≥ 99.0%
Round Trip Delay Monthly Target	≤ 10ms
Monthly Packet Delivery Target	≥99.9%
Monthly Jitter Target	≤ 50ms
Interface Errors	≤ 2%
Monthly Service Report	7th business day of every month
Maximum Packets Loss per month	≤ 2%
Overall Link availability per month	≥ 99.9%

**5.4.13 Penalties**

The penalty for this contract shall be in accordance with the following:

#	Performance Element	Performance Measure	Performance Metric	Penalty
1	Contact Information	Schedule of Contact Information for key staff maintained at all times	Contact details are accurate, complete and current, as measured by random check	Two (2) Grief Points per occurrence (incident) when one or more of the required details were found to be incorrect (i.e. not accurate, complete or current) NB. Penalty is due per incident, not per data point

#	Performance Element	Performance Measure	Performance Metric	Penalty
2	Project Quotations	Provide detailed project specifications and quotation	Delivered by the end of the fifth (5th) Business Day after the day that the City's requirements are provided, as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a quotation is late
3	OEM & Vendor Support Program	Response Time: Adherence to Service Level Requirements (SLR) Time to respond as per 5.4.12.1 of the tender Specifications for Performance Level Requirements (PLR)	Performed in terms of response time as per time as per 5.4.12.1 for Performance Level Requirements (PLR)	Response Time exceeds the maximum allowed: Three (3) Grief Points per occurrence
		Restore Time: Adherence to Service Level Requirements (SLR) time to restore per 5.4.12.1 of the tender	Performed in terms of tracking Time to restore <b>during business</b> hours as per 5.4.12.1 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
		Specifications for Performance Level Requirements (PLR)	Performed in terms of tracking Time to restore <b>excluding business hours</b> as per 5.4.12.1 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
4	OEM support	Availability of support	Always available when requested	OEM Support found to be unavailable when required: Five (5) Grief Points per occurrence
5	Reporting	Comments on reports produced by the MAN Network Manager and/or the TOC and/or the TBS Plan & Build or Operations section	Within three (3) full Business Days, as evidenced by as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a response is late
6	Performance Review Meetings	Attendance by the Client Liaison / Account Manager at scheduled Review Meetings	As evidenced by signed meeting minutes or attendance register	Three (3) Grief Points of each instance of non- attendance

Whenever a Performance Metric is not achieved, the Infringement will cause the stipulated number of Grief Points to be incurred. The City shall be entitled (but not obliged) to apply the relevant for each Infringement by recording the incurrence of Grief Points.

- When incurred, the Grief Points will be totalled up at the end of each Calendar Month.
- If the total number of Grief Points incurred in a single Calendar Month is more than fifteen (>15) (the Grief Point Threshold) at any time during the Contact Period, then a Non-Compliance Event has occurred.

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- The occurrence of a Non-Compliance Event will result in the City imposing a Performance Penalty, which must be claimed by the City from the supplier.
- On the first occurrence of a Non-Compliance Event, the City will claim a Performance Penalty of 5% of the purchase order value where delivery of goods exceeds the specified delivery period.
- The first occurrence of a Non-Compliance Event initiates a 12-month rolling period. This 12-month rolling period will commence on the 1st day of the Calendar Month in which the first Non-Compliance Event occurred. Thereafter, the 12-month rolling period shall be defined as the current Calendar Month and the previous 11 Calendar Months.
- On the second occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 10% (ten percent) of the purchase order value where delivery of goods exceeds the specified delivery period.
- On the third occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 15% (fifteen percent) of the purchase order value where delivery of goods exceeds the specified delivery period.
- In the case of unforeseen issues causing late delivery, it the responsibility of the Supplier to timeously inform the City if the goods ordered will not meet the contract delivery period. The City has the right to accept or decline the new delivery times.

Should the Contractor accumulate 15 (fifteen) or more Grief Points during a Calendar Month more than 3 (three) times during a 12-month rolling period (i.e. more than three Non-Compliance Events within twelve months), this will give rise to a Performance Termination Event, which the City may exercise at its discretion.

**5.4.14 Service Assurance Target SLA's**

Severity	Time to Respond	Time to Restore during business hours	Time to Restore after hours
P1	≤ 30 minutes	2HRS	4HRS
P2	≤ 30 minutes	4HRS	6HRS
P3	≤ 60 minutes	8HRS	16HRS
P4	≤ 1-business day	5-working days	N/A

SERVICE	METRIC
EPIC 107 monthly target availability All Hours	99.99 %
Monthly Hardware availability target during Business Hours	≥ 99.9%
Monthly Hardware availability target after business hours	≥ 99.0%
Monthly Network availability target during Business Hours	≥ 99.9%
Monthly Network availability target after business hours	≥ 99.0%
Round Trip Delay Monthly Target	≤ 10ms
Monthly Packet Delivery Target	≥99.9%
Monthly Jitter Target	≤ 50ms
Interface Errors	≤ 2%
Monthly Service Report	7th business day of every month
Maximum Packets Loss per month	≤ 2%
Overall Link availability per month	≥ 99.9%

**5.4.15 Service Fulfilment Monthly Targets**

Time to fulfil/deliver a service for day of request	Less than 5-Business days
Service Fulfilment and Assurance Monthly Service Report	Every 7th business day of every month

- The Network will be maintained end-to-end from access, distribution to core, including performing emergency repairs (when necessary).
- Service provider performance will be measured and monitored (but not limited to) using the metrics in this PLR.
- Engineers shall be located at City of Cape Town offices and be bounded by City of Cape Town working hours.
- A minimum of two (2) certified engineers are required to fulfil the Services Fulfilment and Assurance work for the duration of the tender contract.
- Engineers will be tasked with service fulfilment and assurance functions to be performed daily during office hours, and in some instances after hours to accommodate minimum service disruptions to the City’s clients/departments.
- They must support and maintain all the telecommunications network hardware devices as determined by the City including associated software needed to sustain the network and its services.

**5.4.16 Definitions of Terms Used**

- Resources cannot fulfil more than one role per schedule, to avoid a limitation in resourcing at contract stage

Term	Definition
Support Engineer	A certified engineer with valid certification and a minimum of 5-years transmission/DWDM experience. Must have the relevant valid Professional level OEM certification for the product offered:
Senior Support Engineer	A certified engineer with valid certification and a minimum of 8 years transmission/DWDM experience. Must have the relevant valid Expert level OEM certification for the product offered:
Project Manager	A qualified and certified project manager with a minimum of 5 years' relevant work experience. Must have NQF 7 plus either of the following valid certification:  - PRINCE-2 Certification or Equivalent  OR  - (IAPM/ SACPCMP) or Equivalent
Project Administrator	A project administrator with a minimum of 2 years' relevant work experience performing project administrative related work. Must have NQF 6 or equivalent:

Term	Definition
Engineer Support Services	<p>Technical support services include incidents, network degradations, testing, maintenance and support activities (Corrective and preventative) required to implement requested services. This includes travelling to site to do the work. Maintenance and support activities will include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- - Check DWDM Shelves</li> <li>- Rack Maintenance</li> <li>- Fibre Maintenance</li> <li>- Check power.</li> <li>- Check DWDM shelves, all dummy covers in place</li> <li>- Confirm Air-cooling system and Fan units</li> <li>- Check filters</li> <li>- Check and clear all alarms on the Network Management System - (NMS).</li> <li>- Check Remotely all DWDM levels and shelf sequence according to NMS</li> <li>- Remove dust on shelves and cabinets</li> <li>- Complete all Circuit labels</li> </ul> <ul style="list-style-type: none"> <li>• Fibre Network Monitoring System Layout modification, add Slack manager</li> <li>• Confirm and update fingerprints</li> <li>• Live monitoring of Local and access cable Identified during survey.</li> <li>• Provisioning of all circuits</li> <li>• Soak testing, Type Approval Acceptance test</li> <li>• Site Acceptance/ Approval test</li> </ul> <p>DWDM and Fibre Network Monitoring System uptime renewal support (license, software, software patches, extended TAC support)</p>

Term	Definition
Installation	<p>This means the physical installation of equipment and cabling required to enable the service.</p> <p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Racking and stacking of equipment</li> <li>○ Powering up</li> <li>○ Cabling</li> <li>○ Connecting a cable, either Ethernet/Fibre, between the equipment being installed to the point that will enable communication to the end system and testing the cable to ensure that it is working correctly and will serve the purpose for which it is intended.</li> </ul> <p>Equipment installation means mounting of equipment to the supporting infrastructure (the rack). Connecting electrical cables that will enable the equipment to be powered up. Testing of the correct voltages to ensure that equipment voltage specifications are met before equipment is powered up. Connecting and testing of the correct link communications parameters to ensure that the communications/transmission medium fibre/ Ethernet will be able to communicate with the remote system.</p>
Commissioning	<p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Powering up new equipment (in the case that it could not be powered for infrastructure reasons)</li> <li>○ Creating and preparing configuration</li> <li>○ Loading and testing of configuration</li> <li>○ Enabling the installed device to communicate with remote system</li> <li>○ Configure relevant alarming and performance parameters that will enable equipment monitoring with the network operations centre (TOC) and ensure that the installed equipment is in a ready state to carry a service.</li> <li>○ Test relevant alarms with Network Operations Centre (TOC)</li> <li>○ At the end of this exercise, equipment should be in a ready state to take on services</li> </ul>
Network Operation Centre (TOC)	<p>24/7/365 City Telecoms Network Monitoring Centre, which monitors the existing network and is involved in the process of integrating new equipment/adding new services into the network and ensuring it meets the standards as determined by City Telecoms.</p>
Working hours/Business Hours	<p>08:00 to 17:00, Monday to Friday (excluding weekends and public holidays).</p>
Standby Rate	<p>Standby Rate: A fixed monthly or daily allowance paid to personnel who are required to be available outside of normal working hours to respond to urgent service requests.</p> <p>Personnel designated as on standby must be reachable and available to respond to incidents within the agreed SLA timeframes.</p>

Term	Definition
	<ul style="list-style-type: none"> <li>· Standby duty does not require physical presence unless a call-out is triggered.</li> <li>· The standby rate shall be paid regardless of whether a call-out occurs, provided the personnel remain available and responsive.</li> </ul>
Call-out Rate	<p>Call-Out Rate: A per-hour rate paid to personnel who are physically required to attend to faults or incidents during standby periods.</p> <ul style="list-style-type: none"> <li>· If a fault or incident requires physical attendance, the call-out rate shall apply from the time the time of commencement until completion.</li> </ul> <p>Call-Out Rate applies from the time the engineer departs for site until the work is completed.</p> <p>It may apply to weekdays, weekends, after-hours, or public holidays depending on the incident circumstances</p>
After hours	Non-Business working hours (i.e. after 17:00 until 08:00 of the following working day, weekends, and South African calendar official public holidays).
Employee Readiness obligations	<p>The person must:</p> <ul style="list-style-type: none"> <li>○ Remain reachable</li> <li>○ Be sober and capable of responding</li> <li>○ Be able to log in remotely if needed</li> <li>○ An Engineer must be available in a period, and a standby roaster must be provided.</li> </ul> <p>This imposes lifestyle constraints that must be compensated.</p>
P1	<p>Critical fault - failure resulting in the network being unavailable, thereby causing critical impact to business operations if service is not restored quickly. No workaround is available.</p> <p>A critical event is an acute operating problem that is already causing or has an immediate potential to cause considerable service and management restrictions. Typically affects the network availability.</p>
P2	A failure resulting in the network being severely degraded, causing significant impact to business operations. No workaround available.
P3	Network functionality is noticeably impaired, but most business operations continue.
P4	Departmental or client service request
PLA	Performance Level Agreement

## SCHEDULE C

### SUPPLY, FULFILMENT AND ASSURANCE, HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)

#### 5.5.1 Background and Purpose of the Contract

The Telecommunications Branch is responsible for the supply and provisioning of telecommunications services for the City of Cape Town. Central to this is the design, planning, service provisioning, maintenance, monitoring and management of the City's Telecommunications Network.

The City of Cape Town's Metropolitan Area Network (MAN) is a relatively large multi-layered Multi-Protocol Label Switching (MPLS) network with approximately 500 endpoints which complements and leverages the underlying optic fibre and Dense Wave Division Multiplexing (DWDM) infrastructure. The network's primary purpose is to interconnect over 800 municipal locations with multiple LAN's, within the Cape Town metropole. Current DWDM Network is from ADTRAN while MPLS Network comprises of Nokia, Alcatel and Huawei.

The purpose of this contract is to procure fulfilment and assurance, hardware and support (please refer to the relevant definitions table within the specification for the definition of "Support") and software licenses for a new DWDM solution.

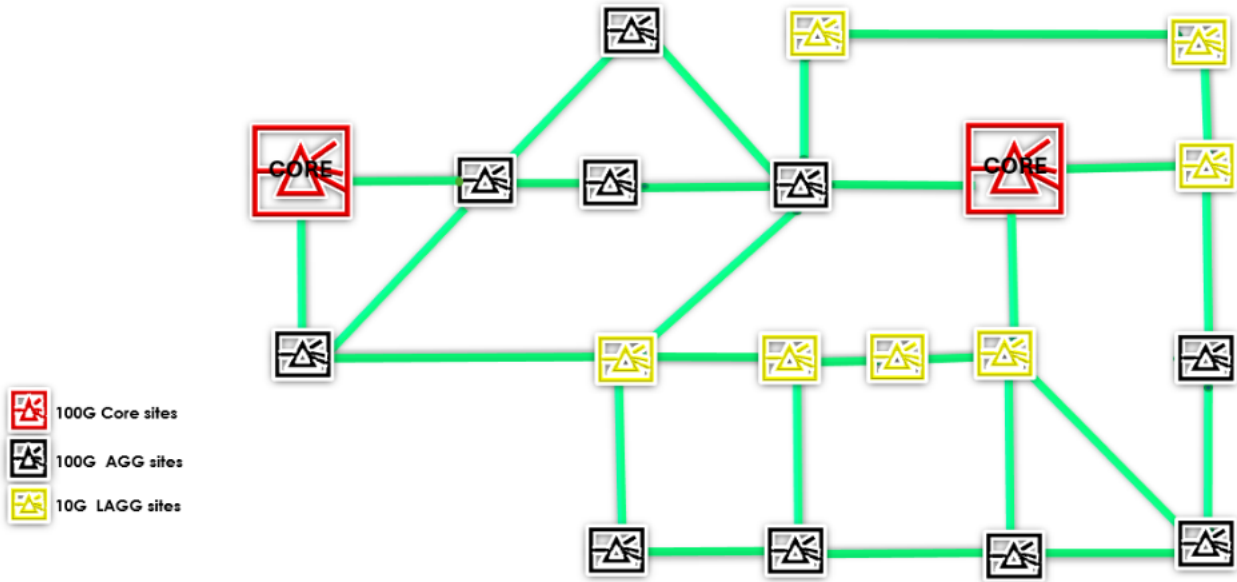
A typical proposed DWDM network for the City of Cape Town's new solution would entail supplying of hardware, installation, commissioning and integration, provisioning of licenses, software, firmware, monitoring tools and support services. The City of Cape Town DWDM network will comprise of 20 physical sites, with a total of 74 nodes of which all 20 physical sites will be ROADM sites. The two core site links will be 400G and all Local Aggregation and Aggregation site links will be 100G.

**List of sites**

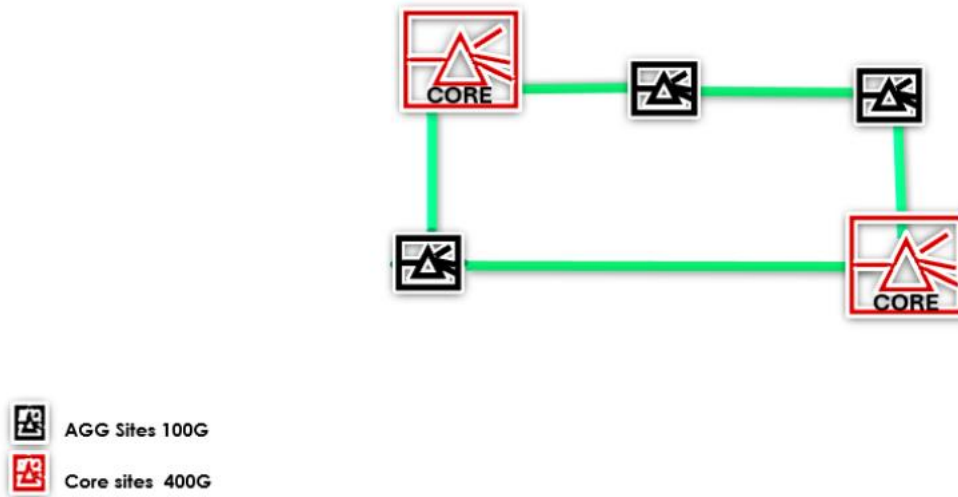
#	Site Location
1	Athlone
2	Bellville
3	Brackenfell
4	Cape Town
5	Durbanville
6	Gallows Hill
7	Goodwood
8	Keller House
9	Lookout Hill
10	Milnerton
11	Mitchells Plain
12	Mowbray
13	Nyanga
14	Parow
15	Plumstead
16	Salt River
17	Somerset West
18	Tygerberg
19	Teraco
20	Atlantis

DWDM Network Topology / Architecture

COCT ROADM Network Topology



COCT ROADM Grid Failure Network Topology



5.5.2 Network Services Assurance

The service provider must supply test equipment to its engineers with a valid calibration window, and train and certify engineers to use the test equipment. This will be at the service provider's cost.

The service provider must supply to its engineers the "Testers" to test link performance and troubleshooting, which

should always be within its valid calibration window. The minimum specifications for the Tester" are but not limited to:

**Electrical:**

- Be able to test Cat-5/6 characteristics
- Connectors for ethernet Cable Testing
- Wiremap for miswires, split pairs, shorts and opens
- Shielded Cable Testing

**Optical:**

- Optical testing, not limited to:
- Test and troubleshoot wavelengths of 1310 nm, 1550 nm and 1650 nm, SOAK Test, Optical power levels etc.
- OSA
- Optical light source: 1310 nm  $\pm$  30 nm, 1550 nm  $\pm$  30 nm and 1650 nm  $\pm$  10 nm
- Generate a fully loaded signal to test link throughput end-to-end

In addition to the testers, the service provider must also provide toolboxes for the engineers which will equip them to perform tasks as required. Supplying test equipment and training the engineers to be competent to use the equipment will be at a services provider's cost.

- Engineers may be required to provide support, maintenance and troubleshooting of newly installed equipment on an ad-hoc basis and services to be charged for as per the ad-hoc rates provided for in table C2 of the pricing schedule.
- The service provider may also be required to make available an Engineer to provide such support during working or business hours and also after-hours including weekends and public holidays.

**5.5.3 Network Services Fulfilment**

As mentioned previously, the network will change dynamically to cater for growth and innovation. This work will mainly come in the form of projects. These projects must be managed by a qualified project manager and supported by a project administrator (where possible). The City will make requests costing for the project manager and/or project administrator on an ad-hoc basis, as priced in Table-B2 of the Price Schedule. Refer to the definitions section 5.5.15. for the certification and experience required. In addition, there are client requests (internal and external), of which Service Fulfilment work falls in this category and will form part of daily work to be done by the engineers to meet client requests. The scope of network services fulfilment typically consists of (but is not limited to) the following tasks:

Integration of new links which will entail (but is not limited to):

- Collecting of relevant equipment from City of Cape Town stores or designated areas that house the equipment within the ambit of the City of Cape Town as required.
- Installation and commissioning (refer to section 5.5.15 for definitions) of collected or already installed equipment on site as directed by the City's network planner.
- Logging of change controls and following of City's standard working procedures to get the change control approved.
- Creation/Removal of configuration of additional/removal of services as and when required.
- Collecting, preparing and installing of equipment as determined by the network planner.
- Ensuring that the requested service is operational and can be monitored by the TOC according to City requirements.
- In addition to work that will be assigned by the designated City's representative, engineers will also work closely and perform tasks as requested by project manager(s) who will be managing projects (service fulfilment) as determined by the City.

- All service fulfilment and acceptance documentation such as timesheets, as-builds, asset capturing documents and any other relevant documentation to be submitted within the stipulated timeframes.

#### **5.5.4 Network Optimisation**

This includes (but is not limited to):

- Performing end-to-end routine network audits as determined by the City representative and implement rectifications/equalising/reconfiguration/redeployments to optimise the network as required by the City.
- Implement network improvements/rectifications identified in weekly and monthly network performance reports and any network improvements required.
- Report on activities identified and rectified during network optimisation in a monthly report to be presented at monthly service delivery meetings.

#### **5.5.5 Service Migrations/ Cutovers**

As the network evolves, older equipment will be replaced with new equipment that will address the needs as required by the City of Cape Town. Whether being network optimisation, upgrading, decommissioning, etc. This results in services migration from old to new equipment. This scope of work also falls within services fulfilment category and mostly comes in the form of projects and daily operations. This work will include (but is not limited to):

- Collecting of relevant equipment from City of Cape Town stores (e.g. fibre patch leads, SFPs, XFP and miscellaneous accessories) necessary to prepare and enable new equipment to be ready for takeover of services within the ambit of the City of Cape Town as required
- Installation and commissioning of equipment on site as directed by the network planner/manager/supervisor/project manager.
- Logging of change controls and following of CCT standard working procedures to get the change control approved.
- Creation and deploying configuration of new/additional services as determined by the network planner/supervisor/manager.
- Services migration (refer to definitions) from the old equipment to the new equipment.
- Decommissioning (refer to definitions) and transportation of old equipment from the site to a designated location as determined by the City.

It should be noted that, depending on service impact, service migrations may sometimes be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

It should be noted, that depending on service impact, service migrations may be performed after hours to minimise service impact. On request from the City's representative, the service provider must make engineers and transportation available in order to perform the requested work.

#### **5.5.6 Network Troubleshooting**

This includes (but is not limited to):

- Ascertaining cause of failure (e.g. analyse network alarms to ascertain whether its environmental factors, power, temperature, etc, and do a basic ICMP tests).

- Diagnosis (show commands), service restoration, and/or correction of hardware on site, correct mis- configuration problems on equipment/systems.
- Remote problem identification and on-site intervention where necessary in order to resolve the problem.
- Identify and replace cabling and/or SFP issues.
- Be available at all times and be on site when required when critical changes with major impact are executed.
- Problem determination and collection relevant technical information to identify root causes.
- Provide problem resolution reports as required by the TOC or City management.
- Detailed diagnosis (e.g. performance/analysis of routing/transport protocols (e.g. OSPF, etc.) supported by on-site intervention.
- Resolution of complex configuration problems.
- Resolve hardware and software problems.
- Analysis of traces and diagnostic data.
- Generate workarounds and/or permanent resolutions to hardware and software bugs (may require liaison with equipment/software OEM)).
- Fault resolution with the assistance of OEM vendor when the severity of the fault has been deemed to require OEM support (City representative will decide whether to request the OEM vendor to come to site or assist remotely).
- Providing software patches and implementation when required.
- Resolve all network problems to meet SLAs.
- Carry out a focused analysis taking into account the diagnosis results and actions.
- Take the appropriate corrective actions or determine workarounds for problem neutralisation and implement the necessary actions.
- Troubleshooting of the network fault will be focused on end-to-end service restoration.
- Full diagnostics of the problem to the point of liaising with the OEM distributor to ascertain and resolve the problem (including hardware replacement or software corrections) with the guidance of the OEM. A City representative will make a decision whether the OEM must assist remotely or be present on site to assist the on-site services fulfilment/assurance engineer. Service Assurance will be measured by performance requirements.

### **5.5.7 Quality of Service**

This includes (but is not limited to):

- Continuous network performance improvement with the assistance of available network troubleshooting and optimisation tools (CA-Spectrum, Fibre Monitoring Tool, NMS e-Health, XMC, Infoblox / Net-MRI etc.) to meet the required performance level requirements between IS&T users/client applications.

Ensure that there is always:

- Optimum routing and network performance.
- Optimum throughput of network links.
- Overall network latency target is within the limits as specified in the network performance requirements metrics.
- The maximum packet delay variation (jitter) is within the limits as specified in the PLR metrics.
- Minimum Error rate is met as specified in the PLRs.

- The minimum Packet loss PLR is met.
- Network availability target is met as per PLRs

**5.6.9 Performance Level Requirements (PLR)**

**5.6.9.1 Hardware Delivery Timelines**

When a price is requested, the service provider must supply a price and an OEM / Distributor price list (not older than 5 working days) within 5 working days from the date of request.

In the event where a price is attached to a solution presented by the vendor for City’s approval, these timelines will be negotiated as per agreement and the City will need to approve this.

When there is an order of hardware or software, the service provider must deliver within 6-8 weeks (or as agreed upon) from the date of a purchase order failing which the City will apply a penalty.

**5.6.9.2 Service Level Requirements**

Only applicable when City of Cape Town agreed and provided a purchase order for an engineer on an ad-hoc basis.

In a situation where support will be required by the City, the service provider must adhere to the metrics indicated in the table below. The service provider must provide a platform or means for the City to receive OEM/ engineer support (Please refer to C.5.4 of the specification for the definition of “Support”) when required.

Severity	Time to Respond	Time to Restore during business hours	Time to Restore after hours
P1	≤ 30 minutes	2HRS	4HRS
P2	≤ 30 minutes	4HRS	6HRS
P3	≤ 60 minutes	8HRS	16HRS
P4	≤ 1-business day	5-working days	N/A

SERVICE	METRIC
EPIC 107 monthly target availability All Hours	99.99 %
Monthly Hardware availability target during Business Hours	≥ 99.9%
Monthly Hardware availability target after business hours	≥ 99.0%
Monthly Network availability target during Business Hours	≥ 99.9%
Monthly Network availability target after business hours	≥ 99.0%
Round Trip Delay Monthly Target	≤ 10ms
Monthly Packet Delivery Target	≥99.9%
Monthly Jitter Target	≤ 50ms
Interface Errors	≤ 2%
Monthly Service Report	7th business day of every month
Maximum Packets Loss per month	≤ 2%
Overall Link availability per month	≥ 99.9%

### **5.6.9.3 Warranty**

Warranty period for the Hardware shall be as stipulated by the OEM of the Hardware installed. Workmanship warranty shall be for 6 months following the work undertaken by the resource.

### **5.5.8 Key Personnel**

- As the work required in terms of this tender is varied and certain projects are considered to be of a technically complex nature, requiring considerable expertise, it is essential that suitably qualified and experienced personnel be assigned to this project. Should it become necessary to replace any of the project team members listed at the time of tender during the course of this contract, they may only be replaced by individuals with similar or higher qualification and experience,
  - Where the relevant OEM certification to work on all installed equipment is not held by one (1) engineer, the service provider must, at the City representative's request and approval, provide more than one (1) engineer to work on installed equipment, provided that those engineers have the necessary OEM certification and experience to cover all installed equipment.
  - At contract stage, should the key personnel no longer be available, the service provider is responsible for providing a suitable replacement in accordance with the specification, subject to approval by the City representative.
  - In the event of equipment failure, when requested by the City representative, the service provider must avail an engineer to provide support when OEM interaction/involvement is required. The engineer must go to site within the ambit of the City of Cape Town boundaries in order to support the service assurance engineer or must provide a platform where the assurance engineer communicates with the OEM to resolve the failure. This will be done at a discretion of a City representative.

### **5.5.9 Accreditation/ Certification with Original Equipment Manufacturers (OEM's)**

By contract commencement, the service provider and resources where applicable must be accredited/Certified with the relevant Original Equipment Manufacturers (OEMs) applicable to the awarded schedule to work on the installed equipment.

Where applicable, in the event of equipment failure, when requested by the City representative, the service provider must avail an engineer (or more based on requirement) to provide support when OEM interaction/involvement is required. The engineer must go to site within the ambit of the City of Cape Town boundaries in order to support the service assurance engineer or must provide a platform where the assurance engineer communicates with the OEM to resolve the failure. This will be done at a discretion of a City representative.

### **5.5.10 Performance Level Requirements (PLR's)**

Service provider is to note that failure to meet the performance level requirements (PLRs and service level requirements) will result in a 5% penalty being applied to the monthly service invoice for the respective month in which the transgression occurred.

This section explains the minimum expected service levels that the City of Cape Town requires from the service provider. These PLRs shall commence on the commencement date of contract. These PLRs may be subject to review as determined by the City where deemed necessary, and negotiations for PLR review will be initiated with the service provider to allow and agree on changes to address the need (at that point in time). The service provider must meet all the requirements as specified in these specifications.

**5.5.10.1 Hardware Delivery Timelines**

When a price is requested, the service provider must supply a price and an OEM / Distributor price list (not older than 5 working days) within 5 working days from the date of request.

In the event where a price is attached to a solution presented by the vendor for City's approval, these timelines will be negotiated as per agreement and the City will need to approve this.

When there is an order of hardware or software, the service provider must deliver within 6-8 weeks (or as agreed upon) from the date of a purchase order failing which the City will apply a penalty.

**5.5.10.2 Service Level Requirements**

Only applicable when City of Cape Town agreed and provided a purchase order for an engineer on an ad-hoc basis.

In a situation where support will be required by the City, the service provider must adhere to the metrics indicated in the table below. The service provider must provide a platform or means for the City to receive OEM/ engineer support (Please refer to .5.5.15 of the specification for the definition of "Support") when required.

Severity	Time to Respond	Time to Restore during business hours	Time to Restore after hours
P1	≤ 30 minutes	2HRS	4HRS
P2	≤ 30 minutes	4HRS	6HRS
P3	≤ 60 minutes	8HRS	16HRS
P4	≤ 1-business day	5-working days	N/A

SERVICE	METRIC
EPIC 107 monthly target availability All Hours	99.99 %
Monthly Hardware availability target during Business Hours	≥ 99.9%
Monthly Hardware availability target after business hours	≥ 99.0%
Monthly Network availability target during Business Hours	≥ 99.9%
Monthly Network availability target after business hours	≥ 99.0%
Round Trip Delay Monthly Target	≤ 10ms
Monthly Packet Delivery Target	≥99.9%
Monthly Jitter Target	≤ 50ms
Interface Errors	≤ 2%
Monthly Service Report	7th business day of every month
Maximum Packets Loss per month	≤ 2%

SERVICE	METRIC
Overall Link availability per month	≥ 99.9%

### 5.5.11. Warranty

Warranty period for the Hardware shall be as stipulated by the OEM of the Hardware installed. Workmanship warranty shall be for 6 months following the work undertaken by the resource

### 5.5.12 Penalties

The penalty for this contract shall be in accordance with the following:

#	Performance Element	Performance Measure	Performance Metric	Penalty
1	Contact Information	Schedule of Contact Information for key staff maintained at all times	Contact details are accurate, complete and current, as measured by random check	Two (2) Grief Points per occurrence (incident) when one or more of the required details were found to be incorrect (i.e. not accurate, complete or current) NB. Penalty is due per incident, not per data point
2	Procurement Process	Adherence to the City's order, delivery, and payment processes	As evidenced by date stamp on Purchase Orders, GRN, SES, invoices and any other official document. Delivery of orders to be Performed in terms of service delivery timelines as per 5.5.10 of the tender Specifications	Fifteen (15) Grief Points per purchase order for late delivery
3	Project Quotations	Provide detailed project specifications and quotation	Delivered by the end of the fifth (5th) Business Day after the day that the City's requirements are provided, as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a quotation is late
4	Guarantee	Guarantee (repair or replace) on all equipment, parts and labour, on completion of each new installation	Twelve (12) Calendar Months from date of acceptance of each new installation	Five (5) Grief Points for each case of non-performance of the supplier's obligations in terms of a Guarantee
5	OEM & Vendor Support Program	Response Time: Adherence to Service Level Requirements (SLR) Time to respond as per 5.5.10.2 of the tender Specifications for Performance Level Requirements (PLR)	Performed in terms of response time as per time as per 5.5.10.2 for Performance Level Requirements (PLR)	Response Time exceeds the maximum allowed: Three (3) Grief Points per occurrence

#	Performance Element	Performance Measure	Performance Metric	Penalty
		Restore Time: Adherence to Service Level Requirements (SLR) time to restore per 5.5.10.2 of the tender Specifications for Performance Level Requirements (PLR)	Performed in terms of tracking Time to restore during business hours as per 5.5.10.2 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
		Specifications for Performance Level Requirements (PLR)	Performed in terms of tracking Time to restore excluding business hours as per 5.5.10.2 of the tender Specifications for Performance Level Requirements (PLR)	Maximum Time To Restore exceeds the maximum allowed: Five (5) Grief Points per occurrence
6	OEM support	Availability of support	Always available when requested	OEM Support found to be unavailable when required: Five (5) Grief Points per occurrence
7	Reporting	Comments on reports produced by the MAN Network Manager and/or the TOC and/or the TBS Plan & Build or Operations section	Within three (3) full Business Days, as evidenced by as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a response is late
8	Performance Review Meetings	Attendance by the Client Liaison / Account Manager at scheduled Review Meetings	As evidenced by signed meeting minutes or attendance register	Three (3) Grief Points of each instance of non-attendance

Whenever a Performance Metric is not achieved, the Infringement will cause the stipulated number of Grief Points to be incurred. The City shall be entitled (but not obliged) to apply the relevant for each Infringement by recording the incurrence of Grief Points.

- When incurred, the Grief Points will be totalled up at the end of each Calendar Month.
- If the total number of Grief Points incurred in a single Calendar Month is more than fifteen (>15) (the Grief Point Threshold) at any time during the Contact Period, then a Non-Compliance Event has occurred.
- The occurrence of a Non-Compliance Event will result in the City imposing a Performance Penalty, which must be claimed by the City from the supplier.
- On the first occurrence of a Non-Compliance Event, the City will claim a Performance Penalty of 5% of the purchase order value where delivery of goods exceeds the specified delivery period.
- The first occurrence of a Non-Compliance Event initiates a 12-month rolling period. This 12-month rolling period will commence on the 1st day of the Calendar Month in which the first Non-Compliance Event occurred. Thereafter, the 12-month rolling period shall be defined as the current Calendar Month and the previous 11 Calendar Months.
- On the second occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 10% (ten percent) of the purchase order value where delivery of goods exceeds the specified delivery period.
- On the third occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 15% (fifteen percent) of the purchase order value where delivery of goods exceeds the specified delivery period.

- In the case of unforeseen issues causing late delivery, it the responsibility of the Supplier to timeously inform the City if the goods ordered will not meet the contract delivery period. The City has the right to accept or decline the new delivery times.

Should the Contractor accumulate 15 (fifteen) or more Grief Points during a Calendar Month more than 3 (three) times during a 12-month rolling period (i.e. more than three Non-Compliance Events within twelve months), this will give rise to a Performance Termination Event, which the City may exercise at its discretion.

#### **5.5.13 Supply of Hardware and Service Delivery**

- The service provider must provide an Original Equipment Manufacturer (OEM) certified engineer for the duration of the contract.
- The engineer must be available when requested by the City either during working or after hours to perform
- work as per the specifications.
- The service provider must be able to render OEM support when required.
- The service provider should maintain their OEM authorization/reseller agreement for the duration of the contract. The service provider shall provide proof when requested by the City. Failure to do so shall result in breach of contract.

#### **5.5.14 OEM/DISTRIBUTOR PRICE VERIFICATION AND QUERIES**

- The City retains the privilege to liaise with the OEM/ Distributor to validate the precision of the prices presented to the contractor and to ensure the correct implementation of the mark-up %, as stipulated in the pricing schedule for each respective Purchase Order.
- The process that will be followed:
- The City representative shall initiate communication with the contractor to request a quotation.
- The contractor is obligated to furnish the requested quotation within the predefined timeframe specified in the contract. Each submitted quote must include the OEM/ Distributor prices, properly addressed to the contractor.
- Subsequently, the City representative will evaluate the provided quotation from the contractor. This evaluation involves verifying whether the prices sourced from the OEM/ Distributor have been accurately reflected in the contractor's quote for each requested item.
- Upon completion of the above steps and identification of no discrepancies, the City representative will proceed to confirm the accurate application of the Mark-up % as outlined in the Pricing Schedule.
- Suppliers are to, upon request, provide the City with a full OEM price list/Catalogue relevant to the scope of this tender and as requested by the City representative. Items provided need to contain full specifications in order to enable the City to Codify the relevant descriptions on the system for the purposed of this contract.

#### **5.5.15 Definitions of Terms Used**

- Resources cannot fulfil more than one role per schedule, to avoid a limitation in resourcing at contract stage

Term	Definition
Support Engineer	A certified engineer with valid certification and a minimum of 5-years transmission/DWDM experience. Must have the relevant valid Professional level OEM certification for the product offered:
Senior Support Engineer	A certified engineer with valid certification and a minimum of 8 years transmission/DWDM experience. Must have the relevant valid Expert level OEM certification for the product offered:
Project Manager	<p>A qualified and certified project manager with a minimum of 5 years' relevant work experience. Must have NQF 7 plus either of the following valid certification:</p> <ul style="list-style-type: none"> <li>- PRINCE-2 Certification or Equivalent</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>- (IAPM/ SACPCMP) or Equivalent</li> </ul>
Project Administrator	A project administrator with a minimum of 2 years' relevant work experience performing project administrative related work. Must have NQF 6 or equivalent:
Engineer Support Services	<p>Technical support services include incidents, network degradations, testing, maintenance and support activities (Corrective and preventative) required to implement requested services. This includes travelling to site to do the work. Maintenance and support activities will include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- - Check DWDM Shelves</li> <li>- Rack Maintenance</li> <li>- Fibre Maintenance</li> <li>- Check power.</li> <li>- Check DWDM shelves, all dummy covers in place</li> <li>- Confirm Air-cooling system and Fan units</li> <li>- Check filters</li> <li>- Check and clear all alarms on the Network Management System - (NMS).</li> <li>- Check Remotely all DWDM levels and shelf sequence according to NMS</li> <li>- Remove dust on shelves and cabinets</li> <li>- Complete all Circuit labels</li> </ul> <ul style="list-style-type: none"> <li>• Fibre Network Monitoring System Layout modification, add Slack manager</li> <li>• Confirm and update fingerprints</li> <li>• Live monitoring of Local and access cable Identified</li> </ul>

Term	Definition
	<p>during survey.</p> <ul style="list-style-type: none"> <li>• Provisioning of all circuits</li> <li>• Soak testing, Type Approval Acceptance test</li> <li>• Site Acceptance/ Approval test</li> </ul> <p>DWDM and Fibre Network Monitoring System uptime renewal support (license, software, software patches, extended TAC support)</p>
Installation	<p>This means the physical installation of equipment and cabling required to enable the service.</p> <p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Racking and stacking of equipment</li> <li>○ Powering up</li> <li>○ Cabling</li> <li>○ Connecting a cable, either Ethernet/Fibre, between the equipment being installed to the point that will enable communication to the end system and testing the cable to ensure that it is working correctly and will serve the purpose for which it is intended.</li> </ul> <p>Equipment installation means mounting of equipment to the supporting infrastructure (the rack). Connecting electrical cables that will enable the equipment to be powered up. Testing of the correct voltages to ensure that equipment voltage specifications are met before equipment is powered up. Connecting and testing of the correct link communications parameters to ensure that the communications/transmission medium fibre/ Ethernet will be able to communicate with the remote system.</p>
Commissioning	<p>This involves (but is not limited to):</p> <ul style="list-style-type: none"> <li>○ Powering up new equipment (in the case that it could not be powered for infrastructure reasons)</li> <li>○ Creating and preparing configuration</li> <li>○ Loading and testing of configuration</li> <li>○ Enabling the installed device to communicate with remote system</li> <li>○ Configure relevant alarming and performance parameters that will enable equipment monitoring with the network operations centre (TOC) and ensure that the installed equipment is in a ready state to carry a service.</li> <li>○ Test relevant alarms with Network Operations Centre (TOC)</li> <li>○ At the end of this exercise, equipment should be in a ready state to take on services</li> </ul>
Network Operation Centre (TOC)	<p>24/7/365 City Telecoms Network Monitoring Centre, which monitors the existing network and is involved in the process of integrating new equipment/adding new services into the network and ensuring it meets the standards as determined by City Telecoms.</p>
Working hours/Business Hours	<p>08:00 to 17:00, Monday to Friday (excluding weekends and public</p>

Term	Definition
	holidays).
Standby Rate	<p>Standby Rate: A fixed monthly or daily allowance paid to personnel who are required to be available outside of normal working hours to respond to urgent service requests.</p> <p>Personnel designated as on standby must be reachable and available to respond to incidents within the agreed SLA timeframes.</p> <ul style="list-style-type: none"> <li>· Standby duty does not require physical presence unless a call-out is triggered.</li> <li>· The standby rate shall be paid regardless of whether a call-out occurs, provided the personnel remain available and responsive.</li> </ul>
Call-out Rate	<p>Call-Out Rate: A per-hour rate paid to personnel who are physically required to attend to faults or incidents during standby periods.</p> <ul style="list-style-type: none"> <li>· If a fault or incident requires physical attendance, the call-out rate shall apply from the time the time of commencement until completion.</li> </ul> <p>Call-Out Rate applies from the time the engineer departs for site until the work is completed.</p> <p>It may apply to weekdays, weekends, after-hours, or public holidays depending on the incident circumstances</p>
After hours	Non-Business working hours (i.e. after 17:00 until 08:00 of the following working day, weekends, and South African calendar official public holidays).
Employee Readiness obligations	<p>The person must:</p> <ul style="list-style-type: none"> <li>○ Remain reachable</li> <li>○ Be sober and capable of responding</li> <li>○ Be able to log in remotely if needed</li> <li>○ An Engineer must be available in a period, and a standby roaster must be provided.</li> </ul> <p>This imposes lifestyle constraints that must be compensated.</p>
P1	<p>Critical fault - failure resulting in the network being unavailable, thereby causing critical impact to business operations if service is not restored quickly. No workaround is available.</p> <p>A critical event is an acute operating problem that is already causing or has an immediate potential to cause considerable service and management restrictions. Typically affects the network availability.</p>
P2	A failure resulting in the network being severely degraded, causing significant impact to business operations. No workaround available.

Term	Definition
P3	Network functionality is noticeably impaired, but most business operations continue.
P4	Departmental or client service request
PLA	Performance Level Agreement

## 5.6 OHAS

This specification establishes the baseline requirements for managing health and safety risks associated with telecommunications activities in storage facilities data centres, switching facilities, and high sites. Contractors are expected to proactively identify and address any additional hazards not explicitly covered in this document, and to implement all necessary measures to safeguard both their personnel and any other individuals who may be affected by their work.

The specifications provided below are for the high-risk items identified and it should be taken into consideration when conducting your site-specific risk assessment. Any hazards not listed here, must be considered and added into your health and safety plan.

Applicable To:

- Planning
- Shelf Installations
- Card & Module Installations
- Patch Lead Installations (ODF & Equipment)
  - PSU Plug-and-Play Installations
  - Commissioning
  - Maintenance
  - Equipment Transport and Testing
- Work Environments:
  - Data Centres
  - Switching Facilities
  - Storage facilities

### 1. Legal and Regulatory Compliance

All work must comply with the following legislation and standards:

- Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
- General Safety Regulations
- Electrical Installation Regulations
- Environmental Regulations for Workplaces
- Ergonomics Regulations, 2019
- Construction Regulations (only where applicable, e.g., fall protection)
- SANS and ISO standards relevant to telecommunications and working at heights

### 2. Health and Safety File Requirements

Document	Requirement
Mandatory agreement in terms of the OHS Act	A Section 37(2) Agreement must be signed prior to commencement of any work
Appointment Letters	Section 16(2), GMR 2(1), Fall Protection Planner, First Aider, etc.
Site-Specific Risk Assessments	Conducted by a competent person before and during work
Method Statements	For each high-risk activity
Fall Protection Plan	For all work at height

Document	Requirement
Incident Register	Including near-misses and Section 24 incidents
Toolbox Talk Records	With attendance registers
Training Records	Induction, working at heights, ESD, ergonomics, etc.
Equipment Inspection Logs	Ladders, harnesses, tools, ESD gear
Vehicle Inspection	Tyres, License Disc, General condition
Emergency Procedures	Evacuation plans, fire maps, contact lists
PPE Register	Issuance and inspection records
Medical Certificates of Fitness	For physically demanding or high-risk tasks

### 3. Risk Assessments

- Conducted by a competent person appointed in writing.
- Must be reviewed regularly and updated yearly and as conditions change.
- Must follow the hierarchy of controls:
  - Elimination
  - Substitution
  - Engineering Controls
  - Administrative Controls
  - PPE (as a last resort)

- All identified PPE must be provided and used as per the risk assessment.

### 4. Task-Specific Safety Specifications

#### 4.1 Access control to Switching Centres

- Security Risks: Be alert to illegal wiring, hijacking, and robbery risks. Arrange security escorts where necessary.
- Generator Refuelling: Only trained personnel may refuel. Use fire-rated containers and follow spill prevention protocols.
- Raised Floors: Confirm load-bearing capacity before placing equipment.
- Open Floors: Must be barricaded and clearly marked with warning signage.
- Combustibles: Prohibited in switching and data rooms.

#### 4.2 High Site Tower Access

- Fall Protection Plan required per Construction Regulation 10.
- Contractor must provide:
  - Risk assessments for all fall-risk work
  - Medical fitness certificates
  - Training records for fall protection
  - Equipment inspection and maintenance logs
  - Rescue plan with trained personnel and equipment
- Environmental Hazards:
  - Rain, wind, lightning, heat
  - Slippery terrain
  - Wildlife (snakes, spiders, scorpions)
  - Security threats (muggings)
- Transport: 4x4 vehicles may be required for remote access.

#### 4.3 Climbing on Ladders

- Ladders must comply with General Safety Regulation 13A:
  - Constructed of sound material
  - Fitted with non-skid devices and hooks or secured properly
  - Inspected regularly and maintained
- Workers must be trained in safe ladder use.

#### 4.4 Transporting Goods and Equipment

- Emphasis on:
  - Safe lifting techniques
  - Use of trolleys or mechanical aids

- Awareness of musculoskeletal risks

4.5 Equipment Installation and Testing

- Use correct tools and lifting techniques.
- Provide proof of tool calibration and inspection.
- Verify voltage compatibility before powering equipment.
- Follow OEM procedures for installation and commissioning.

5. Electrical and ESD Safety

- De-energize equipment where possible and necessary.
- Use insulated tools and arc-rated PPE in line with the applicable risk assessment.
- Apply Lockout/Tagout (LOTO) procedures.
- Use ESD protection (wrist straps, mats) for sensitive components.

6. Emergency Preparedness

- Emergency exits, fire extinguishers, and first aid kits must be clearly marked and accessible.
- Conduct appropriate evacuation drills.
- Maintain an up-to-date emergency contact list.

7. Incident Reporting (Section 24 OHSA)

- Report all Section 24 incidents to the Department of Employment and Labour (DEL).
- Notify via email to: fezeka.ngalo@labour.gov.za
- Provide proof of notification to the CCT Representative.
- Do not disturb the incident site without inspector approval, unless necessary to prevent further harm.

8. Personal Protective Equipment (PPE)

Activity	Required PPE
General Access	Safety boots, high-visibility vest
Electrical Work	Arc-rated gloves, face shield, insulated tools
ESD-Sensitive Work	ESD wrist strap, anti-static mat
Ladder Use	Non-slip footwear, fall restraint (if required)
High Site Access	Full-body harness, helmet, gloves, rescue kit
Generator Refuelling	Flame-resistant clothing, gloves, eye protection

9. Training and Competency

Applicable personnel must be trained in:

- Site-specific induction
- Electrical safety and LOTO
- Fire safety and evacuation
- Manual handling
- ESD awareness
- Working at heights (per IFWH and SANS standards)
- Incident reporting procedures

Activity	Specifications
Site specific risk assessments	<p>Construction Regulations 9. (1) A contractor must, before the commencement of any construction work and during such construction work, have risk assessments performed by a competent person appointed in writing, which risk assessments form part of the health and safety plan to be applied on the site</p> <p>Contractor to do a site-specific risk assessment and implement the necessary control measures. When implementing control measures the hierarchy of controls should be followed, starting with the most effective measures to the least effective</p>

Activity	Specifications
	(elimination, substitution, engineering controls, administrative controls and personal protective equipment as a final resort) PPE as identified in the risk assessment should be provided to employees
<p>Access to switching centres Accessing the facility to refuel the generator</p>	<p>Beware of illegal uninsulated wires, possible armed robbery and hijacking hotspots. <b>Make provision for security escorts</b> (already mentioned in tender doc)</p>
<p>Working in switching centre</p>	<p>Ensure raised floors can bear the load. Barricade open floors and place proper signage to inform occupants of danger. Do not leave combustibles in switching centres or data rooms</p>
<p>High site tower access</p>	<p><b>Site specific Fall Protection Plan</b> The Construction Regulations 2014, CR10 (a) – (e), requires a fall protection plan where there is a fall risk. Carrie out rope access work as per regulation 18 of the Construction Regulations</p> <p>Contractor should have proof of:</p> <ul style="list-style-type: none"> <li>• risk assessment of all work carried out from a fall risk position</li> <li>• procedures and methods used to address all the risks identified per location</li> <li>• proof of employees' medical fitness</li> <li>• evidence of training of employees working from a fall risk position</li> <li>• procedure addressing the inspection, testing and maintenance of all fall protection equipment</li> <li>• a rescue plan detailing the necessary procedure, personnel and suitable equipment required to affect a rescue of a person</li> </ul> <p>other requirements</p> <ul style="list-style-type: none"> <li>• access to high sites might require the use of 4x4 vehicles</li> </ul> <p>Expected hazards to high sites can include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• rain</li> <li>• strong wind</li> <li>• lightning</li> <li>• slippery roads and surfaces</li> <li>• hot weather conditions</li> <li>• snakes, spiders, scorpions</li> <li>• muggings</li> </ul> <p>For information on training requirements, criteria for rope access technician, practitioner or supervisor and SANS codes or ISO standards regarding working at height and fall protection, visit <a href="http://ifwh.co.za">The Institute For Work At Height (ifwh.co.za)</a></p>

Activity	Specifications
Climbing on ladders	<p>Ensure compliance with the General Safety Regulations regarding ladders</p> <p><b>13A. Ladders</b>            (1) An employer shall ensure that every ladder is constructed of sound material and is suitable for the purpose for which it is used, and—            (a) is fitted with non-skid devices at the bottom ends and hooks or similar devices at the upper ends of the stiles which shall ensure the stability of the ladder during normal use; or            (b) is so lashed, held or secured whilst being used as to ensure the stability of the ladder under all conditions and at all times.</p> <p>Contractors shall ensure that ladders comply with and are used in the manner as described in the said regulations</p>
Transporting of goods and equipment	<p>Contractor shall provide proof of information, instruction and training as required by regulation 3 of the Ergonomics Regulations, 2019, where employees were informed of ergonomic risks and what precautions should be taken to prevent it.</p>
Equipment Installation and testing	<p>Lift and carry equipment as per information, instruction and training received.            Make use of correct equipment and tools. Provide proof of inspection and calibration dates and certificates.            Testing of the correct voltages to ensure that equipment voltage specifications are met before equipment is powered up to prevent damage or injury</p>
Excavations	<p>Any excavation work shall be performed in accordance with regulation 13 of the Construction Regulations            Contractor to proof excavation work is carried out under the supervision of a competent person (appointment letter)            Proof of competence            Provide a plan of work indicating how to prevent any person from being buried or trapped.</p>
Working in manholes (confined spaces)	<p>The requirements of regulation 5 of the General Safety Regulations (<b>5. Work in confined spaces</b>) shall be followed when working in confined spaces</p> <p>Ensure the site is secured and signs are posted as per the Road Traffic Act</p>
Reporting of Section 24 incidents to Department of Employment and Labour (DEL)	<p>The Contractor shall notify DEL of any incidents as described in Section 24 of the OHS Act, via email, to the following address, Ms. Fazekas Ngalo <a href="mailto:fezeka.ngalo@labour.gov.za">fezeka.ngalo@labour.gov.za</a> .</p> <p>The Contractor shall provide proof of notification of Section 24 incidents to DEL to the relevant Contract Manager.</p> <p><b>24. Report to inspector regarding certain incidents</b>            (1) Each incident occurring at work or arising out of or in connection with the activities of persons at work, or in connection with the use of plant or machinery, in which, or in consequence of which-            (a) any person dies, becomes unconscious, suffers the loss of a limb or part of a limb or is otherwise injured or becomes ill to such a degree that he is likely either to die or to suffer a permanent physical defect or likely to be unable for a period of at least 14 days either to work or to continue with the activity for which he was employed or is usually employed;            (b) a major incident occurred; or            (c) the health or safety of any person was endangered and</p>

Activity	Specifications
	<p>where-</p> <p>(i) a dangerous substance was spilled;</p> <p>(ii) the uncontrolled release of any substance under pressure took place;</p> <p>(iii) machinery or any part thereof fractured or failed resulting in flying, falling or uncontrolled moving objects; or</p> <p>(iv) machinery ran out of control, shall, within the prescribed period and in the prescribed manner, be reported to an inspector by the employer or the user of the plant or machinery concerned, as the case may be.</p> <p>(2) In the event of an incident in which a person died, or was injured to such an extent that he is likely to die, or suffered the loss of a limb or part of a limb, no person shall without the consent of an inspector disturb the site at which the incident occurred or remove any article or substance involved in the incident therefrom: Provided that such action may be taken as is necessary to prevent a further incident, to remove the injured or dead, or to rescue persons from danger.</p> <p>(3) The provisions of subsections (1) and (2) shall not apply in respect of-</p> <p>(a) a traffic accident on a public road;</p> <p>(b) an incident occurring in a private household, provided the householder forthwith reports the incident to the South African Police; or</p> <p>(c) any accident which is to be investigated under section 12 of the Aviation Act, 1962 (Act No. 74 of 1962).</p> <p>(4) A member of the South African Police to whom an incident was reported in terms of subsection (3) (b), shall forthwith notify an inspector thereof.</p>

### 5.7 TRADE NAMES OR PROPRIETARY PRODUCTS

N/A

### 5.8 EMPLOYMENT OF SECURITY PERSONNEL

All security staff employed by the Supplier on behalf of the CCT or at any CCT property must be registered with Private Security Industry Regulatory Authority (PSIRA). Proof of such registration must be made available to the CCT or its agent, upon request.

### 5.9 FORMS FOR CONTRACT ADMINISTRATION

The Supplier shall complete, sign and submit with each invoice, the following:

- a) Monthly Project Labour Report (described below)

The Monthly Project Labour Report must include details of all labour (including that of sub-contractors) that are South African citizens earning less than **NOT APPLICABLE** per day, as adjusted from time to time (excluding any benefits), who are employed on a temporary or contract basis on this contract in the month in question.

In addition to the Monthly Project Labour Report the Supplier shall simultaneously furnish the CCT's Agent with copies of the employment contracts entered into with such labour, together with certified copies of identification documents, proof of attendance in the form of attendance register or timesheets as well as evidence of payments to such labour in the form of copies of payslips or payroll runs. If the worker is paid in cash or by cheque, this information must be recorded on the envelope and the worker must acknowledge receipt of payment by signing for it and proof of such acknowledgement shall be furnished to the CCT's Agent

## C.6 SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this agreement.

### 1. Definitions

*Insert new clause 1.1A with the following:*

- 1.1A “Commencement Date” means the date the Supplier confirms receipt from the Purchaser of 1 (one) complete, signed copy of the Contract, the *Schedule of Deviations* (if any).
- 1.1B “Conditions of Contract” means the general conditions of contract and special conditions of contract including all other contract data incorporated by reference.

*Delete Clause 1.15 and substitute with the following*

- 1.15 The word ‘Goods’ is to be replaced everywhere it occurs in the GCC with the phrase ‘Goods and / or Services’ which means all of the equipment, machinery, materials, services, products, consumables, etc. that the Supplier is required to deliver to the Purchaser under the agreement. This definition shall also be applicable, as the context requires, anywhere where the words “supplies” and “services” occurs in the GCC.

*Delete Clause 1.19 and substitute with the following*

- 1.19 The word ‘Order’ is to be replaced everywhere it occurs in the GCC with the words ‘Purchase Order’ which means the official purchase order authorised and released on the Purchaser’s SAP System.

*Delete Clause 1.21 and substitute with the following:*

- 1.21 ‘Purchaser’ means the City of Cape Town. The address of the Purchaser is 12 Hertzog Boulevard, Cape Town, 8001 (chosen domicilium citandi et executandi).

*Add the following after Clause 1.25:*

- 1.26 ‘Supplier’ means the provider of Goods and / or Services with whom the Contract is concluded also referred to as “contractor” in the GCC.
- 1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites
- 1.28 “Working Day” means Monday to Friday excluding weekends and Public Holidays (in the Republic of South Africa).

### 3. General Obligations

*Delete Clause 3.2 in its entirety and replace with the following clauses.*

- 3.2 The Parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 If the Supplier is a joint venture, all parties in a joint venture or consortium shall be jointly and severally liable to the Purchaser in terms of the Contract and shall carry individually the minimum levels of insurance stated in the Contract, if any.
- 3.4 The Parties shall comply with all laws, regulations and bylaws of local or other authorities having

jurisdiction regarding the Delivery of the Goods and/or Services and give all notices and pay all charges required by such authorities.

- 3.4.1 The Parties agree that this Contract shall also be subject to the CCT's Supply Chain Management Policy ("SCM Policy") that was applicable on the date the bid was advertised as amended from time to time. If the Purchaser adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender, such clause shall also be applicable to the Contract. Please refer to this document contained on the CCT's website.
- 3.4.2 Abuse of the supply chain management system is not permitted and may result in termination of the Contract, restriction of the Supplier, and/or the exercise by the CCT of any other remedies available to it as described in the SCM Policy or in law.
- 3.5 The Supplier shall:
- 3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the Purchase Order by the Purchaser and no later than the periods as set out in the Contract:
- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee,
  - b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11),
  - c) Initial delivery programme, and
  - d) Other requirements as detailed in the Contract.
- 3.5.2 Only when notified of the acceptance of the bid on the Date of Commencement of Contract, the Supplier shall commence with and carry out the Delivery of the Goods and/or Services in accordance with the Contract, to the satisfaction, of the Purchaser.
- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the Goods and/or Services including any temporary services that may be required.
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the Goods.
- 3.5.5 Be continuously represented during the Delivery of the Goods and/or Services by a competent representative duly authorised to execute instructions.
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy.
- 3.5.7 Comply with all written instructions from the Purchaser subject to clause 18.
- 3.5.8 Complete and Deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21.
- 3.5.9 Make good at his own expense, all incomplete and defective Goods during the warranty period.
- 3.5.10 Pay to the Purchaser any penalty for delay as due on demand by the Purchaser. The Supplier hereby consents to such amounts being deducted from any payment due to the Supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the Goods in accordance with the Contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- Suppliers are to refer to 5.3.8, 5.4.12 or 5.5.10 of the Specifications – Performance Level Requirements as applicable per Schedule
- 3.6 The Purchaser shall:
- 3.6.1 Issue Purchaser Orders for the Goods and/or Services required under this Contract. No liability for payment will ensue for arising out of the Delivery of the Goods and/or Services, unless a Purchase

Order has been issued to the Supplier.

- 3.6.2 Make payment to the Supplier for the Goods and/or Services as set out herein.
- 3.6.3 Take possession of the Goods and /or Services upon Delivery by the Supplier.
- 3.6.4 Regularly inspect the Goods to establish that it is being delivered in compliance with the Contract.
- 3.6.5 Give any instructions and/or explanations and/or variations to the Supplier including any relevant advice to assist the Supplier to understand the Contract.
- 3.6.6 Grant or refuse any extension of time requested by the Supplier of the period stated in clause 10.
- 3.6.7 Inspect the Goods and/or Services to determine if, in the opinion of the Purchaser, it has been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
- 3.6.8 Brief the Supplier and issue all documents, information, etc. in accordance with the contract.

**5. Use of contract documents and information; inspection, copyright, confidentiality, etc.**

*Add the following after clause 5.4:*

- 5.5 Copyright of all documents prepared by the Supplier in accordance with the relevant provisions of the Copyright Act (Act 98 of 1978) relating to the Contract shall be vested in the Purchaser. Where copyright is vested in the Supplier, the Purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the agreement and need not obtain the Supplier's permission to copy it for such use. Where copyright is vested in the Purchaser, the Supplier shall not be liable in any way for the use of any of the information other than as originally intended in terms of the agreement and the Purchaser hereby indemnifies the Supplier against any claim which may be made against it by any person / entity, arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the Supplier and paid for by the Purchaser shall, after payment, vest with the Purchaser.

- 5.6 **Publicity and publication**  
The Supplier shall not release public or media statements or publish material related to the services or agreement within two (2) years of Delivery of the Goods, without the written approval of the Purchaser, which approval shall not be unreasonably withheld.
- 5.7 **Confidentiality**  
Both Parties shall keep all information obtained by them in the context of the agreement, confidential and shall not divulge it without the written approval of the other Party.
- 5.8 **Intellectual Property**
  - 5.8.1 The Supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Purchaser.
  - 5.8.2 The Supplier hereby assigns to the Purchaser, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the agreement, unless the Parties expressly agree otherwise in writing.
  - 5.8.3 The Supplier shall, and warrants that it shall:
    - 5.8.3.1 Not be entitled to use the Purchaser's Intellectual Property for any purpose other than as contemplated in the agreement;
    - 5.8.3.2 not modify, add to, change or alter the Purchaser's Intellectual Property, or any information or data related thereto, nor may the Supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Purchaser;

- 5.8.3.3 Not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Purchaser;
- 5.8.3.4 Comply with all reasonable directions or instructions given to it by the Purchaser in relation to the form and manner of use of the CCT Intellectual Property, including without limitation, any brand guidelines which the Purchaser may provide to the Supplier from time to time;
- 5.8.3.5 Ensure that its employees, directors, members and contractors comply strictly with the provisions of this Clause 5.5.8.4 above unless the Purchaser expressly agrees to the contrary, in writing and only after obtaining due internal authority for such agreement.
- 5.8.4 The Supplier represents and warrants to the Purchaser that, in providing Goods and/or Services for the duration of the agreement it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Purchaser from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the Supplier of any third party's Intellectual Property rights.
- 5.8.5 Upon expiry of the contract period and in the event that the Contract is terminated, ended or is declared void, any and all of the Purchaser's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Purchaser by the Supplier and no copies thereof shall be retained by the Supplier unless the Purchaser expressly and in writing, after obtaining due internal authority, agrees otherwise.

*Add the following after clause 5.8:*

**5.9 Protection of Personal Information Act of 2013**

By submitting a tender to the Purchaser, (and by concluding any ensuing related agreement with the City of Cape Town, if applicable), the Tenderer thereby acknowledges and unconditionally agrees:

- 5.9.1 that the tenderer has been informed of the purpose of the collection and processing of its personal information as defined in the Protection of Personal Information Act of 2013 ("POPIA"), which, for the avoidance of doubt is for, and in relation to, the tender process and the negotiation, conclusion, performance and enforcement of the ensuing agreement, if applicable, as well as for the City of Cape Town's reporting purposes;
- 5.9.2 to the collection and processing of the tenderer's personal information by the City of Cape Town and agrees to make available to the City of Cape Town, all information reasonably required by the City of Cape Town for the above purposes;
- 5.9.3 that the personal information the City of Cape Town collects from the tenderer or about the tenderer may be further processed for other activities and/or purposes which are lawful, reasonable, relevant and not excessive in relation to the purposes set out above, for which it was originally collected;
- 5.9.4 that, the tenderer indemnifies the City of Cape Town and its officials, employees, and directors and undertakes to keep the City of Cape Town and its officials, employees, and directors indemnified in respect of any claim, loss, demands, liability, costs and expenses of whatsoever nature which may be made against the City of Cape Town (including the costs incurred in defending or contesting any such claim) in relation to the tenderer or the tenderer's employees', representatives' and/or sub-Suppliers' non-compliance with POPIA and/or the City of Cape Town's failure to obtain the tenderer's consent or to notify the tenderer of the reason for the processing of the tenderer's personal information;
- 5.9.5 to the disclosure of the tenderer's personal information by the City of Cape Town to any third party, where the City of Cape Town has a legal or contractual obligation to disclose such personal information to the third party (or a legitimate interest exists therein);
- 5.9.6 that, under POPIA, the tenderer may request to access, confirm, request the correction, destruction, or deletion of, or request a description of, personal information held by the City of Cape Town in relation to you, subject to applicable law; and that under POPIA, subject to applicable law, the tenderer also has the right to be notified of a personal information breach and the right to object to, or restrict, the City of Cape Town's processing of its personal information.

5.10 **PERFORMANCE MONITORING**

- 5.10.1 As required by section 116(2)(b) of the Local Government: Municipal Financial Management Act 56 of 2003, the CCT shall monitor the performance of the Supplier on at least a monthly basis, and the Supplier agrees to provide the CCT with its full cooperation in this regard.

**7. Performance Security**

Not Applicable. Tenderers must disregard the **Pro Forma Performance Security/ Guarantee** and are not required to furnish same.

**8. Inspections, tests and analyses**

*Delete Clause 8.2 and substitute with the following:*

- 8.2 If it is a bid condition that Goods and/or Services 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 Supplier shall be open, at all reasonable hours, for inspection by a representative of the Purchaser or an organisation acting on behalf of the Purchaser.

**10. Delivery and documents**

*Delete clauses 10.1 and 10.2 and replace with the following:*

- 10.1 Delivery of the goods shall be made by the Supplier in accordance with the terms specified in the contract. The time for Delivery of the goods shall be the date as stated on the Purchase Order. In the case of agreements for Delivery of goods in terms of framework or panel agreements, Purchase Orders for the supply and delivery of goods may be raised up until the expiry of a framework or panel agreement, provided that the goods can be delivered within 30 (thirty) days of expiry of the framework or panel agreement. In this context, the "goods" does not include services and carries its ordinary meaning. All Purchase Orders other than for the supply and Delivery of goods (i.e. supply of services, professional services or constructions works), must be completed prior to the expiry of the contract period.
- 10.2 The Purchaser shall determine, in its sole discretion, whether the Goods and/or Services have been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the Purchaser determines that the Goods and/or Services have been satisfactorily delivered, the Purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of such written acceptance of the Goods.

**11. Insurance**

*Add the following after clause 11.1:*

- 11.2 Without limiting the obligations of the Supplier in terms of this Contract, the Supplier shall effect and maintain the following additional insurances:
- 11.2.1 Public liability insurances, in the name of the Supplier, covering the Supplier and the Purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **R20 million** for any single claim;
- 11.2.2 Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the Supplier, comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability Indemnity;
- 11.2.3 Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the Supplier's broker or the insurance company itself (see the Pro Forma Insurance Broker's Warranty).
- 11.2.4 In the case of Contracts for delivery of professional services, Professional indemnity insurance providing cover in an amount of not less than **R5 million** in respect of each and every claim during the contract period.

- 11.2.5 In the event of under insurance or the insurer’s repudiation of any claim for whatever reason, the Purchaser will retain its right of recourse against the Supplier.
- 11.3 The Supplier shall be obliged to furnish the Purchaser with proof of such insurance as the Purchaser may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker’s warranty worded precisely as per the pro forma version contained in the Pro forma Insurance Broker’s Warranty or copies of the insurance policies.

**15. Warranty**

*Add to Clause 15.2:*

- 15.2 The warranty for this Contract shall remain valid for six (6) months from date of Delivery of the Goods and/or Services.
- Suppliers are to refer to 5.3.9 or 5.5.11 of the Specifications for the respective Schedules as applicable

**16. Payment**

*Delete Clause 16.1 in its entirety and replace with the following:*

- 16.1 Payment of invoices will be made:
- 16.1.1 Within 30 (thirty) days of receiving the relevant invoice or statement from the Supplier, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the Purchaser.
- 16.1.2 Notwithstanding anything contained above, the Purchaser shall not be liable for payment of any invoice that pre-dates the date of delivery of any Goods and/or Services.

*Delete Clause 16.2 in its entirety and replace with the following:*

- 16.2 The Supplier shall furnish the purchaser’s Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

*Add the following after clause 16.4*

- 16.5 Notwithstanding any amount stated on the Purchase Order, the Supplier shall only be entitled to payment for Goods and/or Services actually delivered in terms of the Specification and Drawings, or any variations thereof made in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the Purchaser.
- 16.6 The Purchaser will only make advanced payments to the Supplier in strict compliance with the terms and conditions as contained in the Pro forma Advanced Payment Guarantee and only once the authenticity of such guarantee has been verified by the Purchaser’s Treasury Department.
- 16.6.1 The Advance Payment Schedule applicable to this Contract is set out below. The items of plant and materials which have been identified by the Purchaser as being suitable for advance payment in terms of this Contract are listed in the table below, and for which the Purchaser is prepared to make advance payment to the Supplier, subject to the conditions below. Should an item or items be added to the list at tender stage by a tenderer, no obligation to advance payment shall be incurred by the Purchaser, for such items added by the tenderer except as provided for herein.

Plant and materials which have been manufactured and are stored by the supplier	Plant and materials yet to be manufactured and for which a deposit with order is required from the supplier by a third-party manufacturer/supplier, and which may be stored by the supplier:
Not Applicable	

## 17. Prices

*Add the following after clause 17.1*

17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Purchaser delegated authority if such was not included in the bid documents.

17.3 If as a result of any extension of time granted, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

17.4 The prices for the goods and/or Services delivered and services performed shall be subject to contract price adjustment in terms of Schedule F.1 Contract Price Adjustment and/or Rate of Exchange Variations and the following conditions will be applicable:

- Refer to Schedule F1

## 18. Contract Amendments

*Delete the heading of clause 18 and replace with the following:*

### 18. Contract Amendments and Variations

*Add the following to clause 18.1:*

Variations means changes to the Goods and/or Services, extension of the contract period or increases in the value of the Contract as a result of written instructions issued by the Purchaser to the Supplier. Such changes are subject to prior approval by the Purchaser's delegated authority. Should the Supplier deliver any Goods not described in a written instruction from the Purchaser, the Purchaser's liability for payment shall no arise until such time as the change has been duly approved and such approval communicated to the Purchaser.

## 20. Subcontracts

*Add the following after clause 20.1:*

20.2 The Supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if they were the acts, defaults or negligence of the Supplier.

20.3 Any appointment of a subcontractor shall not amount to a contract between the Purchaser and the subcontractor, or a responsibility or liability on the part of the Purchaser to the subcontractor and shall not relieve the Supplier from any liability or obligation under the Contract.

## 21. Delays in the supplier's performance

*Delete Clause 21.2 in its entirety and replace with the following:*

21.2 If at any time during the performance of obligations contained in the Contract the Supplier or its subcontractors should encounter conditions beyond their reasonable control which impede the timely delivery of the Goods and/or Services, the Supplier shall notify the Purchaser in writing, within 7 (seven) days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation, and may at his discretion extend the time for Delivery.

Where additional time is granted, the Purchaser shall also determine whether or not the Supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the Purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the Supplier and the Purchaser, additional time only (no costs) will be granted.

The Purchaser shall notify the Supplier in writing of his decision(s) in the above regard.

21.3 No provision in this Contract shall be deemed to prohibit the obtaining of Goods and/or Services from a national department, provincial department, or a local authority.

## **22. Penalties**

**Delete clause 22.1 and replace with the following:**

22.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or all of the Goods and/or Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from amounts payable, as a penalty, a sum as stated herein for each day of the delay until actual Delivery or performance.

22.2 The Purchaser shall, without prejudice to its other remedies under the contract, deduct from amounts payable, financial penalties as contained on the Preference Schedule for breaches of the conditions upon which preference points were awarded.

- Suppliers are to refer to 5.3.10, 5.4.13 or 5.5.12 of the Specification as applicable per Schedule

## **23. Termination for default**

*Delete the heading of clause 23 and replace with the following:*

### **23. Termination**

*Add the following to the end of clause 23.1:*

If the Supplier fails to remedy the breach in terms of such notice.

*Add the following after clause 23.7:*

23.8 In addition to the grounds for termination due to default by the Supplier, the Contract may also be terminated:

23.8.1 Upon the death of the Supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.

23.8.2 If the Parties, by mutual agreement, terminate the Contract.

23.8.3 If a material irregularity vitiates the procurement process leading to the conclusion of the Contract, rendering the procurement process and the conclusion of the resulting Contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective the Contract may be terminated by the Purchaser (upon conclusion of applicable processes by the City Manager as described in the Purchaser's SCM Policy).

23.8.4 Reputational risk or harm to the Purchaser

The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate the contract if the implementation of the contract may result in reputational risk or harm to the Purchaser as a result of (inter alia):

- a) reports of poor governance and/or unethical behaviour;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the Purchaser
- d) negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; or
- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53), where the person is or was negatively implicated in any SCM irregularity.

By or in relation to the Supplier, the Contract may be terminated by the Purchaser after providing notice to the Supplier.

- 23.9 If the Contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination, must be performed by the relevant Party.

## **26. Termination for insolvency**

*Delete clause 26.1 and replace with the following:*

- 26.1 In the event of the Supplier becoming bankrupt or otherwise insolvent the Purchaser may elect to:
- 26.1.1 At any time, terminate the Contract by giving written notice to the Supplier; or
- 26.1.2 Accept a Supplier's proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms or takes steps to ensure its rights are protected and any negative impact on service delivery is mitigated.
- 26.2 In the event of the Purchaser electing to cancel the Contract in accordance with clause 26.1.1 above, the Purchaser shall make payment of all verified and signed off invoices. In the event of there being any dispute in respect of any outstanding invoices such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Contract.

## **27. Settlement of Disputes**

*Amend clause 27.1 as follows:*

- 27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23 arises between the Purchaser and the Supplier in connection with or arising out of the Contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

*Delete Clause 27.2 in its entirety and replace with the following:*

- 27.2 Should the Parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the Parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the Parties. The mediator may meet the Parties together or individually to enable a settlement.

Where the Parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the Parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the Parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

## **28. Limitation of Liability**

*Delete clause 28.1 (a) and (b) and replace with the following:*

- (a) notwithstanding any provision to the contrary contained in this contract, neither the supplier nor any of its officers, directors, employees, agents contractors, consultants or other representatives shall be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect, incidental, special or consequential loss or damage of any kind, including without limitation the loss of use,

loss of production, or loss of profits or interest costs, loss of goodwill, lost or damaged data or software, costs of substitute products/services and/or loss of business or business opportunities (whether foreseeable or unforeseeable), provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser;

- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the Contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

*Add the following after clause 28.1:*

28.2 Without detracting from, and in addition to, any of the other indemnities in this Contract, the Supplier shall be solely liable for and hereby indemnifies and holds harmless the Purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;  
b) loss of or damage to property;

arising from, out of, or in connection with the performance by the Supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the Purchaser.

28.3 The Supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the Purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

### **31. Notices**

*Delete clauses 31.1 and 31.2 and replace with the following:*

- 31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the Contract and may be given as set out hereunder and shall be deemed to have been received when:
- a) hand delivered – on the day delivery of delivery or the next Working Day,  
b) sent by registered mail – five (5) Working Days after mailing,  
c) sent by email or telefax – one (1) Working Day after transmission.

### **32. Taxes and Duties**

*Delete the final sentence of 32.3 and replace with the following:*

. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender.

*Add the following after clause 32.3:*

32.4 The VAT registration number of the CCT is 4500193497.

**ADDITIONAL CONDITIONS OF CONTRACT**

*Add the following Clause after Clause 34:*

**35. Reporting Obligations**

35.1 The Supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications including Monthly Project Labour Reports (Annexure B). Any failure in this regard may result in a delay in the processing of payments.

## C.7 GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

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### 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 or her contractual obligations.
  - 1.4 'Corrupt practice' means the offering, giving, receiving, or soliciting of anything 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 in which an enterprise abroad is subsidised 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 recognised 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 with 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 consignee's 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 markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 'GCC' means the General Conditions of Contract.
- 1.15 'Goods' means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 'Imported content' means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 'Local content' means that portion of the bidding price which is not included in the imported content, provided that local manufacture does take place.
- 1.18 'Manufacture' means the production of products in a factory using labour, materials, components and machinery, and includes other, related value-adding activities.
- 1.19 'Order' means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 'Project site', where applicable, means the place indicated in bidding documents.
- 1.21 'Purchaser' means the organisation 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](http://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 as far as may be necessary for the 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 the use of the goods or any part thereof by the purchaser.

## **7. Performance Security**

7.1 Within 30 (thirty) 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 the 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.
- 1.3 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 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the SCC.

## **8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such 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 analysed 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 the 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 the 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 the SCC.

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

- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
- (b) furnishing of tools required for the 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 the 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 12 (twelve) 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 18 (eighteen) 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 the SCC.

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

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the 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 the 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 the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the 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 tendered by the supplier in his bid, with the exception of any price adjustments authorized in the 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 contract 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 the performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his or her 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 of supplies; or to have minor essential services executed if an emergency arises, or 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 cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and, without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

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

## **23. Termination for default**

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
  - (b) if the supplier fails to perform any other obligation(s) under the contract; or
  - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5 Any restriction imposed on any person by the Accounting Officer/Authority will, at the discretion of the Accounting Officer/Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person is or was, in the opinion of the Accounting Officer/Authority, actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury with the following information:

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

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

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period of not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

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

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

#### **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 notify the purchaser promptly, in writing, of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

#### **26. Termination for insolvency**

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

#### **27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

27.2 If, after 30 (thirty) 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 to the supplier.

## **28. Limitation of Liability**

28.1 Except in cases of criminal negligence or wilful 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 the 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, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence 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, Act 89 of 1998, as amended, an agreement between or concerted practice by firms, or a decision by an association of firms, is prohibited if it is between Parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in collusive bidding (or bid rigging).

- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act, Act 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 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

**C.8 ANNEXURES**

**Annexure A – Pro Forma Insurance Broker’s Warranty**



*Letterhead of supplier’s Insurance Broker*

Date \_\_\_\_\_

CCT  
City Manager  
Civic Centre  
12 Hertzog Boulevard  
Cape Town  
8000

Dear Sir

**TENDER NO.:** 213G/2025/26

**TENDER DESCRIPTION: SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/  
OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION  
MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT**

NAME OF SUPPLIER: \_\_\_\_\_

*I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CCT with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.*

*I furthermore confirm that all premiums in the above regard have been paid.*

*Yours faithfully*

Signed:

For: (Supplier’s Insurance Broker)

# Annexure B – Monthly Project Labour Report

## ANNEX 1

### CITY OF CAPE TOWN MONTHLY PROJECT LABOUR REPORT



#### Instructions for completing and submitting forms

##### General

- 1 The Monthly Project Labour Reports must be completed in full, using typed, proper case characters; alternatively, should a computer not be available, handwritten in black ink.
- 2 Incomplete / incorrect / illegible forms will not be accepted.
- 3 Any conditions relating to targeted labour stipulated in the Contract (in the case of contracted out services or works) shall apply to the completion and submission of these forms.
- 4 This document is available in Microsoft Excel format upon request from the City's EPWP office, tel 021 400 9406, email EPWPLR@capetown.gov.za.

##### Project Details

- 5 If a field is not applicable insert the letters: NA
- 6 Only the Project Number supplied by the Corporate EPWP Office must be inserted. The Project Number can be obtained from the Coordinator or Project Manager or from the e-mail address in point 4 above.
- 7 On completion of the contract or works project the anticipated end date must be updated to reflect the actual end date.

##### Beneficiary Details and Work Information

- 8 Care must be taken to ensure that beneficiary details correspond accurately with the beneficiary's ID document.

- 9 A new beneficiary is one in respect of which a new employment contract is signed in the current month. A certified ID copy must accompany this labour report on submission.
- 10 Was the beneficiary sourced from the City's job seeker database?
- 11 The contract end date as stated in the beneficiary's employment contract.
- 12 Where a beneficiary has not worked in a particular month, the beneficiary's name shall not be reflected on this form at all for the month in question.
- 13 Training will be recorded separately from normal working days and together shall not exceed the maximum of 23 days per month
- 14 Workers earning more than the maximum daily rate (currently R450 excluding any benefits) shall not be reflected on this form at all.

##### Submission of Forms

- 15 Signed hardcopy forms must be scanned and submitted to the City's project manager in electronic (.pdf) format, together with the completed form in Microsoft Excel format.
- 16 Scanned copies of all applicable supporting documentation must be submitted along with each monthly project labour report. Copies of employment contracts and ID documents are only required in respect of new beneficiaries.
- 17 If a computer is not available hardcopy forms and supporting documentation will be accepted.

#### PROJECT DETAILS

Numbers in cells below e.g (6) refer to the relevant instruction above for completing and submitting forms

CONTRACT OR WORKS PROJECT NAME: (6)		EPWP SUPPLIED PROJECT NUMBER: (6)										
DIRECTORATE:		DEPARTMENT:										
CONTRACTOR OR VENDOR NAME:		CONTRACTOR OR VENDOR E-MAIL ADDRESS:										
CONTRACTOR OR VENDOR CONTACT PERSON:		CONTRACTOR OR VENDOR TEL. NUMBER:										
CELL WORK												
PROJECT LABOUR REPORT CURRENT MONTH (mark with "X")												
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR

ACTUAL START DATE (yyyy/mm/dd)						ANTICIPATED / ACTUAL END DATE (yyyy/mm/dd) (7)					
TOTAL PROJECT EXPENDITURE / VALUE OF WORK DONE TO-DATE (INCLUDING ALL COSTS, BUT EXCLUDING VAT)											
R											

TENDER NO: 213G/2025/26

ANNEX 1 (continued)

MONTHLY PROJECT LABOUR REPORT

BENEFICIARY DETAILS AND WORK INFORMATION



<b>CONTRACT OR WORKS PROJECT NUMBER:</b>				<b>Year</b>		<b>Month</b>		<b>Sheet</b>				
								1 of				
No.	(8) First name	(8) Surname	(8) ID number	(9) New Beneficiary (Y/N)	Gender (M/F)	Disabled (Y/N)	(10) Job seeker database (Y/N)	Contract start date (DDMMYY)	(11) Contract end date (DDMMYY)	(12) No. days worked this month (excl. training)	(13) Training days	(14) Rate of pay per day (R – c)
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
										0	0 R	-
<b>Declared by Contractor or Vendor to be true and correct:</b>		<b>Name</b>			<b>Signature</b>							
		<b>Date</b>										
<b>Received by Employer's Agent / Representative:</b>		<b>Name</b>			<b>Signature</b>							
		<b>Date</b>										

## **Annexure C - Pro Forma Performance Security/ Guarantee**

*GUARANTEE PERFORMANCE SECURITY*

**(Not Applicable)**

**Annexure D - Pro Forma Advance Payment Guarantee**

*ADVANCE PAYMENT GUARANTEE*

(Not Applicable)

## Schedule F.1: Contract Price Adjustment and/or Rate of Exchange Variation

**TO BE NOTED: The Mark-up percentage and Labour Rates will be fixed for the duration of the contract**

**Mark-up percentages: Items: A1.1 - A1.2, C1.1 - C1.2**

**Labour Rates: Items A.3.1 – A.3.14, B.2.1 - B.2.12, C.3.1 – C.3.14**

### CONTRACT PRICE ADJUSTMENT RELATING TO OEM/DISTRIBUTOR PRICES

- 1.1 The Contract Price Adjustment mechanism relating to OEM/Distributor Price Variation, contained in this schedule is compulsory and binding on all tenderers.
- 1.2 Tenderers are not permitted to amend, vary, alter or delete this schedule or any part thereof unless otherwise stated in this schedule, failing which the tender offer shall be declared non-responsive.
- 1.4 Tenderers are not permitted to offer firm prices except as provided for in the Price Schedule, and if the tenderer offers firm prices in contravention of this clause the tender offer shall be declared non-responsive.
- 1.5 Any claim for an increase in the Contract price shall be submitted in writing to the: Director Supply Chain Management, City of Cape Town, PO Box 655, Cape Town, 8000 or by email to: [CPA.Request@capetown.gov.za](mailto:CPA.Request@capetown.gov.za) and Contract Manager prior to the month upon which the price adjustment would become effective.
- 1.6 The CCT reserves the right to withhold payment of any claim for contract price adjustment while only provisional figures are available and until the final (revised) figures are issued by the relevant authority.
- 1.7 When submitting a claim for contract price adjustment a supplier shall indicate the actual amount claimed for each item. A mere notification of a claim for contract price adjustment without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid claim.
- 1.8 The CCT reserves the right to request the supplier to submit auditor's certificates or such other documentary proof as it may require in order to verify a claim for contract price adjustment. Should the supplier fail to submit such auditor's certificates or other documentary proof to the CCT within a period of 30 (thirty) days from the date of the request, it shall be presumed that the supplier has abandoned his claim.
- 1.9 The effective date of any price increases granted will be the date on which the abovementioned documentation /claim is submitted or, by agreement between the Contractor and the City, a subsequent date on which the price increase will be effective.
- 1.10 In instances where the Contractor's price claimed is less than entitled, the lesser price will be accepted.
- 1.11 The CCT reserves the right to apply the indices available at the date of the claim submitted by the Contractor.
- 1.12 Tenderers may request price adjustments based on the Special Conditions of Contract and this schedule. All requests for price adjustments will have to be substantiated before it can be considered. Tenderers to note below the various options for contract price adjustment and the conditions relating thereto.

**CONTRACT PRICE ADJUSTMENT METHODOLOGY:**

- The Contract Price Adjustment Methodology listed below will be applicable to this tender, **FOR OEM/DISTRIBUTOR PRICES ONLY:**

Methodology	Description
A	OSM / OEM / Distributor Price List Variations

**A OEM/ DISTRIBUTOR PRICE LIST VARIATIONS (SECTION A BELOW):**

If the contract is subject to variation based on **OSM/ OEM/ Distributor PRICE LIST VARIATIONS**, the following will be applicable:

Tenderers must supply the following documentation when applying for a price variation:

- The price list that the tender was based upon **clearly indicating the item numbered according to the tender pricing schedule.**
- The new price list **clearly indicating the item according to the tender pricing schedule** from the same supplier/manufacturer from date of tender
- **Detailed calculations** indicating how the "new" price is established
- Covering letter on a letterhead from contractor requesting the variation.

All documentation to be signed by relevant parties **prior** to the date upon which the price variation would become effective. The effective date of any price increases granted will be at the date when all the abovementioned documentation is submitted. In instances where the contractors price claimed is less than entitled, the lesser price will be accepted. Orders placed prior to the effective date will not be allowed to be varied. Only the difference in cost will be allowed to be varied and under no circumstances may the contractor increase their profit margin.

In the event of a contractor changing their OSM/ OEM/ Distributor during the tenure of the contract, any request for price variations will not be considered unless the contractor obtains prior approval from the City.

**Process that will be followed:**

The City representative initiates communication with the contractor to request a quotation

The contractor is obligated to furnish the requested quotation within the predefined

timeframe

specified in the contract. Each submitted quote must include the OSM/ OEM/ Distributor prices, properly addressed to the contractor.

Subsequently, the City representative will evaluate the provided quotation from the contractor. This evaluation involves verifying whether the prices sourced from the OSM/ OEM/ Distributor have been accurately reflected in the contractor's quote for each requested item.

Upon completion of the above steps and identification of no discrepancies, the City representative will proceed to confirm the accurate application of the Mark-up % as outlined in the Pricing Schedule.

The City retains the privilege to liaise with the OSM/ OEM/ Distributor to validate the precision of the prices presented to the contractor and to ensure the correct implementation of the mark-up %, as stipulated in the pricing schedule for each respective Purchase Order.

## **FORWARD COVER REQUIREMENTS FOR DIRECT IMPORTING CONTRACTORS**

- Forward Cover is an essential financial instrument that provides a safeguard against adverse rate of exchange variations between the time of the tender submission and the time of payment for the imported goods.
- For Contractors that are directly importing goods specified in a purchase order, Forward Cover is requested to be taken out as a protective Measure against potential fluctuations in the rate of exchange for imported goods.
- Forward Cover must be taken out for each purchase order.
- The Contractor shall ensure that the Forward Cover is arranged and maintained for the entirety of the purchase order period, and any extensions thereof, as applicable.
- The Contractor shall provide proof of the Forward Cover arrangement to the City upon request, demonstrating compliance with this requirement.
- Failure to adhere to the Forward Cover requirement may result in the Contractor's ineligibility for any contract price adjustment based on rate of exchange variations and could lead to the Contractor assuming the full financial risk of any unfavourable rate of exchange fluctuations.
- The City reserves the right to verify the validity and adequacy of the Forward Cover arrangement and may take appropriate action, including contract termination, should the Contractor be found in breach of this requirement.

**Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums**

**This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.**

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms \_\_\_\_\_, of the authorised entity \_\_\_\_\_, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium's behalf.
  
2. By signing this schedule the partners to the partnership/joint venture/ consortium:
  - 2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;
  - 2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:  
 Account Holder: \_\_\_\_\_  
 Financial Institution: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Account No.: \_\_\_\_\_
  - 2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.
  - 2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....

**Note: A copy of the Joint Venture Agreement shall be appended to *List of Other Documents Attached by Tenderer Schedule*.**

### Schedule F.3: Declaration for Procurement above R10 million

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, submit audited annual financial statements:

- (i) For the past three years, or  
(ii) Since the date of establishment of the tenderer (if established during the past three years)

By attaching such audited financial statements to **List of Other Documents Attached by Tenderer Schedule**.

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? **(Please mark with X)**

YES		NO	
-----	--	----	--

2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.

2.2 If YES, provide particulars:


3. Has any contract been awarded to you by an organ of state during the past five (5) years? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of Other Documents Attached by Tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, furnish particulars below


The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

## Schedule F.4: Preference Points Claim Form In Terms Of the 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**

Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

- 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:

	<b>POINTS</b>
<b>PRICE</b>	90
<b>SPECIFIC GOALS</b>	10
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

S

- 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

The following definitions shall apply to this schedule:

- (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**

**POINTS AWARDED FOR PRICE**

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

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

90/10

Or

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

Not Applicable

**5. POINTS AWARDED FOR SPECIFIC GOALS**

5.1 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:

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

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

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

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

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

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

The specific goals allocated points in terms of this tender	To be Completed by the Organ of State	To be Completed by the Tenderer
	Number of points Allocated (90/10 system)	Number of points claimed (90/10 system)
Gender	3	
Race	3	
Disability	1	
Promotion of Micro and Small Enterprises	3	

DECLARATION WITH REGARD TO COMPANY/FIRM

5.3 Name of company/firm.....

5.4 Company registration number: .....

5.5 TYPE OF COMPANY/ FIRM

- Y Partnership/Joint Venture / Consortium
- Y One-person business/sole propriety
- Y Close corporation
- Y Public Company
- Y Personal Liability Company
- Y (Pty) Limited
- Y Non-Profit Company
- Y State Owned Company

[Tick applicable box]

5.6 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 4.1 and 4.2, the Supplier 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 Supplier, 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.

<i>Signature of Tenderer</i>	<i>Date</i>	<i>Name and Surname</i>	<i>Address</i>

For official use.		
<b>SIGNATURE OF CCT OFFICIALS AT TENDER OPENING</b>		
1.	2.	3.

<b>Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)</b>
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1. No bid will be accepted from:
  - 1.1 persons in the service of the state<sup>1</sup>, or
  - 1.2 if the person is not a natural person, of which any director, manager or principal shareholder or stakeholder is in the service of the state, or
  - 1.3 from persons, or entities of which any director, manager or principal shareholder or stakeholder, has been in the service of the City of Cape Town (CCT) during the previous twelve (12) months, or
  - 1.4 from an entity who has employed a former CCT employee who was at a level of T14 of higher at the time of leaving the CCT's employ and involved in any of the CCT's bid committees for the bid submitted, if:
    - 1.4.1 the CCT employee left the CCT's employment voluntarily, during the previous twelve (12) months;
  - 1.5 a person who was a CCT employee, or an entity that employs a CCT employee, if
    - 1.5.1 the CCT employee left the CCT's employment whilst under investigation for alleged misconduct, or
    - 1.5.2 was facing disciplinary action or potential disciplinary action by the CCT, or
    - 1.5.3 was involved in a dispute against the CCT during the previous thirty six (36) months.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the tenderer or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
  - 3.1 Full Name of tenderer or his or her representative: \_\_\_\_\_
  - 3.2 Identity Number: \_\_\_\_\_
  - 3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): \_\_\_\_\_
  - 3.4 Company or Close Corporation Registration Number: \_\_\_\_\_
  - 3.5 Tax Reference Number: \_\_\_\_\_
  - 3.6 VAT Registration Number: \_\_\_\_\_
  - 3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.
  - 3.8 Are you presently in the service of the state? **YES / NO**
    - 3.8.1 If yes, furnish particulars: \_\_\_\_\_
  - 3.9 Have you been in the service of the state for the past twelve months? **YES / NO**
    - 3.9.1 If yes, furnish particulars: \_\_\_\_\_
  - 3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
    - 3.10.1 If yes, furnish particulars:  
\_\_\_\_\_
  - 3.11 Are you, aware of any relationship (family, friend, other) between any other tenderer and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
    - 3.11.1 If yes, furnish particulars: \_\_\_\_\_
  - 3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
    - 3.12.1 If yes, furnish particulars: \_\_\_\_\_

3.13 Are any spouse, child or parent of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**

3.13.1 If yes, furnish particulars: \_\_\_\_\_

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**

3.14.1 If yes, furnish particulars: \_\_\_\_\_

3.15 Have you, or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company been in the service of the CCT in the past twelve months? **YES / NO**

3.15.1 If yes, furnish particulars: \_\_\_\_\_

3.16 Do you have any employees who was in the service of the CCT at a level of T14 or higher at the time they left the employ of the CCT, and who was involved in any of the CCT’s bid committees for this bid? **YES / NO**

3.16.1 If yes, furnish particulars: \_\_\_\_\_

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

If the above table does not sufficient to provide the details of all directors / trustees / shareholders, please append full details to the tender submission.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

***MSCM Regulations: “in the service of the state” means to be –***

- (a) a member of –***
  - (i) any municipal council;***
  - (ii) any provincial legislature; or***
  - (iii) the national Assembly or the national Council of provinces;***
- (b) a member of the board of directors of any municipal entity;***
- (c) an official of any municipality or municipal entity;***
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);***
- (e) an executive member of the accounting authority of any national or provincial public entity; or***
- (f) an employee of Parliament or a provincial legislature.***

***<sup>2</sup> Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.***

**Schedule F.6: Conflict of Interest Declaration**

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. **(Please mark with X)**

YES		NO	
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1.1 If yes, the tenderer is required to set out the particulars in the table below:


2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

2.1 Any inducement or reward to the CCT for or in connection with the award of this contract; or

2.2 Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. **(Please mark with X)**

YES		NO	
-----	--	----	--

If yes, the tenderer is required to set out the particulars in the table below:


***Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the CCT, please contact the following:***

***The CCT's anti-corruption hotline at 0800 32 31 30 (toll free)***

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

## Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 Of 2003, and attach it to this schedule.

- 1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members have:
- a) abused the municipality's / municipal entity's supply chain management system or committed any fraudulent conduct in relation to such system;
  - b) been convicted for fraud or corruption during the past five years;
  - c) willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
  - d) been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers.
- 2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
2.1	<p><b>Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</b></p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p><b>The Database of Restricted Suppliers now resides on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.1.1	If so, furnish particulars:		
2.2	<p>Is the tenderer or any of its directors/members listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers?</p> <p><b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.2.1	If so, furnish particulars:		
2.3	Was the tenderer or any of its directors/members convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.3.1	If so, furnish particulars:		

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Item	Question	Yes	No
2.4	Does the tenderer or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.5.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract,, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

## Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT

To: THE CITY MANAGER, City of Cape Town

From: \_\_\_\_\_  
(Name of tenderer)

### RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CCT

The tenderer:

- a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
- b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
- c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;

Physical Business address(es) of the tenderer	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

## Schedule F.9: Certificate of Independent Tender Determination

I, the undersigned, in submitting this tender number **213G/2025/26** and tender description: **SUPPLY, FULFILMENT, ASSURANCE & OEM SUPPORT OF EXISTING AND/ OR NEW TELECOMMUNICATION DENSE WAVELENGTH-DIVISION MULTIPLEXING (DWDM) TRANSMISSION EQUIPMENT** in response to the tender invitation made by THE CCT, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ (Name of tenderer)  
that:

1. I have read and I understand the contents of this Certificate;
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;
4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;
5. For the purposes of this Certificate and this tender, I understand that the word 'competitor' shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
  - (a) has been requested to submit a tender in response to this tender invitation;
  - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
  - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>1</sup> will not be construed as collusive price quoting.
7. In particular, without limiting the generality of paragraphs 5 and 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation);
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit a tender;
  - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
  - (f) tendering with the intention not to win the contract.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this tender invitation relates.
9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders 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, Act 89 of 1998, and/o/r 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 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

\_\_\_\_\_  
Signature  
Print name:  
On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
Date

<sup>1</sup> Consortium: 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.)



<b>Schedule F.11: List of Other Documents Attached By Tenderer</b>
--

The tenderer has attached to this schedule, the following additional documentation:		
	Date of Document	Title of Document or Description (refer to clauses / schedules of this tender document where applicable)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

\_\_\_\_\_  
 Signature  
 Print name:  
 On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
 Date

## Schedule F.12: Record of Addenda to Tender Documents

We confirm that the following communications received from the CCT before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
Attach additional pages if more space is required.		

\_\_\_\_\_  
 Signature  
 Print name:  
 On behalf of the tenderer (duly authorised)

\_\_\_\_\_  
 Date

<b>Schedule F.13A: SCHEDULE SELECTION</b>
---

Please clearly indicate in the table below with an "X" for the schedule/s you have tendered for.

SCHEDULE	DESCRIPTION	Bidders to tick the schedule(s) they are responding to
Schedule A	SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT	
Schedule B	FULFILMENT AND ASSURANCE OF EXISTING TELECOMMUNICATION DWDM TRANSMISSION EQUIPMENT	
Schedule C	SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)	

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13B1: OEM/ DISTRIBUTOR CONTACT DETAILS**

Tenderers are to provide contact details for the OEM and/or Distributor for each Schedule in order for the City to verify Information provided.

<b>SCHEDULE A: SUPPLY OF SPARES, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATIONS NETWORK EQUIPMENT (ADTRAN DWDM)</b>	
A	<p align="center">Contact Person at Company or Institution:</p> <p><b>OEM/DISTRIBUTOR NAME:</b> _____</p> <p><b>Name and Surname:</b> _____</p> <p><b>Contact Number:</b> _____</p> <p><b>Email Address:</b> _____</p>
	<p align="center">Contact Person at Company or Institution:</p> <p><b>OEM/DISTRIBUTOR NAME:</b> _____</p> <p><b>Name and Surname:</b> _____</p> <p><b>Contact Number:</b> _____</p> <p><b>Email Address:</b> _____</p>
	<p align="center">Contact Person at Company or Institution:</p> <p><b>OEM/DISTRIBUTOR NAME:</b> _____</p> <p><b>Name and Surname:</b> _____</p> <p><b>Contact Number:</b> _____</p> <p><b>Email Address:</b> _____</p>

**SIGNED ON BEHALF OF TENDERER:** .....

**SCHEDULE C: SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT)**

<b>A</b>	Contact Person at Company or Institution:
	<b>OEM/DISTRIBUTOR NAME:</b> _____ <b>Name and Surname:</b> _____ <b>Contact Number:</b> _____ <b>Email Address:</b> _____
	Contact Person at Company or Institution:
<b>A</b>	Contact Person at Company or Institution:
	<b>OEM/DISTRIBUTOR NAME:</b> _____ <b>Name and Surname:</b> _____ <b>Contact Number:</b> _____ <b>Email Address:</b> _____
	Contact Person at Company or Institution:
<b>A</b>	Contact Person at Company or Institution:
	<b>OEM/DISTRIBUTOR NAME:</b> _____ <b>Name and Surname:</b> _____ <b>Contact Number:</b> _____ <b>Email Address:</b> _____
	Contact Person at Company or Institution:

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13B2: OEM CERTIFICATION CONTACT DETAILS**

SCHEDULE A: SUPPLY OF SPARES, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATIONS NETWORK EQUIPMENT (ADTRAN DWDM)	
<b>A</b>	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____
	Name and Surname: _____
	Contact Number: _____
	Email Address: _____
	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____
	Name and Surname: _____
	Contact Number: _____
Email Address: _____	
Contact Person at Company or Institution:	
OEM/DISTRIBUTOR NAME: _____	
Name and Surname: _____	
Contact Number: _____	
Email Address: _____	

**SIGNED ON BEHALF OF TENDERER:** .....

**SCHEDULE B: FULFILMENT AND ASSURANCE OF EXISTING TELECOMMUNICATION  
(ADTRAN DWDM TRANSMISSION EQUIPMENT)**

<b>B</b>	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____ Name and Surname: _____ Contact Number: _____ Email Address: _____
	Contact Person at Company or Institution:
<b>B</b>	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____ Name and Surname: _____ Contact Number: _____ Email Address: _____
	Contact Person at Company or Institution:
<b>B</b>	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____ Name and Surname: _____ Contact Number: _____ Email Address: _____
	Contact Person at Company or Institution:

**SIGNED ON BEHALF OF TENDERER:** .....

**SCHEDULE C: SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR (NEW DWDM TRANSMISSION EQUIPMENT**

<b>C</b>	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____
	Name and Surname: _____
	Contact Number: _____
	Email Address: _____
	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____
	Name and Surname: _____
	Contact Number: _____
	Email Address: _____
	Contact Person at Company or Institution:
	OEM/DISTRIBUTOR NAME: _____
	Name and Surname: _____
	Contact Number: _____
	Email Address: _____

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13C1: OEM/ DISTRIBUTOR ACCREDITATION/  
AUTHORISATION**

Tenderers are to refer to clause [2.2.1.1.3.1 – OEM / Distributor Accreditation](#) and attach evidence here and complete the table below.

Schedule	OEM provided	Distributor provided (If applicable)
A: SUPPLY OF HARDWARE, SOFTWARE LICENCES AND OEM SUPPORT FOR THE EXISTING TELECOMMUNICATIONS NETWORK EQUIPMENT (ADTRAN DWDM)		
C: SUPPLY, FULFILMENT AND ASSURANCE OF HARDWARE AND SOFTWARE LICENCES AND OEM SUPPORT FOR NEW (ADTRAN DWDM TRANSMISSION EQUIPMENT)		

**SIGNED ON BEHALF OF TENDERER:** .....

## Schedule F.13C2: OEM CERTIFICATION

Tenderers are to refer to clause [2.2.1.1.4.2 – ENGINEER OEM CERTIFICATION](#) and attach evidence here for each engineer type on the offered schedule.

### Schedule A and B – Existing ADTRA Equipment

Engineer Type	OEM Certification Required	Complete
Support Engineer	Valid ADTRAN Technical Solutions Professional (ATSP/FSP3000)	Provide evidence in F13C2
Senior Support Engineer	Valid ADTRAN Certified Expert (ACE/FSP3000)	Provide evidence in F13C2

### Schedule C – New Solution

Engineer Type	OEM Certification	Complete
Support Engineer	Valid OEM Professional level Certification	Provide evidence in F13C2
Senior Support Engineer	Valid OEM Expert level Certification	Provide evidence in F13C2

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13D1: NUMBER OF CLIENTS FOR SCHEDULE A and C**

Tenderers are referred to [2.2.1.1.5 – Minimum score for functionality](#) for the scoring requirements applicable to Schedule A and C. Please conform to the year, month, and date format for start and completion dates as indicated in the table below

Client Name	Contract Start Date (yyyy/mm/dd) e.g. 2001/05/01	Contract Completion Date (yyyy/mm/dd) e.g. 2002/04/30	Number of DWDM Nodes each to be 5 or more	Name of Contact Person at Company	Contact Number	Email Address
e.g. ABC (Pty) Ltd	2001/05/01	2002/04/30	8	Joe Soap	012 314-2311	Joe.Soap@ABC.co.za
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				

Tenderers are to note that the above table can be duplicated should more space be required and provided that it is in the same format as indicated above and signed below.

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13D2: NUMBER OF CLIENTS FOR SCHEDULE B**

Tenderers are referred to [2.2.1.1.5 – Minimum score for functionality](#) for the scoring requirements applicable to Schedule B. Please conform to the year, month, and date format for start and completion dates as indicated in the table below

Client Name	Contract Start Date (yyyy/mm/dd) e.g. 2001/05/01	Contract Completion Date (yyyy/mm/dd) e.g. 2002/04/30	Number of DWDM Nodes each to be 5 or more	Name of Contact Person at Company	Contact Number	Email Address
e.g. ABC (Pty) Ltd	2001/05/01	2002/04/30	7	Joe Soap	012 314-2311	Joe.Soap@ABC.co.za
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				
	/ /	/ /				

Tenderers are to note that the above table can be duplicated should more space be required and provided that it is in the same format as indicated above and signed below.

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13E1: EXPERIENCE OF TELECOMMUNICATION TRANSMISSION ENGINEERS FOR SCHEDULE A AND C**

Tenderers are referred to [2.2.1.1.5 – Minimum score for functionality](#) for the scoring requirements applicable to Schedule A and C. Please conform to the year, month, and date format for start and completion dates as indicated in the table below

**Table 1A**

**Support Engineer**

Full name of Engineer	Type of Certification	Certification Attached?	Description of relevant experience	Company and Years of relevant experience (YYYY/ MM/ DD)		Contactable reference (include Full name, email, and contact number)
				Start date	End date	
Joe Soap	DWDM = ADTRAN Technical Solutions Associate (ATSA)		Tenderers to provide an adequate description of relevant experience in supporting DWDM Transmission services	ABC Pty (Ltd)		Xoliswa Ray
				2010/04/01	2025/03/30	Xoliswa.Ray@ABC.co.za
						021 521-1234/ 065 999-4567
				/ /	/ /	

**Table 2A**

**Senior Support Engineer**

				/ /	/ /	

Tenderers are to note that the above table can be duplicated should more space be required and provided that it is in the same format as indicated above and signed below.

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.13E2: EXPERIENCE OF TELECOMMUNICATION SUPPORT ENGINEERS FOR SCHEDULE B**

Applicable to Schedule B only

When completing this schedule, Tenderers must refer to clause [2.2.1.1.4. and 2.2.1.1.4.2 of the eligibility criteria.](#) and [2.2.1.1.5 – Functionality](#) for experience requirements.

Table 1B

**Support Engineer**

Full name of Engineer	Type of Certification	Certification Attached?	Description of relevant experience	Company and Years of relevant experience (YYYY/ MM/ DD)		Contactable reference (include Full name, email, and contact number)
				Start date	End date	
Joe Soap	DWDM = ADTRAN Technical Solutions Associate (ATSA)		Tenderers to provide an adequate description of relevant experience in supporting DWDM Transmission services	ABC Pty (Ltd)		Xoliswa Ray
				2010/04/01	2025/03/30	Xoliswa.Ray@ABC.co.za
						021 521-1234/ 065 999-4567
				/ /	/ /	

Table 2B

**Senior Support Engineer**

				/ /	/ /	
--	--	--	--	-----	-----	--

Tenderers are to note that the above table can be duplicated should more space be required and provided that it is in the same format as indicated above and signed below.

**SIGNED ON BEHALF OF TENDERER:** .....

**Schedule F.14: Appeal Application**

annexure 'B'

OFFICIAL RECEIPT  
(Valid only if printed  
by official cash  
receiving machine)

IRISITI ESESIKWENI  
(Isemthethweni kuphela  
xa ishicilelwe  
ngumatshini wokukhupa  
irisiti osesikweni.)

AMPTELIKE KWITANSIE  
(Geldig alleenlik indien deur  
amptelike kontantvangs  
masjien gedruk.)

GL DATA CAPTURE RECEIPT  
(CASHIERTO RETAIN A COPY)

RECEIPT NO: \_\_\_\_\_

DATE: \_\_\_\_\_

SAP GL:

8	1	0	1	0	0	0
---	---	---	---	---	---	---

PROFIT CENTRE:

1	3	0	5	0	0	0	0	1
---	---	---	---	---	---	---	---	---

NAME/COMPANY NAME:

AMOUNT:

						R	3	0	0	-	0	0
--	--	--	--	--	--	---	---	---	---	---	---	---

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

OFFICIAL RECEIPT  
(Valid only if printed  
by official cash  
receiving machine)

IRISITI ESESIKWENI  
(Isemthethweni kuphela  
xa ishicilelwe  
ngumatshini wokukhupa  
irisiti osesikweni.)

AMPTELIKE KWITANSIE  
(Geldig alleenlik indien deur  
amptelike kontantvangs  
masjien gedruk.)

GL DATA CAPTURE RECEIPT  
(CASHIERTO RETAIN A COPY)

RECEIPT NO: \_\_\_\_\_

DATE: \_\_\_\_\_

SAP GL:

8	1	0	1	0	0	0
---	---	---	---	---	---	---

PROFIT CENTRE:

1	3	0	5	0	0	0	0	1
---	---	---	---	---	---	---	---	---

NAME/COMPANY NAME:

AMOUNT:

						R	3	0	0	-	0	0
--	--	--	--	--	--	---	---	---	---	---	---	---

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

CIVIC CENTRE    IZIKO LOLUNTU    BURGERSENTRUM  
12 HERTZOG BOULEVARD CAPE TOWN 8001 P O BOX 298 CAPE TOWN 8000  
[www.capetown.gov.za](http://www.capetown.gov.za)

Making progress possible. Together.