

	<h1 style="text-align: center;">REQUEST FOR QUOTATION</h1>		Form No: RW SCM 00016 F	
			Revision No: 10	
			Effective Date: 1 Aug 2024	

<b>BID NUMBER:</b>	10412172	<b>CLOSING DATE:</b>	31 October 2024	<b>CLOSING TIME:</b>	23:59pm
<b>DESCRIPTION:</b>	CLOUD PBX AND INTEGRATED CONTACT CENTER SERVICE AND SUPPORT FOR METSI A LEKOA FOR A PERIOD OF TWELVE (12) MONTHS.				
<b>NON-COMPULSORY BRIEFING SESSION DATE AND TIME</b>	N/A	<b>BRIEFING SESSION VENUE</b>	N/A		
<b>ISSUE DATE</b>	23 October 2024				

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			
BUYER		SOURCING MANAGER	
<b>CONTACT PERSON</b>	Nkululeko Mkhabela	<b>CONTACT PERSON</b>	Jabulile Molema
<b>TELEPHONE NUMBER</b>	011 682 7223	<b>TELEPHONE NUMBER</b>	011 682 0393
<b>E-MAIL ADDRESS</b> (Submissions must be made to this address)	<a href="mailto:nmkhabel@randwater.co.za">nmkhabel@randwater.co.za</a>	<b>E-MAIL ADDRESS</b>	<a href="mailto:jmolema@randwater.co.za">jmolema@randwater.co.za</a>

SUPPLIER INFORMATION			
<b>NAME OF BIDDER</b>			
<b>POSTAL ADDRESS</b>			
<b>STREET ADDRESS</b>			
<b>TELEPHONE NUMBER</b>	<b>CODE</b>		<b>NUMBER</b>
<b>CELLPHONE NUMBER</b>			
<b>FACSIMILE NUMBER</b>	<b>CODE</b>		<b>NUMBER</b>
<b>E-MAIL ADDRESS 1</b>			
<b>E-MAIL ADDRESS 2</b>			
<b>VAT REGISTRATION NUMBER</b>			<b>CIDB GRADING</b>
<b>SUPPLIER COMPLIANCE STATUS</b>	<b>TAX COMPLIANCE SYSTEM PIN:</b>		<b>CENTRAL SUPPLIER DATABASE No:</b>
<b>B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE</b>	[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>B-BBEE STATUS LEVEL SWORN AFFIDAVIT (EMEs and QSEs)</b>  [TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No

BID SUBMISSION:
<ul style="list-style-type: none"> <li>Bids must be submitted by the stipulated time to the email address stipulated above. Late bids will not be accepted for consideration.</li> <li><b>All bids must be submitted on the official forms provided (not to be re-typed) or in the manner prescribed in the bid document.</b></li> <li>No bids will be considered from persons in the service of the state, companies with directors who are persons in the service of the state, or close corporations with members / persons in the service of the state."</li> <li><i>Rand Water will provide any clarifications / addenda / extension of closing date by no later than one (1) calendar</i></li> </ul>

day before the closing date.

## 1. SCOPE OF WORK

### 1.1. DESCRIPTION

#### 1.1.1 PURPOSE

The purpose of this RFQ is obtain Service Provider services that will provide Cloud PBX and Integrated Contact Center services and support for Metsi a Lekoa for a duration of twelve (12) Months. The service is intended to:

- Provide a Cloud PBX and Integrated service provisioned under Metsi a Lekoa, rolled out to all Metsi a Lekoa departments/campuses.

- Provide a service that will include an integrated Omni channel Contact Center, providing various channels for communication including phone, chat, email, text (SMS), and social media.

- Provisioning of Telecommunication devices (headsets (10), desk phones (60), softphones (60) etc.)

- Enable remote work and collaboration.

- Integrate with existing business applications and systems.

#### 1.1.2 BACKGROUND

The Emfuleni Local Municipality (ELM) is located in the southern part of Gauteng, within the Sedibeng District Municipality. The main centres within ELM include Sebokeng, Vanderbijlpark, and Vereeniging. Metsi a Lekoa serves as the dedicated water services authority for ELM, with its core functions being the water and sanitation operations of the Municipality. Metsi a Lekoa's five (5) sites include the following:

Sites	Latitude	Longitude
Rietspuit	28.4333 S	27.3000 E
Vaaloewer	26 44 2 S	27 35 52 E
Leeuwkuil	26 675 2 S	27 90 88 E
Sebokeng Water Care Works	26 57 61 87	27 82 19 84
Metsi a Lekoa	26 68 96 S	27 81 15 E

Currently, Emfulweni Local Municipality (ELM) provides Information and Communications Technology (ICT) services to many of its subsidiaries inclusive of Metsi a Lekoa. These services include network infrastructure characterized as follows:

- Wide Area Network (WAN). Inter-site connectivity is catered for through a combination of a radio and fiber links at data rates of 100Mbps for radio and 1Gbps for fiber. However, WAN connectivity is predominantly reliant on radio connectivity.

- Internet Breakout. Internet services and other external connectivity needs are provided for through bundled Asymmetric Digital Subscriber Line (ADSL) links at data rates of 40Mbps within the ELM Data Center. The ELM Data Center serves as an egress boundary for all other CANs (Campus Area Networks) for Internet and all other external connectivity needs.

There is a project underway to implement high performance SD-WAN and Internet services to ensure connectivity to all the required operational systems in order to efficiently continue on its public service delivery obligations.

The envisaged Cloud PBX and Integrated PBX solution and services are to be characterized as follows:

a) PBX and Integrated Contact Center, for 60 users with provision for 8 (eight) Agents and 1 (One) Supervisor

Core Features:

- Voice calls:

- Inbound, outbound, and internal calls

- Call forwarding, voicemail, and call recording
- Call waiting, call hold, and call transfer
- Caller ID and caller name display
- Auto-attendants and IVR menus:
  - Customizable auto-attendants and IVR menus
  - Integration with CRM for lead generation and customer service
- Mobile and desktop applications:
  - Native mobile apps for iOS and Android
  - Desktop apps for Windows
- SMS and MMS messaging:
  - Text and multimedia messaging capabilities
  - Integration with CRM for marketing and customer communications
- Call analytics and reporting:
  - Detailed call records and statistics
  - Call quality monitoring and reporting
  - Usage analysis and cost optimization
- Advanced Features:
  - Presence management: Real-time presence information for team members.
  - Call center features: Call queues, call routing, and agent scripting.
  - Voicemail to email: Automatic conversion of voicemails to email.
  - Find me/follow me: Forward calls to multiple devices based on user availability.

#### b) System Configuration

- Installation and Configuration of a Cloud PBX and Contact Center service that includes emails, webchats, and social - media interactions.
- Configure PBX system according to specified requirements.
- Set up user accounts, extensions, and call routing rules.
- Implement call policies and security measures.
- Setup security to ensure data protection.

#### c) Integration with existing systems

- CRM integration: Integrate PBX system with existing CRM software and other Contact Center solutions for customer information and call tracking.
- Other integrations: Integrate with other business applications as required (e.g., ERP, helpdesk).
- Email and collaboration platform on M365

#### d) User Training

- Provide comprehensive training to end-users on system features and usage.
- Provide skill transfer /Training for Agents.

#### f) Documentation

- Solution architecture.
- Develop user manuals and documentation.
- Disaster recovery plans.
- SLA Terms. An outline of agreed-upon service levels for uptime, performance, and response times.
- Support and Maintenance. Details about the support services offered, including response times, escalation procedures, and maintenance windows.
- Data Privacy Policy. The Service Provider's data privacy policy, outlining how they handle customer data.

#### g) Disaster Recovery (DR)

- Redundancy and backup plans.
- Automatic Failover
- DR testing

#### h) Reporting and Dashboards

- Provide access to reporting dashboards on the link uptime & Utilization.
- Provide ability to customize reports.

#### I) Service Level Management, Maintenance and Support

The Service Provider must monitor, identify, and resolve any service outage/ issues/challenges 24/7/365 as per the agreed SLA to be agreed with Mesti a Lekoa/Rand Water. Expected Maintenance and Support performance targets are listed in the below table.

**Maintenance, Support and Repair**

Service Type	Service Measure	Performance Target
Contact Center Communications	Time to Repair	≤2 Hours
All Sites Communications	Time to Repair	≤2 Hours

Twelve (12) Months (OEM) Hardware Maintenance and Support to cover firmware upgrades and faulty equipment. Service Level Requirements (SLRs) are set out below. These SLRs, together with their Performance Targets, describe the minimum standard of service that the Service Provider will provide under this Agreement.

**Service Level Requirement (SLR)**

SLR	Description	Target
Availability	The percentage of time the Contact Center service is operational and accessible.  The percentage of time the PBX service is operational and accessible.	99%
Call Quality	Mean Opinion Score (MOS): The average subjective quality rating of voice calls, typically measured on a scale of 1 (poor) to 5 (excellent).	4 or Higher

The Service Coverage Window (SCW) is the period that the Service Provider must provide support services for the different service classes.

**Service Class Window**

Service Class	Service Coverage Window
Contact Center Communications	24 Hours a day, 7 Days a week and all year round
All Sites Communications	24 Hours a day, 7 Days a week and all year round

## 2. AWARDING STRATEGY

The maximum number of suppliers to be awarded this RFQ is 01.

## 3. EVALUATION CRITERIA

The RFQ will be evaluated based on the criterion below:

### 3.1. Test for Responsiveness/ Pre- qualification

1. A letter of partnership or certificate indicating that the bidder has a partnership with a registered Voice over IP OEM Telecommunication partner. The letter must be on an OEM letterhead.
2. A fully completed and commissioned within country data hosting affidavit (ANNEXURE A).

**Responses that fail to meet pre-qualifying criteria stipulated will not be further evaluated.**

### 3.2. FUNCTIONALITY CRITERIA

#### 3.2.1. The functionality evaluation criteria are as follows:

ADJUDICATION CRITERIA		WEIGHT
1.	<p><b>Previous Related Experience</b> (Similar to current RFQ Scope/Work) This is based on contractor history and managing projects of a similar nature to this bid. The reference must be written confirmation from clients and may include a completion certificate.</p> <p>The bidder must provide a minimum of three (3) signed client reference letters, each referencing Cloud PBX and Integrated Contact Center Services and support provision. The references must be a written letter or affidavit from clients.</p> <p>Adjudicated based on the Bidders track record where a Cloud PBX and Integrated Contact Center services and support provided, maintained and supported.</p> <p>The rating of this item is based on a four-point scale:</p> <p>None – 0%</p> <p>No Submission of client reference letters.</p> <p>Weak – 33.3%</p> <p>Any number of client reference letters without details as per NOTE.</p>	25

ADJUDICATION CRITERIA		WEIGHT
	<p>or Two or less client/customer reference letters with details as per NOTE.</p> <p>Moderate – 66.7% Three clients/customer reference letters with details as per NOTE.</p> <p>Good – 100% Four or more client/customer reference letters with details as per Note.</p> <p>NOTE: The below is applicable to all the above rating scales. A company reference must have details of the projects with a project name and a detailed scope of work. Each letter or affidavit must be signed, dated, and written on a client/customer letterhead with the following indicated:</p> <ul style="list-style-type: none"> <li>-Client/customer name and physical address.</li> <li>-Customer contact person's name, telephone number and email address.</li> <li>-Project or service scope of work.</li> <li>-Project start and end-date.</li> </ul>	
2.	<p><b>Human Resource Capacity</b> Adjudicated based on technical Human Resource Capacity with a minimum of five years relevant experience. On the following:</p> <ul style="list-style-type: none"> <li>-Cloud PBX and Integrated Contact Center Architecture and Configuration.</li> <li>-Certification in line with the OEM's technology.</li> </ul> <p>The Project Manager must have a minimum of 4 years' experience in managing projects of a similar nature.</p> <p>The PM will manage the implementation process from beginning to end.</p> <p>The project manager must ensure availability of resources and all project documentation including project charters, plans, design documents and all other related documents are developed and approved by Rand Water.</p> <p>The rating of this item is based on a four-point scale:</p> <p>None – 0%</p> <p>No submission</p> <p>Weak – 33.3% Up to Four CV's with five years relevant experience on on providing, maintaining and supporting Cloud PBX and Integrated Contact Center services. CV and qualifications of the Project Manager.</p> <p>Or</p> <p>Submission not addressing relevant Team member certifications.</p> <p>Moderate – 66.7% Four CV's with five years relevant experience on on providing, maintaining and supporting Cloud PBX and Integrated Contact Center services and submission adequately addressing Team member certifications. CV and Qualifications of the Project Manager.</p> <p>Or</p> <p>Five CV's with six years relevant experience on on providing, maintaining and supporting Cloud PBX and Integrated Contact Center services and submission partially addressing Team member. CV and Qualifications of the Project Manager.</p>	25

ADJUDICATION CRITERIA		WEIGHT
	<p>Good – 100% Six or more CV's with seven years relevant experience on on providing, maintaining and supporting Cloud PBX and Integrated Contact Center services and submission adequately addressing Team member certifications. CV and Qualifications of the Project Manager.</p>	
3.	<p><b>Equipment Resource Capacity</b> <i>Adjudicated based on Equipment Resource Capacity (Plant, Equipment, vehicles, computers, software's etc.) The purpose is to establish an overall picture of the company's equipment resource capacity and ability to undertake the work and will therefore be services/goods specific.</i></p> <p>Adjudicated based on Equipment Resource Capacity that includes multiple data centers located in different geographical regions. The purpose is to establish an overall picture of the company's equipment resource capacity and ability to undertake the work.</p> <p>NOTE: Rand Water will confirm the information submitted when conducting due diligence.</p> <p>The rating of this item is based on a three-point scale:</p> <p>None – 0% No submission</p> <p>Moderate – 66.7% Submission details equipment resource capacity excluding resource utilisation or certain equipment in relation to the scope of work.</p> <p>Good – 100% Submission details including the equipment resource capacity in terms of requisite tools, resource utilisation, working tools or more; in relation to the scope of work. This can include letters of attestation.</p>	25
4.	<p><b>Work Breakdown / Schedule / Project Programme</b> Aligned with Contractual requirements, credible and acceptable</p> <p>Aligned with employer's completion dates with the following specifications. Implementation plan Project Start and End date Project duration Project Milestone Provide a draft SLA with Availability/uptime, response times, resolution time, accuracy, first resolution.</p> <p>Project Milestone Activities with resources assigned.</p> <p>The rating of this item is based on a three-point scale:</p> <p>None Submission– 0% No response provided to Project Risk Management section or responses provided are not relevant to the identified risks.</p> <p>Moderate – 66.7% Relevant responses were provided to some of the risks outlined in this bid.</p> <p>Good – 100% Relevant responses were provided to the risks outlined in this bid and further</p>	25

ADJUDICATION CRITERIA		WEIGHT
	risks were identified, classified and a response strategy and actions were provided by the bidder.	
TOTAL		100

Responses are required to meet a **minimum of 70 percent** to be further evaluated.

### 3.3. PREFERENTIAL POINT SYSTEM

*The (80/20) Preferential Point System will be used to evaluate price and specific goal on received written price quotations. Where 80 will be allocated for Price and 20 for the Specific goals.*

#### 3.3.1. PRICING SCHEDULE

The Supplier must complete the following pricing schedule:

	MILESTONES / LINE ITEMS	Estimated delivery period (where applicable)	UNIT PRICE (where applicable)	QUANTITY (where applicable)	COSTING
1.	Metsi a Lekoa Offices deployment of telephony and contact center services completion				
2.	Sebokeng Site deployment of telephony services completion				
3.	Rietspruit Site deployment of telephony services completion				
4.	Leukuil Site deployment of telephony services completion				
5.	Vaaloewer Site deployment of telephony services completion				
TOTAL					
VAT					
TOTAL [VAT INCLUDED]					

Failure to price all items will result to disqualification

#### 3.3.1. SPECIFIC GOALS

*Rand Water specific goals is to empower previously disadvantaged designated groups. This specific goal will be evaluated and measured by using the SANAS accredited B-BBEE certificate or sworn affidavit for QSE or EME or the dtic B-BBEE certificate.*

**Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:**



<b>B-BBEE Status Level of Contributor</b>	<b>Number of points</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

*Bidders will not be disqualified from the bidding process for not submitting a SANAS accredited B-BBEE certificate or sworn affidavit for QSE or EME or the dtic B-BBEE certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of maximum of 20 for B-BBEE.*

## **4. RETURNABLE DOCUMENTS**

### **4.1 Returnable Document/s Used for Scoring**

Failure to provide all Returnable Documents used for purposes of scoring a RFQ, by the closing date and time of this RFQ will not result in a disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion.

- 4.1.1 B-BBEE Status Level Verification Certificate (SANAS Approved) / Sworn Affidavit (For EMEs& QSEs)/ the dtic B-BBEE Certificate
- 4.1.2 Functionality evaluation supporting documents.

### **4.2 Essential Returnable Documents**

- 4.2.1 Completed and signed SBD 4 Form (Declaration of Interest)
- 4.2.2 Company Resolution Letter (proof of authority).
- 4.2.3 Letter of Good Standing (COIDA)

**SBD 4**

## **BIDDER'S DISCLOSURE**

### **1. PURPOSE OF THE FORM**

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

## 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
 .....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
 .....

## 3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

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

- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

## 5. GENERAL TERMS AND CONDITIONS

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<sup>2</sup> 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.

The following terms and conditions shall apply to the award. The Supplier agrees to adhere to the terms and conditions.

#### 5.1. DEFINITIONS

5.1.1. In the General Conditions of Purchase, the terms below shall have the following meanings, unless it is inconsistent with the context of the Purchase Order:

"PURCHASE ORDER"	means the order between Rand Water and the Supplier;
"DELIVERY"	means delivery in accordance with the conditions of the Purchase Order at the stated delivery point;
"SUPPLIES"	means any services, equipment, goods, items or materials to be delivered by the Supplier in terms of the Purchase Order;
"SUPPLIER"	means the party appointed by Rand Water and with whom Rand Water places the Purchase Order.

#### 5.2. FIXED PRICE

The price stated in the Purchase Order shall be regarded as fixed and is invariable and not subject to adjustments unless otherwise agreed between the parties in writing.

#### 5.3. DELIVERY TIME OR DATE

The delivery time or date stated in the Purchase Order shall be regarded as fixed and the Supplier shall adhere strictly thereto. Rand Water reserves the right to cancel any order issued if delivery is not made as agreed and the Supplier will not be entitled to any cancellation fees.

#### 5.4. PURCHASE ORDER

5.4.1. In terms of this order Rand Water undertakes to procure, and the Supplier undertakes to supply the products and/or services as contained on the Purchase Order. This however, does not prohibit Rand Water to procure additional products/services, and or to procure the same/similar products/services, from any other Supplier.

5.4.2. The Purchase Order number stated in the Order shall be indicated clearly on all documentation to be issued by either party to the other.

#### 5.5. CANCELLATION OF ORDER

5.5.1. Should the Supplier fail to deliver the goods at the time agreed to, or should it not comply with any other essential condition of the Purchase Order, Rand Water shall be entitled in writing to cancel the Purchase Order, without any adverse cost implications for Rand Water.

5.5.2. The aforesaid cancellation shall not prevent Rand Water from exercising any of its rights available in terms of the Purchase Order.

#### 5.6. DISPATCH OF SUPPLIES

Rand Water shall not be responsible for any risk in and to the goods before delivery of such goods has taken place.

#### 5.7. SPECIFICATIONS

5.7.1. The Supplier shall ensure that the service to be rendered shall in all respects be in accordance with the requirements and stipulations set out in the Purchase Order. All materials and consumable items if applicable shall be new and unused, unless otherwise agreed to in writing.

5.7.2. Rand Water shall be entitled to return any goods with defects or deviations from the agreed specification within 7 days after date of delivery and will not be liable for any cost.

#### 5.8. GUARANTEE

Save for consumables, the Supplier guarantees the workmanship and materials and any components thereof will be free of any defects for a period of at least 12 (twelve) months after the acceptance thereof by Rand Water, reasonable wear and tear will be accepted.

#### 5.9. PAYMENT

**Rand Water does not allow advance payments to the Supplier.**

5.9.1. Payment of an invoice shall not prevent Rand Water from subsequently disputing all or any of the fees in good faith whether during or after the term of the Purchase Order.

#### 5.12. FORCE MAJEURE

Any Force Majeure event experienced by the Supplier that is likely to affect the timeous delivery of any items on the Purchase Order shall be communicated to Rand Water in writing within forty-eight (48) hours of the Supplier becoming aware of such circumstance. Force Majeure event means:

- natural disasters
- war, act of foreign enemies
- riot, civil commotion
- strike, lockout, other labour disturbance (including those involving the Supplier's employees) or

any other circumstances beyond the control of the Supplier and which in the absence of this paragraph will operate to frustrate the timeous delivery of the item and/or service.

#### 5.13. WARRANTY

5.13.1. The Supplier warrants that all goods and Services supplied under this Purchase Order will be in accordance with all contract requirements and free from defects or inferior materials, equipment, and workmanship for twelve (12) months after final acceptance of the goods or Services.

5.13.2. If Rand Water finds the warranted goods or Services need to be repaired, changed or re-performed, Rand Water shall so inform the Supplier in writing and the Supplier shall promptly and without expense to Rand Water replace or satisfactorily correct the goods or Services.

5.13.3. Any goods, services or parts thereof so corrected, shall also be subject to the provisions of this Clause, and the warranties for such goods, Services or part thereof shall be for twelve (12) months from the date of Rand Water's final acceptance of such corrected goods or Services.

5.13.4. The Supplier further warrants the goods/services will meet and are suitable for the purpose intended. These warranties shall survive inspection, acceptance, and payment. Goods/services that do not conform to the above warranties may, at any time within 12 months after delivery to Rand Water, be rejected and returned to the Supplier, and if Rand Water has incurred any expenses as a result thereof, Rand Water will be entitled to recover same from the Supplier.

#### 5.14. TERMINATION FOR CONVENIENCE

Rand Water reserves the right, at any time, in its own best interest, and without liability, to terminate a Purchase Order in whole or in part, by written notice of termination for convenience to the Supplier. If the Purchase Order is so terminated, then, within thirty (30) days following the Supplier's receipt of the termination notice, the Supplier shall submit a claim for equitable adjustment. If the termination involves only services, Rand Water shall be obligated to pay only for services performed satisfactorily before the termination date.

#### 5.15. TERMINATION FOR DEFAULT

Rand Water may, without liability, and in addition to any other rights or remedies provided herein or by law, terminate a Purchase Order in whole or in part by written notice of default if the Supplier:

- fails to deliver in terms of the Purchase Order or perform the services within the time specified;
- fails to make sufficient progress with the work, thereby endangering completion of performance within the time specified; or
- fails to comply with any of the other instructions, terms, or conditions. Rand Water's right to terminate for default may be exercised if the Supplier does not cure the failure within ten (10) days after receiving the notice of such failure.

#### 5.16. AMENDMENT OF ORDER

5.16.1. No amendment or variations to the Purchase Order shall be permitted without the written approval of Rand Water.

5.16.2. No price adjustments shall be accepted unless stipulated in the quotation document received. The Supplier shall be obliged to supply the goods and services on the quoted prices, if the Purchase Order was placed within valid time of quotation.

#### 5.17. CESSION OF CONTRACTS

The Supplier may not, cede, delegate, relinquish or transfer to anyone his rights and/or obligations without the prior written consent of Rand Water.

#### 5.18. DISPUTE RESOLUTION

All disputes between the parties shall, when all efforts to resolve such dispute by negotiation have failed shall be resolved by way of arbitration under the auspices of the Arbitration Foundation of Southern Africa ("AFSA") as per AFSA's rules, in Sandton, Johannesburg. Either party shall however be entitled to proceed to the South Gauteng High Court (to which jurisdiction the parties hereby consent) for any urgent, interim or interdictory relief, as that party may deem necessary in the circumstances in order to protect its rights or interests under a Purchase Order or these terms and conditions.

#### 5.19. DOMICILIUM CITANDI ET EXECUTANDI AND NOTICES

5.19.1. The Parties hereto respectively choose as their *domicilium citandi et executandi* for all purposes of, and

5.9.2. Payments shall be effected within 30 days after submission of monthly statement.

5.9.3. Rand Water shall endeavour to make payment within 30 days from date of monthly statement, date of the aforesaid monthly statement should reflect the last day of the month wherein the services being invoiced were rendered.

**5.10. LIABILITY FOR COSTS, DAMAGES OR EXPENSES**

Rand Water may deduct all costs, damages or expenses, or any other amount for which the Supplier is liable in terms of the Purchase Order, from moneys due to or becoming due to the Supplier in terms of any subsequent Purchase Orders or the contract between the Supplier and Rand Water. Rand Water is herewith irrevocably and *in rem suam* authorized.

**5.11. PENALTY AND PERFORMANCE CLAUSE**

5.11.1. Should the Supplier fail to perform and make delivery in terms of the Purchase Order, exception of Force Majeure specified in Clause 8.13, Rand Water shall be entitled to impose a penalty, which shall be deducted from the payment statement. The imposition of such penalty shall no relieve the Supplier from its obligation to complete the services or from any of its obligations and liabilities under the Purchase Order.

5.11.2. Every day, following the day on which a Failure arose ("day 1"), that a Failure persists without being rectified, shall be deemed a new incidence of a Failure for which the Supplier shall incur a penalty deduction.

in connection with this Agreement, the physical addresses as they appear on the Purchase Order.

5.19.2. Any notice to be given hereunder shall be given in writing and may be given either personally (i.e. per hand or courier) or may be sent by registered post and addressed to the relevant party at its domicilium or to such other address as shall be notified in writing by either of the parties to the other from time to time. Any notice given by registered post shall be deemed to have been served on the expiry of 7 (seven) calendar days after same is posted. Any notice delivered personally shall be deemed to have been served at the time of delivery.

**5.20. LAW**

The Purchase Order shall be governed and interpreted in accordance with the law of the Republic of South Africa and shall be subject to the jurisdiction of the South African courts to which the Supplier hereby irrevocably submits but without prejudice to Rand Water's right to take proceedings against the Supplier in other jurisdictions.

SIGNED at \_\_\_\_\_ on \_\_\_\_\_

For and on behalf of Supplier

Who warrants being duly authorised

Name:

Designation: