Invitation to bid

|  |
| --- |
| **YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE****South African Nuclear Energy Corporation SOC Ltd** |
| **BID NUMBER:** | FBD-SCM-2022-TEN-0042 |
| **BID DESCRIPTION:** | Bid to supply, delivery, install, commission, maintain and provide training on one gas chromatograph (GC) instrument for syngas analysis.  |
| **CLOSING DATE:** | 14 March 2023 |
| **CLOSING TIME:** | 11:00am |
| **BID VALIDITY PERIOD:** | 21 working Days (Commencing the bid Closing Date) |
| **DELIVERY ADDRESS:** | **BID DOCUMENTS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:**Necsa Gate 3R104 Elias Motsoaledi Street (Church Street West Ext)PelindabaBrits Magisterial DistrictMadibeng MunicipalityNorth West0240The physical size of the Bid Response must be limited to 400mm x 100mm x 150mm as the Tender Box aperture cannot accommodate larger sizes. |
| **ENQUIRES:** | Mr. Monageng Tjaro**Email**: scm@necsa.co.za **Tel:** +27 (0) 12 305 6133Clarity seeking question must be sent at least three (3) working days before the closing date. |

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1.

Introduction

Hazardous waste is commonly decomposed and destroyed and the ash melted into a safe, non-leachable slag using plasma technology. However, this waste can on the other hand be channelled into useful products by plasma assisted gasification process. The waste gasification is a chemical process where trash is heated in a low-oxygen environment to the point that it breaks down into a combustible syngas and inert slag or char. The produced syngas can be used for electricity generation or be refined into a variety of valuable products including diesel, hydrogen, and useful chemicals.

Syngas is composed primarily of H2 and CO but may also contain low quantities of CO2, N2, CH4, C2H6, C2H4 and/or H2S. An accurate analysis of the syngas is very important in order to ensure that a high quality syngas is generated. A gas chromatography instrument capable of providing accurate analysis of common syngas components should be purchased for this purpose.

1.

Scope of Work

The scope includes the supply, delivery, installation, commissioning, maintenance plan and training of one syngas Gas Chromatograph instrument.

The bidder must be able to train the personnel involved in the operation of the equipment and guarantee local support of the GC instrument for a period of 3 (three) years after lapse of the warranty

The Scope of Work shall include the performance of all work necessary to achieve the requirements (Section 5) of the bid, whether uniquely specified or not.

Bid for GC ad hoc project

* + 1. Specification / Technical Requirements

The detailed specifications are provided in **ANNEXURE A**

* + - 1. The bidder shall, based on the overall technical requirements (Section 5.1 to 5.3) of the scope of work to be performed and the bidders expertise, identify any obvious omissions from the scope that they believe to be essential. The bidder shall include this into the price of the work to be performed as single line items.
			2. Pricing/Billing Model.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Description**  | **Quantity** | **Price Per unit** | **Sub Total (Excl. VAT)** |
| **1** | Gas chromatograph instrument  | **01** |  |  |
| **2** | controller computers | **01** |  |  |
| **3** | 3 years Maintenance plan. | **01** |  |  |
| **4** | Training of GC operator(s)  |  **(Once-off)** |  |  |
| **Total Excluding VAT** |  |
| **Total Including VAT** |  |

* + 1. Project Plan and Schedule
			1. The bidder is required to provide a detailed project plan and schedule based on delivery, installation, commissioning and training periods. The schedule shall be from the date of awarding of contract.
			2. The final delivery date, start and end dates or duration will be negotiated and fixed before the contract is awarded.
1.

Applicable Necsa Procedures

* 1. 1. Requirements to Access Necsa Site
			1. As Necsa site is a National Key Point, access for tenderers is restricted to the building where the equipment will be housed.
			2. Access to any other area will only be allowed when escorted by a Necsa staff member who is conversant with the security and safety requirements and conditions of the specific area.
			3. The system will be installed in a radiological area (currently white contamination and radiation).
			4. The Necsa Contact Person for this bid will make arrangements for site access after receipt of the following information, which shall be verified on the provision of a South African Identification Document or Driver’s License:

|  |
| --- |
| Full names and surname |
| ID or passport number |
| Mobile or work telephone number |
| Employer name and phone number |
| Vehicle registration number |

* + - 1. In the case of foreign citizens, whether visitors to South Africa or residents in the country, a copy or scan of the passport must be submitted at least four (4) weeks before the date required to enter the Necsa site.
			2. Nobody will be allowed to enter the site if they are not in possession of a valid identification document.
		1. Emergencies, Incidents, Accidents
			1. Necsa maintains an Emergency Control Centre, a Fire Brigade and Paramedics with a fully equipped ambulance, an on-site Medical Clinic with doctors and nursing staff and several highly trained response personnel.
			2. The Emergency Control Centre and emergency response personnel are on call 24/7 and equipped to handle any emergencies foreseen.
			3. If any emergency situation, incident, accident or injury should occur, the Emergency Control Centre should be contacted at extension 3333 or 012 305 3333.
			4. Emergency exercises and site alarm tests are conducted from time to time to ensure full preparedness of all Necsa staff. The site wide announcement will clearly state this is an exercise/test.
			5. Everyone, including visitors, are required to follow emergency instructions. Your site host will explain the details.
1.

Instruction to Bidders

* 1.
	2.
	3. 1. General
			1. Bidders must familiarise themselves with and comply with the mandatory requirements as required, on the appropriate dates.
		2. Bidder Information
			1. The required information on the bidder must be completed as stipulated in Section 7. Failure to do so may result in disqualification.
			2. The successful bidder shall demonstrate to Necsa that adequate pre-employment screening, including security screening, was performed on their employees/ sub-contractors (staff). Note: this is only applicable to employees or sub-contractors that will be involved in installation, commissioning and training.
			3. The pre-employment screening shall as a minimum be able to:
				1. Authenticate that staff are who they claim to be;
				2. Confirm that staff have a right to work in the RSA;
				3. Obtain written declaration from staff of any criminal record; and
				4. Confirm that staff possesses the relevant qualifications to undertake the duties effectively and safely.
			4. The successful bidder shall deploy competent staff, supervision and labour who are appropriately experienced and trained for the work they are to undertake.
			5. Necsa and its representatives may seek formal assurance to this effect (including a formal audit) at any time during the contract period.
		3. Consortium
			1. Bidders forming part of a Consortium must submit with their bid a copy of their Consortium agreement in a separate attachment. This must clearly indicate:
				1. The form of agreement;
				2. The respective roles and responsibilities of the members;
				3. The identity of the lead company which will have the overall project responsibility;
				4. The name and address of the officer acting as the single point of contact for all communications between NECSA and the tenderers. He shall be fully empowered to act on behalf of all members; and
				5. The member’s agreement to be jointly and severally liable to NECSA for the performance of the contract.
		4. Sub-contracting
			1. Bidders must detail any work to be sub-contracted, and the proposed sub-contractor(s) to be used.
			2. Necsa reserves the right to reject the use of any of the bidder’s proposed subcontractors and any subcontractor proposed during the contract term.
			3. Bidders are advised that Necsa will not respond to any direct approach from potential sub-contractors for details in respect of any particular item in this bid.
		5. Necsa’s Bidding Rights
			1. Necsa reserves the right to:
				1. Extend the closing date;
				2. Verify any information contained in a proposal;
				3. Request documented proof regarding any bid issue;
				4. Give preference to locally manufactured goods or locally sourced services;
				5. Issue follow-up or supplementary questions during the response period or after receipt of tenders;
				6. Make known to all bidders any questions submitted by a bidder including commercial and technical clarifications, together with the answers given to any individual bidder, if it is considered to be relevant to the tender; and
				7. Cancel or withdraw this request for tender as a whole or in part.
			2. As part of the evaluation process, NECSA may require bidders to arrange and/ or participate in one or more of the following:
				1. Interviews with, or written references from, nominated reference;
				2. Reference site visits to the location(s) of nominated reference;
				3. Interviews with bidder personnel who would be involved in the contract execution (day-to-day operations of the site);
			3. Negotiations with the bidders.
			4. The successful bidder shall deploy competent staff, supervision and labour who are appropriately experienced and trained for the work they are to undertake.
			5. Necsa and its representatives may seek formal assurance to this effect (including a formal audit) at any time during the contract period.
			6. Should a Bidder have reasons to believe that the Technical Specification is not open and/ or is written for a particular brand or product; the Bidder shall notify SCM before closing date.
			7. Necsa will not necessarily accept the lowest or any tender, and it reserves the right to accept a tender as a whole or in part.
			8. Necsa shall accept no liability in respect of any loss or damage which may incur in the preparation and admission of this tender.
			9. Bidders shall handle the contents of this document as confidential and private and may not disclose it to a third party or publish in any way whatsoever.
			10. Your designation as a successful bidder creates no legal connection with Necsa until such time as a written agreement/order has been negotiated and conducted with you. This tender document will form part of the agreement.
			11. Bidders shall ensure that they are fully informed on the service which must be rendered and what is required from the tenderer.
			12. The successful bidder will be required to register as a supplier/service provider of Necsa if not already registered as a supplier.
			13. Necsa is under no obligation to award a purchase order as a result of this tender.
		6. Bidding Process
			1. Bidders must familiarise themselves with and comply with the procurement timetable as required, on the appropriate dates. Necsa is unlikely to be able to offer much flexibility to this timetable.
			2. Bidders are required to:
				1. Respond in the English language;
				2. A cover letter on the bidders company letterhead with clear reference to the bid of interest should accompany both the technical and pricing proposals;
				3. All copies of the tender response must have signatures on the Declaration of Compliance to the Necsa Contact Person;
				4. Ensure that all document attachments are clearly marked and bound in a clear, logical and well-marked format with a table of contents ensuring ease of finding individual documents or sections; and
				5. The original document must be signed in black ink by an authorised person, agent or representative and each and every page of the bidding documents shall contain the initials of the same signatory.
			3. All costing and information must be typed and signed by the bidder; no hand written costing/ pricing will be accepted.
			4. All bids in this regard shall be accepted if they have been placed in the tender box by the closing date stipulated. **Late bid submissions will not be considered.**
		7. Bid Submission Requirements
			1. Bidders must submit their responses and all supporting documents in properly labelled and sealed envelopes clearly as follows:
				1. Technical Proposal – Envelope One must include:

|  |  |
| --- | --- |
|  | a set of two (2) hard copies (one (1) original and one (1) copies) and one (1) electronic copy (on disk or memory stick).**No pricing information must be included in Envelope One.**The physical size of the Response must be limited to 400mm x 100mm x 150mm as the Tender Box aperture cannot accommodate larger sizes. |

* + - * 1. Pricing Proposal – Envelope Two must include:

|  |  |
| --- | --- |
|  | a set of two (2) hard copies (one (1) original and one (1) copy) and one (1) electronic copy (on disk or memory stick).**All compulsory returnable documents must be included in Envelope Two.****The physical size of the Response must be limited to 400mm x 100mm x 150mm as the Tender Box aperture cannot accommodate larger sizes.** |

* + - 1. No proposal shall be accepted by Necsa if submitted in any manner other than as prescribed above.
1.

Eligibility Requirements

* 1.
	2.
	3.
	4. 1. Pre-qualification Criteria

Non-compliance to the following pre-qualification criteria will result in automatic disqualification:

| **Item** | **Requirement** | **Yes/No** |
| --- | --- | --- |
| 1 | Bidder company information (Section 7) |  |
| 2 | Proof of National Treasury Central Supplier Database registration/summary report (refer to SBD1) |  |
| 3 | Valid Compensation Commissioner Fund: Letter of good standing (COIDA); or proof of risk insurance on a customer’s site. |  |
| 4 | If operating as an Agency, kindly submit letter from manufacture indicating that you are authorised to distribute their product and also provide aftersales support (Training, Service and Maintenance) |  |
| 5 | Minimum of 12 months Manufacture’s Guarantee / Warrantee which includes replacements of all parts, consumables and labour |  |

* + 1. Functional Evaluation Criteria

| **Item** | **Requirement** | **Weight** | **Points** | **Criteria** | **Bidder response** |
| --- | --- | --- | --- | --- | --- |
| 1 | Delivery Time (from date of order) of GC  | 10 | 0 | Quoted time to commission equipment **more than 3 months** |  |
| 7 | Quoted time to commission equipment **less than 3 months** |
| 10 | Quoted time to commission equipment **less than 2 months** |
| 2 | Installation period and commissioning of GC | 10 | 0 | Installation and commissioning period **more than 3 weeks** |  |
| 7 | Installation and commissioning period **less than 3 weeks** |
| 10 | Installation and commissioning period **less than 2 weeks** |
| 3 | Track RecordBidder has experience in ( the installation and service) of synGas Chromatography – reference letters supplied  | 20 | 0 | Bidder has not executed and completed similar projects |  |
| 5 | Bidder has executed and completed <10 similar projects to scope of work with a minimum of 1 reference. |
| 10 | Bidder has executed and completed 11-20 similar projects to scope of work with a minimum of 2 references |
| 20 | Bidder has executed and completed >21 similar projects to scope of work with a minimum of 3 references |
| 4 | Training of operators for GC | 30 | 0 | No Training |  |
| 30 | Training Included by application specialist from bidder company/vendor |
| 5 | Support Turnaround time for Breakdowns of GC  | 10 | 0 | Over 48 Hours |  |
| 05 | Within 48 hours |
| 10 | Within 24 hours |
| 6 | Maintenance plan of GC | 20 | 0 | No maintenance plan  |  |
| 10 | 3 years maintenance plans included after warranty period |
| **Total** | **100** |  |  |  |

**Note: Bidders that score <80 out of a 100 in respect of Technical / Functional Evaluation Criteria will be regarded as submitting a non-responsive bid and will not be evaluated further.**

* + 1. Tenders to be evaluated on functionality (B-BBEE and Price Evaluation Criteria)
			1. An organ of state must state in the tender documents if the tender will be evaluated on functionality.
			2. The evaluation criteria for measuring functionality must be objective.
			3. The tender documents must specify –
1. The evaluation criteria for measuring functionality;
2. The points for each criteria, if any, each sub-criterion; and
3. The minimum qualifying score for functionality.
	* + 1. The minimum qualifying score for functionality for a tender to be considered further –
4. Must be determined separately for each tender; and
5. May not be so –
6. Low that it may jeopardise the quality of the required goods or services; or
7. High that it is unreasonably restrictive.
	* + 1. Points scored for functionality must be rounded off to the nearest two decimal places.
			2. A tender that fails to obtain the minimum qualifying score for functionality as indicated in the tender documents is not an acceptable tender.
		1. 80/20 preference point system for acquisition of goods or services for Rand value equal to or above R30 000 and up to R50 million
			1. 5.4.1 The following formula must be used to calculate the points out of 80 for price in respect of a tender with a Rand value equal to or above R30 000 and up to a Rand value of R50 million, inclusive of all applicable taxes:

Where-

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration; and

Pmin = Price of lowest acceptable tender.

5.4.2 The following table must be used to calculate the score out of 20 for specific goal:

|  |  |  |
| --- | --- | --- |
| Specific goals | Points  | Documents to be submitted |
| Historically disadvantaged by unfair discrimination on the basis of race | 10 | BBBEE cert showing at least 51 percent black ownership |
| Historically disadvantaged by unfair discrimination on the basis of gender | 8 | BBBEE cert showing at least 30 percent women ownership |
| Historically disadvantaged by unfair discrimination on the basis of disability | 2 | A doctor’s note confirming  disability |

* + - 1. A tenderer must submit proof of its B-BBEE status level of contributor.
			2. A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE may not be disqualified, but –
1. May only score points out of 80 for price; and
2. Score 0 points out of 20 for Specific goas.
	* + 1. A tenderer may not be awarded points for B-BBEE Status level of contributor if the tender documents indicate that the tenderer intends subcontracting more than 25% of the value of the contract to any other person not qualifying for at least the points that the tenderer qualifies for, unless the intended subcontractor is an EME that has the capability to execute the subcontract.
			2. The points scored by a tenderer for B-BBEE in terms of sub regulation (2) must be added to the points scored for price under sub regulation (1).

5.4.7 The points scored must be rounded off to the nearest two decimal places.

5.4.8 The tender to be awarded to the tenderer scoring the highest points.

5.4.9 If the price offered by a tenderer scoring the highest points is not market-related, Necsa may not award the contract to that tenderer.

a) Necsa may –

1. Negotiated a market-related price with the tenderer scoring the highest points or cancel the tender;
2. If the tenderer does not agree to a market-related price, negotiate a market-related price with the tenderer scoring the second highest points or cancel the tender;
3. If the tenderer scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the tenderer scoring the third highest points or cancel the tender.
4. If a market-related price is not agreed on, Necsa may cancel the tender.
5.

Returnable documents Checklist

Please indicate that all mandatory documents are included in this bid by ticking the boxes in the checklist below. Responses received without all required documents will be considered invalid. Please also indicate where additional documents have been submitted to the main tender response.

* 1.
	2.
	3.
	4.
	5. 1. Mandatory Documents
			1. ☐ Bidder’s Information (Section 7)
			2. ☐ Original good standing letter from SARS (Tax clearance) OR a letter from SARS with PIN number issued for TAX compliance status.
			3. ☐ If a Consortium, Joint Venture or Sub-contractor, a valid Tax Clearance Certificate for each member.
			4. ☐ Valid Compensation Commissioner Fund: Letter of good standing (COIDA).
			5. ☐ Proof of National Treasury Central Supplier Database registration/summary report (refer to SBD1).
		2. Price
			1. ☐ Price Breakdown.
		3. Compliance Documents
			1. ☐ SBD 1 Invitation to Bid.
			2. ☐ SBD 3.1 Pricing Schedule – Firm Prices.
			3. ☐ SBD 4 Declaration of Interest.
			4. ☐ SBD 5 National Industrial Participation Programme.
			5. ☐ SBD 6.1 Preference points claim form in terms of the preferential procurement regulations 2017.
			6. ☐ SBD 7.1 Contract Form – Purchase of Goods/ Works.
			7. ☐ Necsa Terms and Conditions of Contract.
			8. ☐ Necsa Confidentiality Agreement.
			9. ☐ Necsa Alcohol and Drug Control Policy.
			10. ☐ Necsa Safety, Health and Environmental Policy.
1.

Bidder Information

* 1. 1. The following information must be completed. Failure to do so may result in disqualification.

|  |
| --- |
| **BIDDER INFORMATION** |
| Bidder Name: |  |
| Registration Number: |  |
| VAT Registration Number: |  |
| Bidding Structure (Individual, Joint Venture, Consortium, Sub-contractors) |  |
| Contact Person: |  |
| Telephone Number: |  |
| Fax Number: |  |
| Email Address: |  |
| Postal Address: |  |
| Physical Address: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HAS A TAX CLEARANCE AND PIN BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |
|  |
| **IS A VALID BBBEE CERTIFICATE BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |

* + 1. If bidding as a Joint Venture, Consortium or Sub-Contractors, complete the following company information.

|  |
| --- |
| **Name of Company (1):** |
| Registration Number: |  |
| VAT Registration Number: |  |
| Contact Person: |  |
| Telephone Number: |  |
| Fax Number: |  |
| Email Address: |  |
| Postal Address: |  |
| Physical Address: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HAS A TAX CLEARANCE AND PIN BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |
|  |
| **IS A VALID BBBEE CERTIFICATE BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |

|  |
| --- |
| **Name of Company (2):** |
| Registration Number: |  |
| VAT Registration Number: |  |
| Contact Person: |  |
| Telephone Number: |  |
| Fax Number: |  |
| Email Address: |  |
| Postal Address: |  |
| Physical Address: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HAS A TAX CLEARANCE AND PIN BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |
|  |
| **IS A VALID BBBEE CERTIFICATE BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |

|  |
| --- |
| **Name of Company (3):** |
| Registration Number: |  |
| VAT Registration Number: |  |
| Contact Person: |  |
| Telephone Number: |  |
| Fax Number: |  |
| Email Address: |  |
| Postal Address: |  |
| Physical Address: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HAS A TAX CLEARANCE AND PIN BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |
|  |
| **IS A VALID BBBEE CERTIFICATE BEEN SUBMITTED?** | **Yes** |  | **No** |  |
|  |
| **IF YES, PLEASE INDICATE THE EXPIRY DATE** | **D** | **D** | **M** | **M** | **Y** | **Y** | **Y** | **Y** |

|  |
| --- |
| I CERTIFY THAT THE INFORMATION PROVIDED ON THIS FORM IS TRUE AND CORRECT.I FURTHER ACCEPT THAT, IN ADDITION TO CANCELLATION OF CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE. |
|  |  |  |
| **SIGNATURE OF BIDDER (DULY AUTHORISED)** |  | **DATE** |
|  |  |  |
| **CAPACITY UNDER WHICH THIS BID IS SIGNED** |

1. ANNEXURE A

| **No.** | **Description** | **Response from Service provider** | **Comments** |
| --- | --- | --- | --- |
| 1 | Syngas GC analyzer with:1. must be able to detect, separate and integrate the following components in a **gas mixture** without special calibration or manual mathematical manipulation (N2, O2, H2, CO, CO2, CH4, C2H6, C3H8). ) In short, require gas composition to manipulate production process.
2. lower detection limit of 1000ppm for components in the **gas mixture**
3. A computer with all applicable control and data processing software, Windows 10 (64bit, if compatible with instrument software, else 32bit) with all licences and domain capability a requirement
4. All auxiliary equipment must be included for a fully functional system
5. Equipment must preferably be single phase, 50Hz, 220-250V and 16 Amperes maximum, if not, full requirement must be included in point 7
6. A list of specific site requirements must be included
7. Imperial process connections (sample, carrier gas supply and off gas) e.g. Swagelok®
8. CO2 upper limit of 40%
9. CO upper limit of 40%
10. Samples will contain up to 10% moisture and the system must make provision for that should moisture have an adverse effect on the system for e.g. on the GC columns
11. Possible impurities in the gas sample: chlorides and fluorides as HCl and HF respectively must be addressed
12. Local product and service support is a prerequisite
13. Product and service support, paid at local S&T rates after warranty period lapsed
14. Industry track record and references of the specified equipment must be supplied
15. Warranty period must be supplied with associated T&Cs
 |  |  |
| 2 | Three x 1 year maintenance plan, starting from the date of expiry of the warranty of the following per year: 1. 1 x major service,
2. 2 x minor services according to original equipment manufacturers specifications,
3. 6 x day ad-hoc call outs,
4. PC backup before every service, and
5. Unlimited e-mail support and unlimited telephonic support.
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| 3 | Factory training to be provided for person(s) on the operation of the GC analyses with training certificates to be issued on completion.  |  |  |