

APPENDIX C



RESPONSE SHEET

BIDDERS CAN SCHEDULE A ONE-ON-ONE SESSION FOR ON-SITE VISITS, CLARITY AND TO OBTAIN MORE INFORMATION ABOUT THE BID.

The successful bidder shall be awarded this contract for a period of 36 months **from the date of appointment letter.**

ADDITIONAL SPECIAL CONDITIONS OF THE CONTRACT:

Must comply to these conditions, failing which the bidder will be disqualified:

I hereby agree with the below conditions and understand that any alterations may render my bid non responsive. TICK THE BOX ☐ TO AGREE WITH ALL THE TERMS AND CONDITIONS BELOW. FAILURE TO TICK THE ABOVE BOX WILL AUTOMATICALLY DISQUALIFY THE BIDDER.

- Alterations, amendments and any other notes contrary or deviating from the specifications of this bid that is made on the response document or anywhere in the response bid will disqualify the bidder. **ANY COMMENTS TO CHANGE THE TERMS AND CONDITIONS OF THIS BID IS CONSIDERED INVALID.**
- Provide qualified, certified and experienced resources as per the requirements in TABLE R and TABLE E.
- Attach copies of certifications and qualifications for all the positions specified under TABLE R AND TABLE E (The bidder will be required to provide certified copies as and when required).
- Any fraudulent information provided about the resources, their certifications, company's misinformation may be reported to relevant authorities including SAPS, if applicable, for appropriate action on both the resources and the company for misleading the Municipality.
- Fill in all pricing information for each and every line item on TABLE A, TABLE C and TABLE D and other places as required in this bid.
- All resources provided on this bid based on their duties and as per the requirements of their job must have a **valid driver's license**. The Helpdesk and IT Admin Officer/Asset personnel may also be required to travel in some instances.
- Each and every onsite resource must be paid for overtime when they work and standby (24x7) costs for each of the resources in the three sections namely; Server/Network section, Desktop section, E-government/Software including the Operations Manager and Contract Manager must be included in the resources costs in Tables A, C and E. The resources must be available as and when necessary via their phones, sms, whatsapp etc at all times and must respond and resolve issues timeously regardless of after hours or weekends, failing , which the penalties will be implemented.

- Onsite resources and the company's head office resources will be obligated to support and manage the implementation and operationalisation of all existing systems and any new systems and projects during the contract period.
- Total time and amounts due for each resource shall be calculated for all resources for Late coming or absence during the day or early leaving from work and shall be detected resource unless otherwise authorised by the CIO or his authorised representative.
- The successful bidder must coordinate the IT activities with the permanent employees of the municipality in an integrated manner without creating two segregated entities trying to support the business of the Municipality.
- Annual increase shall be inline with the Consumer Price Index
- Duties for resources who resigned or are on leave without a replacement must be shared amongst resources who are on site and the bidders head office at no additional costs to the Municipality.
- Resources must log a call and attend to any IT requests that are given verbally or via email by the CIO or his authorised representative immediately due to its urgency. The penalty shall fall under "Critical" severity codes for non-compliance.
- Additional resources can be procured under the contract as and when necessary, at the same rate for similar related services.
- Any resource sick, on leave or absent must be replaced with an equally or more competent/qualified resource before 09:00 am at no additional cost on the day of the absence and may be required to provide a sick note.
- Resources who fail to perform their duties as expected to their job descriptions must be replaced with qualified and experienced resources.
- Poor performance is defined as the inability of the resource to complete all the tasks assigned for the day. Poor planning and allocation of work by supervisors to their subordinates will be considered as poor performance. Such poor management and poor performance can lead to penalties and disciplinary actions.
- Any resource that acts negligent or breaches municipal policies which will result in loss of municipal data/IT hardware shall be charged according to the successful bidder's disciplinary procedure. Depending on the severity of the case, the municipality may open a criminal case against the successful bidder or/and request immediate removal of the resource from the site and report the company and the implicated resource to relevant authorities.
- The successful service provider will not be paid for any resources who are absent, on leave or sick, if the resources are not replaced with equally qualified and experienced resources. In addition to that, a further 30% of the absent resource's daily rate shall be deducted on the next invoice calculated against the number of days where the resource did not report to duty.

- The contents of this bid document shall take precedence over any contracts signed with the successful bidder.
- The successful bidder shall perform its obligations in a manner that complies with industry standards as well as any rules, policies and regulations as required by the City of Mbombela.
- The successful bidder shall be solely responsible for any fines and penalties imposed by City of Mbombela resulting from the successful bidder's failure to comply with the bid service level requirements.
- The successful bidder shall provide the resources specified on the bid. City of Mbombela will provide working space, laptops, office telephone and printing resources to conduct their work.
- The working tools provided by the City of Mbombela remains the property of City of Mbombela and must be returned or left within the municipality when the contract comes to an end or when a resource leave. Monies will be deducted from the next invoice where IT equipment is not returned when a resource is terminated or suspended etc. or when requested to return and did not return the equipment on the same day.
- The successful bidder shall not intentionally withhold information or be guilty of any misinformation relating to the City of Mbombela IT systems/services.
- Where figures are referred to in numbers and in words and if there is any conflict between the two, the words shall prevail.
- Working hours will be from 07:30 to 16:00 with 30 minutes lunch from 13:30 to 14:00 Monday to Friday. The working hours are linked to City of Mbombela's working hours and shall change if City of Mbombela changes its working hours.
Helpdesk shall work from 07:00 to 16:30.
- The successful bidder shall be compliant with all legislations governed by the Republic of South Africa and all applicable policies, bylaws, and procedures from City of Mbombela.
- If the successful bidder is charged with non-compliance of any Applicable Laws, the successful bidder shall promptly rectify and notify the City of Mbombela of such compliance in writing immediately. Where the bidder found any non-compliance, it is the duty of the successful bidder to bring to the attention of the Municipality and rectify it immediately.
- All hours worked by the successful bidder shall be invoiced against the rate(s) stipulated in this bid.
- The successful bidder must assist with the budgeting requirements to manage a efficient and effective IT environment.
- The successful bidder must provide weekly plans on or before Friday 2pm for the following week indicating the work to be done by the resources. This shall be done

in consultation with the CIO and the IT manager. Further planning shall be for 3 months and 6 months and 12months.

- The successful bidder shall provide City of Mbombela with all its timesheets (each resource to provide a timesheet) on a weekly basis on Monday 09:00 am for all services rendered (logged calls, admin work, meetings) in the prior week.
- All resources must provide weekly timesheets checked and approved by their respective supervisors. Invoices can only be submitted once all timesheets are signed by CIO or his authorized representative. Failure to show work done for the day/ week/month can lead to reviewing of the number of resources needed on-site or replacement of non-performing resources.
- The City of Mbombela shall at all times have access to all information related to the operational and strategic management of IT systems and services including information pertaining all activities and processes rendered under this bid from the bidder.
- The successful bidder shall be responsible to register, manage and maintain all municipal IT warranties, licences, certificates and other IT related requests and approvals. Any mishaps due to poor management and the consequences thereof shall be responsibility of the successful bidder including being liable for financial and legal issues and costs where applicable.
- End of life IT equipment and services must be monitored daily/weekly and monthly and be informed on or before 12months before expiry to assist the IT management with budgeting and replacement. Failure to do so, can lead to penalties against the service provider.
- Where any resource is required to render Services after business hours, or on weekends or public holidays, such overtime shall only be worked upon the prior approval from the CIO or his authorised representative.
- The resource must work overtime when required, failing which, relevant action will be taken including the request to replace the resource by the Municipality.
- Non-compliant resources to must be rectified within 6 months or as agreed upon with the CIO with the exception of compulsory resources with appropriate qualifications and experience and such resource costs will not be to the account of the municipality. After 6 months of non-compliance, if a suitable compliant resource is not provided or certified, a penalty of 15 % a month for that particular resource will be deducted from the total monthly invoice. This is applicable until such time the situation or affected resource matter is rectified.
- A monthly checklist for all activities in this bid including a completion certificate of workdone must be signed off by the CIO and /or IT manager before a Tax invoice can be generated and approved.
- The City of Mbombela shall make payment to the successful bidder of all amounts owing within 30 (thirty) days from the date of the successful bidder's tax invoice, or as agreed between the appointed Service provider and the Finance department.

- All services must be performed with promptness and diligence and executed in a professional manner especially in terms of the practices and professional standards used in a well-managed IT enterprise government environment.
- The successful bidder shall maintain the Hardware and Software in terms of the business needs including:
 - o maintaining Hardware in good operating condition, subject to normal wear and tear;
 - o undertaking repairs and preventative maintenance on Hardware in terms of the latest standards and other requirements in this bid and other international standards and best practices.
 - o Implementing current software updates and patches at all times to mitigate the risk of viruses and malware attacks.
 - o Installation and management of new and old hardware, and software.
 - o Development and maintenance of software applications.
 - o Installation and management of hardware such as wireless radios, CCTV, multi function printers, biometric devices, switches, servers, desktops, laptops, tables, IP phones, cell phones, and any other IT devices, systems and services for COM.
- The successful bidder shall perform its responsibilities in respect of the Services in a manner that does not infringe, or constitute an infringement or misappropriation of, any patent, copyright, trademark, trade secret or other intellectual property or proprietary rights of any third party.
- The successful bidder, if necessary, may utilise subcontractors in the performance of the Services, however the successful bidder remains fully responsible for the performance of the Services in accordance with this bid.
- The successful bidder shall be liable for the acts and omissions of its subcontractors as if such acts and omissions were those of the successful bidder itself.
- The successful bidder undertakes to ensure that subcontractor's personnel submit and comply with mandatory vetting procedures and controls as required by industry standards and by the City of Mbombela. All resources on site will be regarded as the successful bidder's employees and shall execute duties in line with the contract signed by the successful bidder. The successful bidder is required to sign a back-to-back contract with any subcontractors that will work at COM before they have the resources on site.
- The successful bidder must ensure that they and their subcontractors comply with all the legislations of the Republic of South Africa.
- Existence of a dispute shall not afford the successful bidder the right to terminate or reduce the extent of any of their activities in respect of this bid, which are not materially affected by the dispute.

- In the event that personnel are formally recruited, employed, or contracted, from the successful bidder to City of Mbombela or vice versa, there shall be no compensation whatsoever to either Party.
- The Successful bidder must remedy all AG issues within a week of reporting and those marked as critical to be resolved within a day.
- Upon termination of this Agreement, the successful bidder shall:
 - o immediately discontinue the Services on the date and to the extent specified in the notice;
 - o return to the City of Mbombela all equipment and property furnished or provided by the City to the successful bidder;
 - o co-operate with the City of Mbombela in the transfer of information and disposition of Services in progress so as to mitigate damages or disruptions;
 - o comply with other reasonable requests from the City regarding the terminated Services; and
 - o continue to perform in accordance with all the terms and conditions of this bid such portion of the Services that is not terminated (if applicable).
 - o transition to a new service provider at no additional cost
- All data handled by the successful bidder on behalf of the City of Mbombela shall remain confidential and intellectual property of the City of Mbombela and may not be distributed without authorization from City of Mbombela.
- Any addendums to this bid shall not devalue or undermine any of the terms and conditions setout in this bid.
- The successful bidder shall at all times handle and process the City of Mbombela's information in compliance with the POPI and other applicable acts.
- The successful bidder shall take all necessary steps to protect the City of Mbombela's IT systems and services from unauthorized access, ransomware attacks, loss, and unauthorized data manipulation etc.
- The successful service provider must manage the physical infrastructure of the IT office and especially the data centre 24x7 with all its environmental controls and physical security, both during work time, after hours and weekends, and report and coordinate any issues related to maintenance with the relevant sections or third party and resolve them timeously and without any disruptions to service. Must lock up the IT offices and open them as and when necessary including maintaining the logs etc
- Any logged or reported calls that cannot be completed due to the user being on leave or unavailable must be put on "STOP THE CALL" and must be approved by the CIO or his authorised representative. Failure to do this, will automatically lead to penalties.

- The resources' work may include projects as and when necessary and they times scheduled accordingly in their weekly planning.
- Reports and request for information as requested by CIO or IT manager must be compiled within the requested timeframes, failing which, penalties may apply when not completed by the deadline.
- The successful bidder shall implement all necessary measures to identify and mitigate all risks on the City of Mbombela's IT systems and services. Such measures should be verified and updated regularly to ensure upkeep with new risks. Proof of such measures should be recorded and safely kept, and provided to the City of Mbombela on request.
- The company shall be evaluated on compliance to provision of required resources and services by the company as requested in this bid and based on the various tables to be completed in this bid. But despite appointing a company based on the scoring of the minimum points in Table E , the onus is still upon the company to support with the skill sets and experience required for all the certifications required in the Table E by the company and as required in this bid and based on what is currently onsite and with the technologies and expertise required in the three (3) years of the Contract.
- The successful bidder must immediately notify the CIO of any identified risks the City of Mbombela IT Systems and services.
- Where there is discrepancy between two amounts on a penalty, the higher amount shall apply.
- Each resource should compile all design drawings, schematic layouts, SOP's and other documents relevant for their section and other documentations as requested by the CIO or the IT manager.
- The successful bidder must implement relevant dashboards to monitor and manage the systems and services with appropriate triggers to alert and resolve issues proactively.
- The successful bidder must ensure adequate change management throughout the lifecycle of all IT activities.
- The successful bidder must attend to all IT systems and services including communication data lines and other systems throughout its lifecycle by logging calls and following up and resolving them timeously with third parties or other sections where applicable.
- Any notice required to be given by either Party to the other Party shall be in writing.
- If the successful service provider fails to rectify a material breach of this contract within 7 days after receiving a written notice, the breach may result into termination of the contract unless agreed upon with the CIO to resolve the breach within a written agreed period.
- In the event where it is assumed that service delivery to the client has been compromised and the specific levels of service delivery to the client has not been maintained or executed as expected, the client will immediately notify the Service

provider contract manager and/ or operations manager of such, to ensure that the incident is investigated, remedied and future service levels improved for similar incidents. Where it is proved that services levels have been compromised due to the actions of a Service provider's resource, then Service provider must institute disciplinary procedures against the specific resource, contractor or sub-contractor and / or his resource. All such disciplinary actions and outcomes of such actions need to be communicated to the CIO within 7 working days of such incident being reported. Should no feedback or appropriate action is taken against the resource, penalties and the instruction to remove or replace the resource can be issued by the CIO or his authorised representative.

- The municipality will be moving to a hybrid cloud or a fully-fledged cloud environment. The resources must be adaptable and be qualified and certified to assist the municipality to migrate and manage this cloud environment. Any additional certifications required by the resources will be to the account of the successful bidder and must be catered in their upskilling/ training plan at no additional cost to the Municipality.
- Any leave taken by a resource to attend the courses will be treated as normal leave and will be deducted from the invoice and such resource must be replaced with a equally qualified and certified resource during this training period.
- Additional vehicles may be included, if necessary into the contract at any period of the contract and shall be invoiced and paid for that week or month in use.
- **The successful bidder must have Back to Back agreement with Orbit records management system, payday HR and salaries system and suprema prepaid electricity's service providers for Level 3 system support during the duration of this contract. The Level 3 support costs for the services shall be covered under "specialist support". This does not exclude the successful bidder from doing Level 1 and Level 2 support and maintenance at no additional cost on these systems as a minimum.**

The below Table R informs on the Mandatory/compulsory certifications, qualifications and experience, plans etc required for the company and each resource for a particular post as a minimum. **(if not met, the bidder is disqualified)**. Additional requirements for scoring functionality points under Table E and other tables can help the bidder's appointment as the most suitable candidate for this bid.

TABLE R: MINIMUM REQUIREMENTS TO BE MET, FAILING WHICH, THE BIDDER WILL BE DISQUALIFIED	
1	Company certified partner, track record and clients:
1.1	<p>Certified partner with:</p> <ul style="list-style-type: none"> - Cisco - Microsoft - VMware
1.2	<p>Track Record – The company must have been established and must have a track record of a minimum of 5 years experience to have provided the requested services in this bid to atleast two or more clients. (less than 5 years of a company having rendered the requested services in this bid is disqualified)</p>
1.3	<p>Clients : Appointment letters and reference letters:</p> <p>2 clients with similar support services in a municipal/ enterprise environment (must have reference letter stating exact services that were rendered and an appointment letter stating the duration of the contract for each client)</p> <p>Reference letter only or appointment letter only will be rewarded 0 points</p> <p>Minimum of 2 clients is required with appointment letters and reference letters for these clients on their Client's letterhead otherwise bidder will be disqualified</p> <ul style="list-style-type: none"> - Clients with similar services in a large IT environment must be proposed.
2	<p>Plans required:</p> <p>Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration ie include the Resource plan as well. The transition plan time frame cannot exceed a month and the new service provider must work with the current service provider with the resources proposed to ensure a smooth takeover within the month.</p> <ul style="list-style-type: none"> • Annual upskilling/ training plan for resources.
3	<p>Staff qualifications, skills and experience :</p> <p>(A guideline of job description is provided for the below posts/positions and additional functions and duties in this bid can be assigned to the below posts as required in this site and bid)</p>

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3.1	<p>Service Provider IT Contract Manager</p> <ul style="list-style-type: none"> - Contract manager must have a Degree from a University - atleast 5 years experience in working in an Enterprise IT environment in an large IT enterprise environment.
3.2	<p>IT Operations Manager</p> <ul style="list-style-type: none"> - Operations manager must have a 3 years degree in IT related field from a University - atleast 5 years minimum experience in IT operations management in a large IT enterprise environment.
3.3	<p>IT Governance and Security Officer:</p> <ul style="list-style-type: none"> - CGEIT or CISSP - 5 years experience in managing governance or managing IT security in an large IT enterprise environment.
3.4	<p>IT Admin / Assets Officer (2 positions)</p> <ul style="list-style-type: none"> - 1 year or more diploma in Office administration/ secretarial related field - atleast 2 years minimum experience working in a IT environment.
3.5	<p>IT Infrastructure Section Chief</p> <ul style="list-style-type: none"> - MCSE - VMware certification - CCNA - 5 years' experience as a section manager or head managing an large enterprise/ server and network environment
3.6	<p>IT Server specialist</p> <ul style="list-style-type: none"> - MCSE - VMware certification - 5 years' experience in managing a large IT enterprise/ server environment
3.7	<p>IT Network Specialist</p> <ul style="list-style-type: none"> - CCNP

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	<ul style="list-style-type: none"> - 5 years' experience in an operational in a large IT enterprise/ network environment
3.8	IT E-govt / DB Specialist Section Chief <ul style="list-style-type: none"> - MCSD sharepoint - MCSA (SQL DB) - 5 years experience in a large enterprise IT development environment
3.9	IT End User Section Chief <ul style="list-style-type: none"> - MCSE - 5 years desktop managerial experience in an IT enterprise environment
3.10	IT Desktop Technician (2 positions) <ul style="list-style-type: none"> - A+, N+ - 5 years desktop experience in a large IT enterprise environment
3.11	IT Help Desk Support <ul style="list-style-type: none"> - A+ - 5 years or more experience in a large IT environment managing IT helpdesk or desktop environment.

CITY OF MBOMBELA'S RESPONSIBILITIES

- To report any faults or problems with any IT systems and services to the IT Service Help Desk or IT resource which in turn must be logged on the IT helpdesk system and attended to as per the severity codes and service levels in this bid.
- To notify successful bidder immediately of any concerns regarding service delivery.
- Provide service desk system.
- Provide all IT policies, standards, regulatory framework and architectural technology requirements to the successful bidder and ensure that these are adhered to. This does not exclude the successful bidder to make necessary amendments in consultation with the CIO to keep abreast with changes in Technology and environment.

SERVICE LEVELS

1. Service Desk

This section describes the Service Desk service level requirements for the IT services rendered to users. The Service Desk is used as a central repository and tracking mechanism for all application, system, infrastructure and user requests.

No	Service	Description	Service Level	Measurement
1	Incident logging and identification	All applications, system, infrastructure and user incidents will be logged with the Service Desk. The Service Desk will assist the reporting user with the identification and classification of the incident using the defined severity categories.	Reported incidents will be recorded on the Service Desk system at the time the incident is reported.	Measured by the Service Desk system using the system timestamps for recording capture times.
2	Hours of operation	The Service Desk will be in operation during the hours and times defined.	The Service Desk will be in operation from 07:00 until 16:30 during workdays. After hours calls must be routed to the standby resource.	Measured as the time during which the Service Desk was operating during office hours, after hours and weekends as call are logged.
3	Measurements	The Service Desk will log, track and keep detailed information on each incident that is reported to the Service Desk.	100% of the following required information will be recorded for each reported incident: <ul style="list-style-type: none"> • A unique tracking number • The time the incident was reported • The name of the user reporting the incident 	Measured as a percentage of reported service requests that contain the required information.

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No	Service	Description	Service Level	Measurement
			<ul style="list-style-type: none"> The functional area affected by the incident The severity of the incident The resource assigned to the resolution of the incident The resolution of the incident The time the service request was responded to The time the service request was closed 	
4	Reporting	Periodic reporting on the Service Desk and incident resolution statistics for distribution at the daily, weekly, and monthly review meeting.	Report containing the following minimum statistics: <ul style="list-style-type: none"> Number of service requests reported. Number of service requests resolved. Open service request analysis Any other requests as required by the CIO 	Report is tabled and reviewed at the daily, weekly, and monthly review meeting
5	Response time	Response time is defined as the time which the assigned technician takes to contact the user who logged a service request. The user is contacted to confirm the allocation of the service request and to begin the process of implementing a resolution.	100% of reported service requests will be responded to within the response time allowed by the assigned severity level	Measured by the Service Desk using the system timestamps for recording response times

2. Desktop Support Services

The desktop support services section supports and maintains the desktop hardware and office automation software platforms.

No	Service	Description	Service Level	Measurement
1	Hardware support.	Installation, commission, troubleshooting and repair of user reported incidents with desktop hardware and peripherals.	100% of reported incidents will be responded to within the response time allowed by the assigned severity level.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity level.
2	Software support.	Installation, commission, user support for all software.	100% of reported incidents will be responded to within the response time allowed by the assigned severity level.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity codes.

3. Back Office Support

This section defines the service level requirements for the back office, infrastructure and networking support services rendered to all users of the IT infrastructure. All services and support are centralised, unless specified otherwise.

No	Service	Description	Service Level	Measurement
1	Server Hardware Administration	Hardware support, preventative maintenance and storage management.	99% availability of the Server hardware.	Measured as a percentage of the availability of the Server hardware infrastructure during normal operating hours over a calendar month period.
2	Server administration	Server user administration.	100% of approved service requests logged with the Service Desk for server user	Measured by the Service Desk using the system timestamps for recording capture

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No	Service	Description	Service Level	Measurement
			administration will be carried out as per the service level agreements	and completed times
3	User administration	Managing user accounts and access to facilities, data, Internet, Intranet and RAS access.	100% of approved requests for user maintenance will be carried out as per the service level agreements.	Measured by the Service Desk using the system timestamps for recording capture and completed times
4	System backup and restores	System backups and restores of server data.	100% of scheduled backups and restores will be completed successfully.	Measured as a percentage of the scheduled backups that are completed successfully.
5	Antivirus and malware protection	Management of desktop and server antivirus and malware software.	100% of available virus and malware signature files will be applied as and when they are released.	Measured as a percentage of the virus and malware signature files that are updated daily over a calendar month period.
6	Network management	Ongoing monitoring, configuration, commissioning, repairs and maintenance, installation, replacements etc on switches, hubs, media converters, wireless radios and routers including all IT equipment to maintain system uptime.	100% network uptime on network links during normal operating hours.	Measured as a percentage of the availability of the network backbone links during normal operating hours over a calendar month period.
7	Network support	Assist MLM with the design and procurement of new network	100% of approved requests for network support will be carried out within the as per	Measured as a percentage of the approved requests for network support

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No	Service	Description	Service Level	Measurement
		infrastructure such as network points, switches, routers and hubs. Procurement is based on user requirements and subject to MLM IT Management approval	the service levels.	completed successfully within the response times as per the severity codes.
9	UPS and Air-conditioning infrastructure.	Functional check of the operability of the UPS and air-conditioning in the Mbombela Civic Centre data centre and Umjindi data centre.	100% of incidents will be reported to the electrical department within 30 minutes of discovery.	Measured as a percentage of the service requests reported to the electrical department within 30 minutes of being reported.
10.	Data centre environmental and physical infrastructure.	Functional check of the operability of the environmental and physical infrastructure in the Mbombela Civic Centre data centre and Umjindi data centre.	100% of incidents will be reported and addressed timeously during office hours, after hours and weekends	Measured as a percentage of the service requests attended to within the response time allowed in line with severity codes.
11	Network Administration	Troubleshooting, maintenance and support of LAN and wireless WAN infrastructure. When it is required to expand the network, the successful bidder must implement the new infrastructure as well as the additional new high sites based on this bid's high site	99% network uptime on network links during normal operating hours.	Measured as a percentage of the service requests attended to within the response time allowed by the assigned severity codes.

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No	Service	Description	Service Level	Measurement
		pricing.		
12	IT Security	Setting and maintaining IT Security.	100% of compliance to identified IT security issues and standard best practices	Measured as a percentage of the implementation of identified and necessary IT security requirements

4. Applications

This section describes the service level requirements for all applications, third party products and the associated services.

No	Service	Description	Service Level	Measurement
1	Maintenance & Support	Ongoing maintenance and housekeeping on all systems and first line support on third party products.	100% availability of the system.	Measured as a percentage of the availability of the system.
2	Third party product support	Ongoing first line support on third party products and reporting of incidents to the respective suppliers.	All incidents reported to the relevant suppliers as per the severity level allocated to the Service Desk requests.	Measured as a percentage of the service requests reported to the relevant supplier within the response time allowed by the assigned severity level
3	Website, Intranet and Applications development , implementation and maintenance	Ongoing development and maintenance of website, intranet and in-house applications	All development requests as per the severity level allocated to the Service Desk request.	Measured as the percentage of the development and implementation of requested website, intranet and applications

A. SEVERITY CODES

1. Severity Codes

It is very important to allocate a grade or severity to service request. These will be used to determine “how important it is to fix the problem”. This will also be determined by the impact and effect the service request has on the business environment. Resolution time shall be immediate when instructed by the CIO or his authorized representative and non-compliance may lead to penalties as stipulated in this bid.

The following severity codes will be used:

- 1 - Critical
- 2 - Urgent
- 3 - Standard
- 4 - Ad Hoc

Severity Level	Description	Response Time, office hours	Response Time, outside office hours	Resolution Target, in compliance with the stated assumptions	Penalty
Critical 1	An incident causing an extremely serious impact to the business as a result of the system(s) / service(s) affecting and/or the number of people affected by the incident. E.g. A complete loss of the systems or service or the impacted business function is halted completely.	5 minutes	15 minutes	A maximum of 2 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the CIO.	A penalty of R 5 000 per day per incident shall apply until the problem is resolved

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<p style="text-align: center;">Urgent</p> <p style="text-align: center;">2</p>	<p>An incident causing significant impact to the business as a result of the system(s) / service(s) affecting power users (includes executive /senior management, councillors, cashiers and prepaid users) who are affected by the incident e.g. significant loss of system or service although interim restoration is not possible or not acceptable. Critical information e.g.; AG and management reporting information and other information as required by the CIO</p>	<p style="text-align: center;">10 minutes</p>	<p style="text-align: center;">20 minutes</p>	<p>Maximum of 3 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the CIO.</p>	<p>A penalty of R 1500 per day per incident shall apply until the problem is resolved.</p>
<p style="text-align: center;">Standard</p> <p style="text-align: center;">3</p>	<p>An incident which affects the system or service but has a small impact to the business e.g., normal/general user/s or component affected but the problem can be circumvented</p>	<p style="text-align: center;">15 minutes</p>	<p style="text-align: center;">1 hour</p>	<p>Maximum of 4 hours. Penalties will apply after the maximum hours are exceeded. Any extension required must be motivated and approved by the CIO.</p>	<p>A penalty of R 200 per day shall apply until the problem is resolved.</p>

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Ad hoc Services 4	Ad-hoc requests for general assistance and support and enquiries for information purposes	30 minutes	2 hours	A maximum of 5 hours or as advised by the CIO.	A penalty of R 500 per day until assistance is provided.
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PENALTIES

- **Penalties can only be waived if motivated and approved by the CIO**
- **Penalties will be deducted on the monthly invoice due for each month where penalties are applicable before payments are made.**

Description	Penalty
Failure to provide required light duty vehicle.	R 1 000 per day where vehicle is not available.
Failure to provide a replacement resource by 09:00hrs for any resource who is either sick, on leave or absent for any reason.	No payment for the absent resource, including an additional penalty of 30% of the absent resource's daily rate will be deducted calculated based on the number of days where the resource did not report for duty.
Failure to submit timesheets for services provided on the prior week on Monday 09:00	R 250 per timesheet not submitted per resource.
Non-compliance to minimum qualification requirements for more than 3 months	15 % per month of the total monthly cost for the particular resource. The penalty shall be implemented from the fourth month until the resource provides proof that the minimum qualification requirements are met.
Failure to provide a qualified and experienced resource for a vacant position as per the bid requirements.	15 % per month of the total monthly cost of the vacant position which the municipality requested to be filled. The penalty shall be implemented from the fourth month until the vacant position is filled.
Failure to successfully complete all daily backups to disk and tape and rectify all errors related to all daily backups.	R 2 000 for the particular day where one or more disk/tape daily backups failed and were not immediately rectified. Penalty will apply per day per incident not rectified by the end of business day.
Failure to successfully complete all weekly backups to disk and tape and rectify all errors related to all weekly backups.	R 4 000 for the particular week where one or more weekly disk/tape backups failed and were not rectified by the end of the week.
Failure to successfully complete all monthly backups to disk and tape and rectify all errors related to all monthly backups.	R 5 000 for the particular month where one or more monthly disk/tape backups failed and were not rectified.
Failure to report the need for extra storage space at 75% utilization	R 5 000
Failure to apply critical software updates and patches as and when they become available	R 1 500 per patch or software update not applied, this shall apply monthly on all the outstanding updates. Penalty shall apply on the same update if it is not rectified on recurring months until it is applied.
Failure to update all workstation and servers with the latest Windows OS build within 3 months.	R 1 500 per workstation or server per month that is not updated. It is solely the successful bidder's responsibility to

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	timeously check and immediately update all City of Mbombela's IT systems.
Failure to immediately address any AG, issues or identified IT vulnerabilities or system vulnerabilities after its identification.	R 1 000 per day per issue that is not addressed. Penalty to be implemented monthly until the issuer/vulnerability is addressed.
Failure to test backups, and produce test restore certificates per system as identifies by the CIO	R 5 000 per failed test restore and test certificate.
Failure to take appropriate action when poor performance, security breach, theft or non-compliance to policies and procedures or any serious acts by a Service provider's resource as reported or charges brought about by the CIO or his authorised representative.	<p>Must take disciplinary action on the resource as per the charge or issue raised by the CIO or his authorised representative. Failure to take appropriate action and report back within 7 days after being informed by the CIO will lead to deduction of the cost of the resource from the 8th day after reporting until the matter is addressed comprehensively.</p> <p>In serious instances of non-compliance or repeat offences by a resource or theft or security breach, the CIO or his authorised resource will request the termination of the resource, deduct the cost of the resource from the invoice and also terminate the resource's access to the site, systems and services with immediate effect.</p>
Incident Calls	R100 per Call not logged or call not on "Stop the call" or call not closed when complete immediately/ on the same day
Calls, sms,whatsapp responses	R100 per call, sms or whatsapp messages from management, not responded within an hour will be penalised.
Certificates, warranties, licenses, end of life IT equipment and services leading to disruption of services	R 500 penalty per day for not monitoring and allowing elapsing of Certificates, warranties, licenses, end of life IT equipment and services.
Suspension of services	A 10% penalty per day on the total can be applied
Service provider must provide R200 minimum mobile telephone costs and 2GB cost for data allowance costs for each resource	If the service provider does not provide this allowance for each resource, then the municipality will provide R200 and 2GB for each resource and deduct these costs before payment of the next invoice.
Non compliance to Change management	Non compliance is R 100 per incident per day until rectified.

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TABLE A: MONTHLY COSTS (All costs must be completed otherwise the bidder will be disqualified)

No.	Title/Post	Unit Cost	Qty	Total Cost / Month
1	Service Provider IT Contract Manager	R	1	R
2	IT Operations Manager	R	1	R
3	IT Governance and Security Officer	R	1	R
4	IT Admin Officer/Asset	R	2	R
5	IT Infrastructure Section Chief	R	1	R
6	IT Server Specialist	R	1	R
7	IT Network Specialist	R	1	R
8	IT E-govt / DB Specialist Section Chief	R	1	R
9	IT End User Section Chief	R	1	R
10	IT Desktop Technician	R	2	R
11	Standby allowance per month (Desktop Engineer)	R	1	R
12	IT Help Desk Support Consultant	R	2	R
13	Standby allowance per month (Server Specialist)	R	1	R
14	Standby allowance per month (Network Specialist)	R	1	R
15	Vehicles (LDV 1.6L or more/ Road worthy/ insured – must meet site needs based on your site visit)	R	3	R
16	Wireless radio network (new installations, maintenance, cherry picker and support excluding hardware) (Check Appendix B network diagram for overview)	R	1	R
17	High site rental per site (includes electricity, UPS, batteries, solar panels, electrical wiring, high masts, etc. – NUMBER OF SITES MAY BE ADDED OR REMOVED AS AND WHEN REQUIRED) – some of these sites are provided and	R Cost per site	7	R

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TABLE A: MONTHLY COSTS (All costs must be completed otherwise the bidder will be disqualified)

No.	Title/Post	Unit Cost	Qty	Total Cost / Month
	supported by a third party. The successful bidder by completing this item has confirmed that he or she had negotiated with the third party owner of the sites, where applicable, to ensure full provision of IT services to the various Towns /offices through these high sites. The list can be obtained on request.			
SUB TOTAL TABLE A				R

- The above costs for all resources must include cell phone allowance (minimum R 200 to R 500 per month) and data allowance (minimum 2 GB to 5 GB) for 24/7 support.
- The Wireless radio network can be expanded within the jurisdiction of the municipality and the successful bidder shall provide full maintenance and support at no additional cost to the municipality apart from the cost involved in item 17 in Table A.

TABLE B: RESOURCES MONTHLY LIMITS (LIMITS CAN ONLY BE CHANGED BY COM)

Description	Total per month
Specialist support monthly limit (to be billed only on needs bases)	R 150 000
Overtime and standby monthly limit for all resources combined	R 50 000
SUB TOTAL TABLE B	R 200 000

TABLE C: ADDITIONAL SERVICES (All costs must be completed otherwise the bidder will be disqualified)			
Description	Unit Cost	Qty	Total Cost
<p>Data centre/Server room- (quarterly maintenance and support as per industry standards for the four quarters in a year) must be performed using the unit cost per quarter/as and when required by the Municipality. To be invoiced after maintenance is done. A minimum requirement is</p> <ul style="list-style-type: none"> • Fire system service complete (Environmentally friendly gas) • Water, temperature and humidity control system and sensors • SMS communicator and TM4 Management device • Camera device with sensor. • Fire proof door • Biometric access control <p>Additional items can be added if necessary and costs included to provide a comprehensive management of the data centre.</p> <p>N.B.: it is important for the service provider to do an onsite assessments of the requirements.</p>	R	4	R
<p>PEN testing and resolution of findings – ISO 27001 and 9001 certified company. At least 10+ years conducting pen tests (as a company, and analysts that have been doing pen tests for longer than 5 years)</p> <p>Industry relevant certifications such as CISSP, CECH, CREST, Offensive Security certifications (OSCP, OSCE, OSWE, OSWP, OSEE, OSEP, etc.)</p> <p>Shall be performed annually or as and when required using the unit cost.</p> <p>Scope:</p> <ul style="list-style-type: none"> - 5 days external network - 10 days internal network - 5 days for either pen testing another business-critical system or security advisory services to look at e.g., Doing a state security assessment 	R	1	R

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To be invoiced after testing and implementation of resolutions.			
Vulnerability scanning and resolution of findings including Symantec health check and optimisation – ISO27001 and related IT standards must be performed quarterly using the unit cost/ as and when required. To be invoiced after scanning and resolutions are implemented.	R	4	R
Review of DRP/BC strategy and plan, testing DRP/BC both onsite, DR site and off-site at the premises of the Successful bidder and issuing of test certificates (Annually) – as per industry standards and in line with COM policies and procedures	R	1	R
Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration ie Resource plan as well. Indicate cost and must be completed within a month using the proposed resources.	R	Maximum is 1 Month	R
SUB TOTAL TABLE C			

TABLE D: BID TOTAL 36 MONTHS (All costs must be completed otherwise the bidder will be disqualified)	
Description	Total Cost
SUB TOTAL FOR TABLE A X 36 (MONTHS)	R
SUB TOTAL FOR TABLE B X 36 (MONTHS)	R 7 200 000
SUB TOTAL FOR TABLE C X 3 (YEARS)	R
TOTAL EXCLUDING VAT	R
15% VAT	R
TOTAL INCLUDING VAT	R

- **TABLE D TOTAL AMOUNT INCLUDING VAT must be carried over to the FORM OF OFFER and this shall be the governing amount.**
- **Any items not completed in the above tables will be a disqualification.**
- **The Municipality will have the right to exclude any item from the above table or any other requirement from the bid but will ensure due processes are followed across all the bidders.**
- **Resources can be added or removed based on workload for each post which will be reviewed annually and invoices amended accordingly.**

FUNCTIONALITY:

The company must comply and meet the minimum requirements set out in Table R to avoid being disqualified. In addition to Table R requirements, the below functionality Table E provides an opportunity to score additional points for shortlisting and be further evaluated in the supply chain processes.

TABLE E: EVALUATION CRITERIA					
No	Description				Additional Points
	<p>Additional points can be scored if the company and resources recommended have these additional qualifications, certifications etc.</p> <p>Minimum points for each item below to total 65 points must be scored by the bidder to be shortlisted and for further evaluations</p> <p>N.B.: only the Top five (5) highest scoring bidders will be considered for further evaluations.</p>				
1.	Company certified partner and track record and clients:				40
1.1	Certified partner in:				
	Veeam	10 points	IBM/Similar server hardware	10 points	
	Lenovo	5 points	Symantec	10 points	
	Cabling	5 points			
1.2	Track Record: Only minimum requirements in Table R to be complied with				
1.3	Clients : Appointment letters and reference letters: More than 2 clients with similar support services in a municipal/ enterprise environment (must have reference letter stating exact services that were rendered and an appointment letter stating the duration of the contract for each client)			5 points	

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	Reference letter only or appointment letter only will be rewarded 0 points				
	Clients with similar services in a large IT environment must be proposed.				
2.	Plans required:				
	Only minimum requirements in Table R to be complied with				
3.	Staff qualifications, skills and experience:				
3.1	Service provider IT Contract manager				
	Only minimum requirements in Table R to be complied with				
3.2	IT operations manager				
	Only minimum requirements in Table R to be complied with				
3.3	IT Governance and Security Officer				
	CRISC/ CISM	10	A degree in IT	5	10
3.4	IT Admin/ assets officer				
	Only minimum requirements in Table R to be complied with				
3.5	IT Infrastructure Section Chief				
	Veeam certified	10	Microsoft certified Azure	10	20
3.6	IT Server specialist				
	Veeam certified	10	IBM SAN or similar ENTERPRISE SAN certified	10	20
	Symantec Certified	10			
3.7	IT Network Specialist				
	Certified Cloud Security Professional (CCSP)	10	Certified wireless network Professional (CWNP)		10
3.8	IT E-govt / DB Specialist Section Chief				

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	VB developer certification	10	MCSA: WEB applications - Webdesign, html5, css3, javascript and vb.net	10	20
3.9	IT End User Section Chief Only minimum requirements in Table R to be complied with				
3.10	IT Desktop Technician Only minimum requirements in Table R to be complied with				
3.11	IT Helpdesk support Only minimum requirements in Table R to be complied with				
4.	Presentations (onsite presentation for shortlisted companies is optional and shall be decided during the evaluation process) : Company overview (1), organisational structure to provide support both internally and externally (1), strategy (1) – transitional / rollout plan (2) <i>"This is optional and will be decided during the evaluation process"</i>				5
5.	Site visits to and/or proof of evidence of bidder's office and client : Established office(2), interview with relevant management on operations (3) client's site – interview with relevant management (3) and site visit office (2) <i>"This is optional and will be decided during the evaluation process"</i>				10

N.B.: Should presentations and Site visits to bidder's office/ client site not be done, the points will be excluded for all bidders.

It must be noted that in instances where the company is appointed by scoring the minimum points in the above Table E, the onus is still upon the company to support with the skill sets and experience required for all the certifications required in the Table E by the company and as required in this bid and based on what is currently onsite and with the technologies and expertise required in the three (3) years of the Contract.

The environment is quite ideal for someone who is adequately qualified and experienced but demanding and disastrous for someone who is not well qualified and experienced for the tasks in this bid. Hence it is critical to appoint suitable resources who are capable to manage the environment without downtime and giving rise to unnecessary penalties due to poor management or resolution of issues timeously.

Specialised Back Office Support inclusions;

The R/hr and provision of the below requested systems and services is obligatory on the successful bidder. The rates below will be used for procuring the required services, all quotes for specialized services will be billed based on the stipulated rates below without any deviations. Travel costs will be estimated based on AA per km rate travelling from the successful bidder's site to City of Mbombela (COM) requires the services. Accommodation will be done on a quote basis not exceeding the rates of a 3 star accommodation.

Not filling the last column with the relevant costs in the Table F below, will disqualify the bidder:

TABLE F : SPECIALIST SUPPORT FOR VARIOUS TECHNOLOGIES			
Must be on site the next day for the below listed services to resolve the issues or the penalties will be executed as stipulated under Severity codes "Critical"			
Technology	Criteria		
	Response Time	Time to Resolve VPN/ telephone etc	R/hr
Cisco			
Cisco ISE	15 Minutes	4 Hours from logged Call	
Cisco ASA	15 Minutes	4 Hours from logged Call	
Cisco Sourcefire / Firesight	15 Minutes	4 Hours from logged Call	
Cisco ACS	15 Minutes	4 Hours from logged Call	
Cisco CCM	15 Minutes	4 Hours from logged Call	
Cisco UCCX / ARC	15 Minutes	4 Hours from logged Call	
Cisco Telephones	15 Minutes	4 Hours from logged Call	
Cisco WSA & ESA	15 Minutes	4 Hours from logged Call	
Cisco Routers	15 Minutes	4 Hours from logged Call	
Cisco Switches	15 Minutes	4 Hours from logged Call	
Cisco Wi-Fi Controller	15 Minutes	4 Hours from logged Call	

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Virtual/Physical Infrastructure			
Storage [IBM Storewise]	15 Minutes	4 Hours from logged Call	
IBM / HP Servers / OTHER [Hardware]	15 Minutes	4 Hours from logged Call	
IBM Tape Library	15 Minutes	4 Hours from logged Call	
Brocade Fibre Switches	15 Minutes	4 Hours from logged Call	
Vcentre/ VMWare	15 Minutes	4 Hours from logged Call	
VEEAM	15 Minutes	4 Hours from logged Call	
Proxim / cambium/ microwave/ other Wireless	15 Minutes	4 Hours from logged Call	
Software /Applications			
Symantec End Point Suite	15 Minutes	4 Hours from logged Call	
Logging / Logs			
Sentinel	15 Minutes	4 Hours from logged Call	
Manage Engine ADAudit Plus	15 Minutes	4 Hours from logged Call	
Microsoft			
Microsoft SQL	15 Minutes	4 Hours from logged Call	
Microsoft SharePoint	15 Minutes	4 Hours from logged Call	
Microsoft Windows 10 or later	15 Minutes	4 Hours from logged Call	
Microsoft Exchange 2013 and later	15 Minutes	4 Hours from logged Call	
Microsoft Server 2012 and later	15 Minutes	4 Hours from logged Call	
Microsoft Active Directory,	15 Minutes	4 Hours from logged Call	

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group policies etc			
Microsoft Update Services (WSUS)	15 Minutes	4 Hours from logged Call	
VB.Net	15 Minutes	4 Hours from logged Call	
Security			
NetIQ	15 Minutes	4 Hours from logged Call	
Authenticore / NLS	15 Minutes	4 Hours from logged Call	
WhatsUP Gold network monitoring and management software	15 Minutes	4 Hours from logged Call	
Linux	15 Minutes	4 Hours from logged Call	

ADDITIONAL RESOURCES FOR A SPECIAL PROJECT OR ADHOC BASIS		
Resource Type	Duration	R/HR
Software developer	As and when agreed upon	
MS SQL SSIS developer/BI developer	As and when agreed upon	
Busines Analyst	As and when agreed upon	
BPM developer	As and when agreed upon	
Project manager	As and when agreed upon	

The current statistics show, 1-5 calls logged for advanced specialist back-office support in a month amongst the above back-office specialist systems with a rarity to exceed to 5-10 calls, maybe once or twice a month, in a year.

A maximum of R150 000 is provided for specialist services that can be debited based on the need and approval /hr / service /logged call to completion and can be added to the monthly invoice for payment. In other works, it will be a call-based billing.

Technical Documents Checklist – TABLE G

It must be noted that the below mentioned checklist of documents is required and must be included under Response C of your bid for easy of Assessment and including them elsewhere in the bid, **MAY NOT BE CONSIDERED** and may be excluded during evaluations and the Municipality cannot be held liable.

TABLE G – TECHNICAL DOCUMENTS CHECKLIST (PROVIDED AS A GUIDE – REFER TO OTHER REQUIREMENTS IN THE BID)	
Description	Attached Yes/No
Proof of Certified partner with Cisco	
Proof of Certified partner with Microsoft	
Proof of Certified partner with VMware	
Proof of certified partner with Veeam	
Proof of Certified partner in Symantec	
Proof of Certified partner with IBM/similar SAN hardware	
Proof of Certified partner with Lenovo	
Proof of Certification in Cabling	
Proof that the Company has been established and providing similar services in the bid for the past 5 years or more	
Appointment letters and reference letters stating similar services that were provided on the Clients letterhead (3 clients preferred but 2 Clients minimum requirement)	
Transition Project plan with tasks/milestones and timeframes, showing what tasks will be necessary to take over the site from the current service provider without any disruptions and ensuring business continuity. List all the resources you will be using to do the migration ie include the Resource plan as well. The transition plan time frame cannot exceed a month and the new service provider must work with the current service provider with the resources proposed to ensure a smooth takeover within the month.	
Annual upskilling/ training plan for resources	
CV of Contract Manager must have a Degree with atleast 5 years experience in an Enterprise IT environment	
CV of IT Operations manager must have atleast 3 year IT related Degree with 5 years experience in an Enterprise IT operations management.	

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CV with CGEIT OR CISSP certifications and atleast 5 years experience in IT Governance or IT Security Officer. Additional qualifications can be an advantage as required under Table E.	
CV of admin/asset officer with 1 year or more Diploma in office administration / secretarial related field and atleast 2 years experience working in an IT environment (must include cv's for two persons)	
CV of IT Infrastructure Section Chief with MCSE, VMware and CCNA certifications and atleast 5 years experience as section manager. Additional qualifications can be an advantage as required under Table E	
CV of IT Server specialist with MCSE, VMware and atleast 5 years experience in a large IT environment. Additional qualifications can be an advantage as required under Table E	
CV of IT Network specialist with CCNP and 5 years experience in a large IT environment. Additional qualifications can be an advantage as required under Table E	
CV of E-govt/DB specialist section chief with MCSA sharepoint and MCSA (SQL DB) and atleast 5 years experience in a large IT environment. Additional qualifications can be an advantage as required under Table E.	
CV of IT end user section chief with MCSE and atleast 5 years experience in a large IT environment.	
CV of IT desktop technician with A+, N+ and atleast 5 years desktop experience in a large IT enterprise environment. (must include cv's for two persons)	
CV of IT Helpdesk Support with A+, and atleast 5 years managing IT helpdesk or desktop environment.	

Administrative Documents Checklist – TABLE H

It must be noted that the below mentioned checklist of documents is required and must be included under Response C of your bid for easy of Assessment and including them elsewhere in the bid, **MAY NOT BE CONSIDERED** and may be excluded during evaluations and the Municipality cannot be held liable.

TABLE H – ADMINISTRATIVE DOCUMENTS CHECKLIST (COMPULSORY) – REFER TO OTHER REQUIREMENTS IN THE BID)	
<u>NB: Certified copies of documentation must not be older than three months to be regarded as valid. Copies of “certified copies” will not be acceptable as true copies of original documents. Failure to adhere will lead to immediate disqualification.</u>	
Description	Attached Yes/No
Tax Compliance Status (TCS) from SARS	
Company Registration Certificate (CIPC)	
Original Certified ID Copies of business owners	
Company profile with CV's of key personnel	
Full CSD report (Summary report is NOT acceptable). The CSD must not be older than 10 days from the closing date.	
In case of a JV / Consortium, JV agreement must be attached. Each party must submit a separate Tax Compliance Status (TCS, Full CSD report, Certified ID Copies of business owners company registration certificates (CIPC	
Copies of municipal rates and taxes certificates from relevant local authority / proof of residential from tribal authority (if the business is operating or the directors are residing in rural areas) / lease agreement with the lessor's up-to-date municipal rates and taxes for both the business and all business directors. Prospective bidders should ensure that the physical address details of the company and directors reflected on the CSD is similar to the one reflected on the company registration certificate. The municipality reserves the right to verify both the municipal rates and taxes of the company details reflected on the CSD and company registration certificates. The municipality further reserves the right to use ID numbers of the directors to verify if any municipal rates and taxes are not owned by each director. It is prudent and remains the responsibilities of the prospective bidders to ensure that each director, lessor and company rates are cleared with regards to the municipal rates and taxes. All accounts owing any municipality for more than 90 days will be disqualified.	