
	<b>REQUEST FOR QUOTATION</b>	Form No: UW-RFQ-2 Version No: 3/2023 Effective Date: Jul 2023
	<b>RFQ Number:</b> Q24/444/NS	

<b>Description</b>	<b>PROVISION OF TRAINING MANAGEMENT SERVICES FOR UMGANI WATER SERVICES FOR A PERIOD OF 5 YEARS</b>
<b>Advert Date</b>	12 February 2024
<b>Closing Date and Time</b>	15 March 2024 @15h00 p.m.
<b>Compulsory Briefing Session</b>	<b>Date: 23 February 2024</b> <b>Time: 10h00 a.m.</b> <b>Venue: Microsoft Teams</b>
<b>SCM Enquiries</b>	<i>Nozipho Sibiya</i> <b>Tel:</b> 033 341 1324 <b>Email:</b> <a href="mailto:Nozipho.sibiya@umgeni.co.za">Nozipho.sibiya@umgeni.co.za</a>
<b>Technical Enquiries</b>	<b>Name:</b> Mbali Khumalo <b>Tel:</b> 033 341 1374 <b>Email:</b> <a href="mailto:mbali.khumalo@umgeni.co.za">mbali.khumalo@umgeni.co.za</a>
<b>Contents of RFQ</b>	1. Invitation to quote 2. Bidders information 3. Terms and Conditions 4. Undertaking by Bidder 5. Terms of Reference/RFQ specifications 6. Price Schedule 7. Authority to Sign 8. Bidders disclosure [SBD 4] 9. Preference point claim form (SBD 6.1) 10. Briefing session certificate 11. Contract Form [SBD 7.2]

<b>Quotation Submission</b>	<b>Tip-Offs Anonymous Hotline:</b>
<b>by email to :</b> <a href="mailto:scmquotes@umgeni.co.za">scmquotes@umgeni.co.za</a> using Q24/444/NS as the email subject	Report unethical conduct at uMngeni-Uthukela Water on: Toll Free Number: 0800 864 463 <b>Email:</b> <a href="mailto:umgeniwater@whistleblowing.co.za">umgeniwater@whistleblowing.co.za</a> Toll Free Fax: 0800 212 689 Postal: Freeport KZN665, Musgrave, 4062 SMS: 33490 Online: <a href="http://www.whistleblowing.co.za">www.whistleblowing.co.za</a>  <i>Stop theft / fraud / dishonesty / bribery /blackmail / intimidation, and remain anonymous.</i>

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### BIDDERS INFORMATION


Name of Bidder	
Company Registration number	
VAT registration number	
Contact Person	
Telephone number	
Cell number	
E-mail address	
Postal address	
Physical address	
uMngeni-Uthukela Vendor Number	
CSD Supplier number	

I certify that the information furnished on this form is true and correct. I further accept that, in addition to cancellation of a contract, action may be taken against me should this declaration prove to be false.

\_\_\_\_\_  
Name of Representative  
(Duly Authorised)


\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

1. Any alteration made by the bidder must be initialled.
2. Use of correcting fluid is prohibited
3. Bidders must be registered on the National Treasury's Central Suppliers Database.
4. Tenderers are required to submit a valid Tax clearance verification PIN or CSD MAAA number
5. This quotation is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations, 2022; the General Conditions of Contract (GCC) and if applicable any other Special Conditions of Contract.
6. The applicable preference point system for this tender is the 80/20 preference point system, Failure on the part of a tenderer to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed by the bidder. Kindly refer to SBD 6.1 form for additional information.
7. Suppliers must complete the attached SBD 4 – Bidders disclosure, failure to complete these documents may result in the quotation being invalidated.
8. Quotations must be in accordance and comply with the terms of reference/specifications provided, unless otherwise stipulated.
9. The official uMngeni-Uthukela Water quotation form must be used to quote the offered price. Should the allocated price page be insufficient, the tenderer may supplement the price page with an additional pricing breakdown.
10. Price Declaration must be completed, and should the total RFQ prices differ, the one indicated on the price declaration shall be considered the correct price.
11. The successful supplier may be required to fill in and sign a written Contract Form. (If applicable)
12. This document may contain confidential information that is the property of uMngeni-Uthukela Water.
13. No part of the contents may be used, copied, disclosed or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFQ, without prior written permission from uMngeni-Uthukela Water and its Bidder.
14. All Copyright and Intellectual Property herein vests with uMngeni-Uthukela Water and its Bidder.
15. Responses to this RFQ must be submitted by email [scmquotes@umgeni.co.za](mailto:scmquotes@umgeni.co.za) or be deposited in tender box situated as indicated on the quotation request form marked appropriated as directed. *(The applicable submission method is reflected on the cover page).*
16. It is the responsibility of the bidder to ensure that its response reaches uMngeni-Uthukela Water on or before the closing date and time of the RFQ. Late and incomplete submissions will not be accepted.
17. No services must be rendered or goods delivered before an official uMngeni-Uthukela Water Purchase Order form has been received.
18. **uMngeni-Uthukela Water reserves the right to appoint more than one supplier/service provider and or to award the quote as whole or in part.**
19. A full copy of General Conditions of Contract (GCC) are available on the National Treasury website (<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>)

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### UNDERTAKING BY BIDDER

1. I/We hereby quote to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to uMngeni-Uthukela Water on the terms and conditions. In accordance with the specifications stipulated in the quotation documents (and which shall be taken as part of and be incorporated into this quote) at the prices and on the terms regarding time for delivery and/or execution inserted therein.
  
2. I/we agree that:
  - (a) the offer herein shall remain binding upon me and open for acceptance by uMngeni-Uthukela Water during the validity period indicated and calculated from the closing time of the quote;
  - (b) this quote and its acceptance shall be subject to the Public Finance Management Act, 1999, uMngeni-Uthukela Water's Supply Chain Management Policy and Procedures, the General and Special Conditions of Contract as may be applicable with which I/we are fully acquainted;
  - (c) if I/we withdraw my quote within the period for which I/we have agreed that the quote shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, uMngeni-Uthukela Water may, without prejudice to its other rights, agree to the withdrawal of my quote or cancel the contract that may have been entered into between uMngeni-Uthukela Water and I/us. I/we will then pay to uMngeni-Uthukela Water any additional expenses incurred for having either to accept any less favourable quote or, if fresh quotes have to be invited, the additional expenditure incurred by the invitation of fresh quotes and by the subsequent acceptance of any less favourable quotes. uMngeni-Uthukela Water shall reserve the right to recover such additional expenditure by set-off against monies which may be due to me under this, or any other tender or contract or against any guarantee or deposit that may have been furnished by me or on my behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenditure to retain such monies, guarantee or deposit as security for any loss uMngeni-Uthukela Water may sustain by reason of my default;
  - (d) if my quote is accepted, the acceptance may be communicated to me by electronic mail, to the email address supplied in my quotation document;
  - (e) the law of the Republic of South Africa shall govern the contract created by the acceptance of my quote and I choose *domilium citandi et executandi* in the Republic at (full physical address) :

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3. I/we furthermore confirm that I/we have satisfied myself as to the correctness and validity of my quote: that the price(s), rate(s) and preference quoted cover all of the work/item(s) and my obligations under a resulting contract, and I accept that any mistakes regarding the price(s) and calculations will be at my risk.
  
4. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement, as the Principal(s) liable for the due fulfilment of this contract.
  
5. I/we agree that any action arising from this contract may in all respects be instituted against me and I/we hereby undertake to satisfy fully any sentence or judgement which may be pronounced against me as a

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result of such action.

6. I/we confirm that I/we have declared all and any interest that I or any persons related to my business has with regard to this quote or any related quotations by completion of the Declaration of Interest Section.
7. **I/WE, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE TENDERER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:**
  - (1) The tenderer will furnish documentary proof regarding any tendering issue to the satisfaction of the uMngeni-Uthukela Water, if requested to do so.
  - (2) If the information supplied is found to be incorrect and/or false then uMngeni-Uthukela Water, in addition to any remedies it may have, may: -
    - a) Recover from the contractor all costs, losses or damages incurred or sustained by uMngeni-Uthukela Water as a result of the award of the contract and/or
    - b) Cancel the contract and claim any damages which uMngeni-Uthukela Water may suffer by having to make less favourable arrangements after such cancellation.

\_\_\_\_\_  
 Name of Representative  
 (Duly Authorised)

\_\_\_\_\_  
 Signature


\_\_\_\_\_  
 Date

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## TERMS OF REFERENCE FOR THE SUPPLY, INSTALLATION, SUPPORT AND MAINTENANCE OF A TRAINING MANAGEMENT SYSTEM FOR UMGENI WATER SERVICES

### 1. Background

- 1.1. uMgeni Water Services (UWS) is a State capacity institution tasked to build public sector capacity to implement the South African Government's developmental agenda. UWS aims to contribute towards establishing a capable, professional and responsive public service that is committed to the progressive realization of human rights under a public administration dispensation that is governed by democratic values and principles of development. Umgeni Water Services thus places itself at the forefront of learning and development to influence the levels of public service performance and delivery at the three spheres of Government.
- 1.2. UWS is responsible for learning and development programmes in a uniform public sector with the objective of developing a professional, responsive and capable public sector, driven by the imperative of a developmental state. Umgeni Water Services fulfils its mandate through the provision of relevant, quality education, training and development (ETD) that empowers all public servants and public sector officials to learn, grow and serve in support of Government's transformation agenda.
- 1.3. The main focus of UWS is to build the capacity of local government and district municipalities in the water sector. In addition to its domestic obligations, UWS also works with a network of similar institutions in Africa and around the world to promote democratic governance and development of the public sector on the African continent.
- 1.4. As UWS embarks on a new and exciting future, it is important to ensure that business process, records and back office support grows with and remains aligned or realigns to the vision of the organisation. This requires not only a review of how we do business, but also requires an overhaul of our business systems. Automation and digitisation are of critical operational as well as strategic importance to manage work and resources, and create channels of access, communication and reporting for a number of stakeholders in the value chain of the Department. It is envisaged that the correct technology solutions will lead to improved productivity, the release of human resources from mundane and repetitive activities to be deployed elsewhere, and to limit the need for physical resources such as office and storage space, archives and printed documents and course material.
- 1.5. From the perspective of the needs, training delivery and learner management and administration, automation and digitisation involves provision of a current delivery system that equally supports clients, students, teaching staff and administrators. Such a solution

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must integrate with existing systems, be easy to deploy, be affordable, secure and flexible to respond to UWS specific requirements. A complete solution must provide for a paperless process and online document management while complying with the requirements of national and departmental policy frameworks, data security, information management as well as process management and workflow.

1.6. Any such solutions should, at the minimum:

- 1.6.1. be a suitable and secure solution that is in compliance with ICT standards and legal frameworks of Government and Umgani Water Services;
- 1.6.2. Integrate with existing UWS systems such as Moodle, EIM and SAP and interface with current applications that are for the purpose of administration or training delivery.
- 1.6.3. Provide a portal as a single point of access to activities involved in the administration and management of ETD in UWS; and be web/cloud based, accessible by multiple user types and levels; and hosted in the cloud

1.7. These terms of reference contextualize and describes the requirements of the solution that is needed by UWS to successfully and effectively move from a mainly manual legacy business process and systems environment to a relevant 21st century solution to support UWS operations and learners.


## **2. Purpose and Objectives of the Bid**

2.1. The purpose of this bid is to appoint a service provider(s) that will supply, install, customize, implement (to full production), support and maintain a modern and robust, highly interactive Training Management System, which should incorporate a Sales and Customer Relationship Management System for UWS, the details of which are captured in Table 1.

2.2. The appointed service provider(s) will form part of the existing partner base that support and maintain ICT systems and infrastructure at UWS.

## **3. Scope of Work**

The scope of work in this terms of reference includes the provision of an Education and Training Management System which should incorporate a Sales and Customer Relationship Management System (TMS). This includes the licensing requirements for an enterprise solution for an organisation with the reach and size of UWS staff compliment of up to 250; decentralised access to the system by organisations and individuals, facilitators; assessors and others in addition to the employees of UWS, the development of an online portal to provide an integrated access to all related systems, and the maintenance and support of the TMS for a period of 5 years.

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3.1. The scope of work for each specific area is captured in Table 1.

**Table 1: Scope of Services**

<b>Service / Product range - Name</b>	<b>Service/ Product range- Description</b>
<b>TMS Open Source or Proprietary Training Management Application</b>	a) Provision of the application and where applicable the source code for the application; Provision of licenses of an enterprise solution. b) Installation of the application on a server as identified by UWS c) Training to super users of the system in all aspects of the system d) Customizing the core system to provide for all critical requirements if so agreed that are not provided for in a baseline solution e) Implementation of the system( operationally across all areas of interface and integration),
<b>Provide single point of access to the TMS</b>	a) Develop an online portal for access to UWS TMS and other core systems. b) This portal should be integrated with UWS website to provide a seamless online experience for all users including administrators, teachers, clients, students and others c) The portal should serve as a single point of entry to any training management and support services provided albeit to clients, learners, administrators or ETD practitioners of UWS.
<b>Hosting of the UWS TMS and Database</b>	a) Providing cloud hosting services for the system: <ol style="list-style-type: none"> <li>In compliance with all government policies and legal frameworks;</li> <li>Security management and governance;</li> <li>Protection of personal information (POPI Act)</li> <li>Providing secure 24/7/365 access to the platform and the system;</li> <li>Provide expansion of the database to support the extended ,mandate of UWS;</li> <li>Back up and disaster recovery conducted by the service provider.</li> <li>Services will be managed by an SLA</li> </ol>
<b>Support and Maintenance of the UWS TMS</b>	The provision of the technical and functional support required to maintain the business system to UWS for a period of 3 years. <ol style="list-style-type: none"> <li>As this is the core business system of UWS, turnaround times will be linked to the severity level of the call(s);</li> <li>Services will be managed by an SLA.</li> </ol>

3.2. The Provider will be appointed to provide all services pertaining to the TMS of UWS as captured in Table 1.



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#### 4. Training Management System (TMS) Requirements

##### 4.1. Overview

In the context of Umgeni Water Services the term TMS is used as the umbrella term for the software and application(s) that are needed to provide an integrated training and learner management solution to UWS Learning Academy. This solution should among others, provide a single repository for academic data that can be accessed by education and training management administrators, office managers, accountants, and executives, as well as clients and students. The TMS includes automation of processes such as admissions, enrolment, class scheduling, and should integrate with existing systems and accounting software to automate billing and manage tuition payments by organisations and individuals providing for multiple payment methods, as well as with classroom management, grade books and assessment results and reports. The TMS will provide access to all functionalities via an UWS Online Services Portal, which will provide online access to a wide range of users for various uses and purposes.

The portal should be integrated with Umgeni Water Services website, and provide access to the TMS and other related training management systems identified by Umgeni Water Services in order to provide a seamless online experience for all users, among others, administrators, teaching staff, students, clients and UWS management

**The Moodle online learning platform:**

UWS uses Moodle as the online learning management system. The data in Moodle is learner specific. Moodle at UWS provides for facilitated learning interventions, self-paced learning interventions, student and facilitator interaction, submission and assessment of learner evidence, as well as communities of practice in specific fields. **Any solution should integrate fully with the Moodle platform, and make allowance for the extension of the use and functionality of the Moodle platform as may be required from time to time.**


##### 4.1.1. Umgeni Water Services CRM and Contact Centre Solution

**The TMS needs to include a Contact Centre to provide for a digitised client interface, fully integrated with the new TMS. It should incorporate a Sales and Customer Relationship Management System.**

#### 4.2. Application Requirements

##### 4.2.1. Principles


- 4.2.1.1. UWS needs administration and management systems that are current, accessible, scalable, easy to use and cost effective. Any solution should meet at least 80% of the requirements before customisation.

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- 4.2.1.2. Any solution should comprise of the core modules and functions required to support administration and management and automate most or all activities of UWS value chain described in Table 2.

**Table 2: Automation and support to Umgeni Water Services value chain**

<b>Value Chain Item</b>	<b>Value chain activities</b>	<b>Context of system/ Application support</b>
<b>ETD Content Creation</b>	ETD response package (courses, programmes, workshops training tools, etc.)	Repository of electronic course material and training tools. Automated distribution of course material and tools to students, and teaching staff per schedule. Version control of all material in the repository.
<b>Service Offering</b>	<p>Training interventions, education intervention, capacity development interventions, institutional interventions</p> <p>Special events and masterclasses in various delivery formats (face to face, online, virtual/ remote, blended).</p> <p>Sales and Customer Relationship Management System</p> <p>E-Commerce</p> <p>Marketing, Sales and Payment Platform</p>	<p>Access control and audit trail</p> <p>Data tables/ repositories and functionality needed to manage resources and deliver intervention on multiple platforms (e-learning, face to face, virtual), including trainers, venues, special requirements, contracts, and schedules of training and deployment records.</p> <p>An annual training plan or calendar that provides for the allocation and deployment of resources such as trainers, venues, etc.</p> <p>The systems should provide for the management of these resources and maintain records and reports of use / deployment as well as availability.</p> <p>The system should provide for automated communication (email, SMS, WhatsApp) when resources are allocated and /or deployed</p> <p>Reporting and intelligence on markets and opportunities based on available data.</p> <p>Integrate with Moodle, SAP and other UWS systems to enable access from anywhere.</p>
<b>Enablement and engagement</b>	Market size and spread modalities of reach technology and infrastructure	<p>Automate and digitize records and engagements including special contracts, payments and use/ deployment.</p> <p>Central database of partnerships, linked to offerings, contract periods, costs etc. These partnerships includes but not limited</p>

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<b>Value Chain Item</b>	<b>Value chain activities</b>	<b>Context of system/ Application support</b>
	partnerships	to providers of services and funds, contracted specialists and experts and any other education and training individual or entity that UWS may partner with from time to time.
<b>Delivery</b>	Delivery plan scheduling and registration resource deployment	Online registration , application, admission and scheduling ; training calendar; digital attendance records; deployments and coordination, automated assessments and certification,; records and document management; integrated workflow with all linked work activities such as finance and eLearning. Providing for paperless record keeping and workflow to manage approval and communication processes. Mobile access (apps) for students, administrators and teaching staff.
<b>Outcomes and impact</b>	Quality monitoring and evaluation of learning and development and intervention.	Automated and fully digitized monitoring and evaluation (M&E) systems; development of instruments, administration of instruments, allocation of data sets for capturing and or analysis of data, generation of reports (including statistical representations of data), feedback to stakeholders. Linking to the online registrations, training calendar, attendance records, updates on the success rate of portfolios of evidence, assignments, examinations and tests submitted, number of competent participants per accredited training programme, enable the running of data queries (various permutations of variables), uploading/ capturing of evaluation data linking to the relevant programme that was trained; sending of automatic reminders to complete the surveys after a training intervention, the generation of a certificate of attendance once the survey has been completed, mobile access for questionnaires; reports and information.


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- 4.2.1.3. The terms online, automate, paperless and ease of use are key words to describe a new business solution.

#### 4.3. TMS functionality


- 4.3.1.1. The solution required must respond to the business needs, functions and rules of Umgeni Water Services. These requirements must provide for at least the following:

- i. A cloud/web-based, fully automated digitised workflow and electronic document management with integration into all relevant systems and processes
- ii. The system must support all business processes of UWS, including curriculum and course content, detailing learning outcomes, price, duration, mode of delivery, offering institution, and any other information a prospective client or student will require to make a decision to apply to attend training at UWS.
- iii. The system should allow UWS to sell courses from an E-Commerce website. It should take online enrolments and applications, collect payments through an e-commerce platform. It should capture enquiries directly from the website and automatically create a new sales contact record. Facilitate sales access to BI reporting web based/ also decentralized access
- iv. The system should incorporate a Customer Relationship Module (CRM) which should automatically create a new Learner Record and Enrolment from a Sales Contact. It should Track and record the complete communication history with new leads or existing learners. The CRM module or App should track leads and opportunity progression It should also link existing Learner Records to Sales Contacts to maximise re-enrolment opportunities. It should have a Contact Center Call Logging facility; It should use Artificial Intelligence (AI) responses to standard information requests and queries, 2nd line support referral.
- v. The system must provide for an annual or a bi-annual training calendar informed by registrations and providing for a catalogue of a wide range of education, training and professional development opportunities.
- vi. The system must provide for online applications and registration by students and coordinators, and include functionality for the uMngeni Water Learning Academy to process, select, admit, and register

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students online.

- vii. Registrations must be supported by providing a payment portal and integrating with UWS SAP debtor's system. The processes supported by the system must include the required controls and communication to students and administrators.
- viii. The systems must provide a comprehensive learner record for students and public sector employees to record and report on personal information required to manage the development and career path of such an employee. Where required the system must be set up to integrate with or import data from other sources. Data quality is a prerequisite, and requires verification and validation of South African Identity Numbers.
- ix. The system must provide for online engagement with clients (private individuals, national, provincial, local and sector departments), automated communication, making provision for quotations, bookings, invoicing and payment processes of the State. The system must have the functionality to manage calendar and the coordination and resource allocation and deployment required by UWS. It must provide for records of attendance (electronic/ digital collection of data in the classroom, and interfaced records from Moodle and other virtual classrooms such as Zoom or Teams, electronic document management and distribution - including integration with Moodle for electronic distribution of Learning material, and communication (email, SMS etc.).
- x. The system must provide for managing the learner from application to certification, and must allow for online submission of assignments, assessment and moderation and communication between assessor, moderator, student and administrator is a minimum requirement. The system must allow for all records required by the National Learner Records Database, and must be able to interface with the management information systems of all UWS quality partners or export relevant learner completion records to quality councils and assessment partners. The system must allow for electronic issue and distribution of certificates. Certificates are required to have a unique QR code that will serve to verify the validity of the certificate by linking to a central database.
- xi. The system must provide for the management of contracted service

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providers which will include the processing of payment requests to finance for payment of service providers as determined by UWS policy and practice.

- xii. The system should provide monitoring and evaluation (M&E) facilities, completion of Reaction Evaluation Questionnaires by learners on mobile devices or computers, including capture of relevant M&E data, automated reports and extracts of selected/optional data.
- xiii. The system should generate a wide range of data analytics, dashboards, and reports to different classes of users.
- xiv. Workflow automation will maximize efficiencies and control and, by providing the relevant delegations, business rules and outcomes, tasks should be routed allowing for electronic approvals to be integrated in document management and records maintained by the system.
- xv. The system must be able to facilitate automated migration and importing of any data from external systems and to enable seamless integration with other UWS delivery systems. The system should be web-enabled in all aspects of its operation, to facilitate access as appropriate by different users (internal and external to UMGENI WATER SERVICES) and manage these users in accordance with an approved security structure, authentication and security systems to control levels of access for different types of users and data must be secure at all times. Full audit trails should be available on all records and updates allowing access to audit trails in an easily accessible format. A user-friendly and quick and easy access to system functions for both UMGENI WATER SERVICES, personnel, other providers, and public sector employees will be a first prize solution.
- xvi. Any proposal of a system or application must provide for customising of the solution to fit the needs of Umgeni Water Services. It is a prerequisite that the system be customised to reflect Umgeni Water Services brand in pages, functions and templates. The system must integrate with, or provide access to, all systems and applications relevant to training and learner management, quotations and invoicing and others, through a single portal on UMGENI WATER SERVICES web.

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4.3.1.2. Minimum specifications are captured in Table 3.

## 5. Functional Descriptions and Minimum Data/ Process requirements

*Table 3: Functional descriptions and minimum data/ process requirements*


<b>FUNCTIONS</b>	<b>Functional Description</b>	<b>Data requirements If empty there is not minimum requirements</b>
<b>CORE FUNCTIONS</b>		
<i>Students</i>	Comprehensive records of students personal information and teaching and training records as required by the SAQA Act and UWS Database compliance with legislation ( e.g. POPI Act) emergency contacts, class history, performance reporting, contact information and photo id, email and name, address records, contact information. The system must be able to verify student Identification and Passport Numbers	Minimum student records requirements POPI Act compliant Annexure A: QCTO learner record upload guideline integrated with a system for the verification of ID and passport numbers
<i>Faculty</i>	Comprehensive records of trainers and teaching staff, deployment schedules, expense records and others. Full database on Umgeni Water services offerings	Records of claims and payments in line with PFMA
<i>Qualifications, programmes and courses</i>	Full database of UWS offerings	Minimum fields requirements; - Annexure B- Records in the Course Matrix
<i>Application, registration and enrolment</i>	Provide an online process and records of application, registration and enrolment to a training calendar and class schedules. Online enquires "status" as well as built in communication process. Students can register for classes through the UWS Website, by individual course or programme multiple courses or programmes using the web portal. Automatically provide a proforma quotation and integrate with the SAP system to automatically issue an invoice for fees and services at the time of registration, invoice different fees by registration type as determine by UWS processes and SAP. Track records for follow up: dropped registration and preregistrations by class.	Records of individual applications per class, course, client, status.  Waiting list and overflow: Automatically created wait lists for classes with maximum number of registrants.  Automatic notifications via email or mail of wait listing or registration to specified users.
<i>Examinations and assessments</i>	Online submissions of assignment, online examinations, examination records including academic history and results. Continuously updated information on the	Data must be stored in such a way that it can be accessed per individual student, per class or per




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FUNCTIONS	Functional Description	Data requirements If empty there is not minimum requirements
	attendance percent and exam point percentage, grades, GPA, hours and credit earned.	organization/ client
<i>Financial services including quotations, online payments, invoicing records</i>	Online portal to automate quotations, provide for online payments and bookings to suite of pre-determined programmes Must be accessible to individual and organisations across the Public Sector Multiple payments to be provided for	Must comply with PFMA and UWS policies Must integrate with the UWS Debtors System ( SAP)
<i>Classroom management and attendance</i>	Access to digital attendance records captured in class. Examples may be a scanning APP, or other digital mechanisms relevant to the classroom. The class lists, schedule detail (venue, trainer, etc).	<b>Annexure D</b> Minimum Fields required in attendance records Security feature to minimize fraudulent records.
<i>Calendar and resource scheduling</i>	Provide for an annual or bi-annual training calendar	<b>Annexure D</b> Minimum information requirements - Calendar Online access Linked to application and/or registration process  Class record controls and scheduling, which grade policy is used, how exams/ assessments are scheduled, whether web registration is allowed, and assigns academic content. Delivery method indicator: virtual learning, classroom delivery, online or mixed method.
<i>Library of training material and resources</i>	Database of all learning material and resources per programme. Version control. Access control. Release of material per programme. Integration with Moodle. Document security to manage copyrights	Database of all learning material and resources per programme.
<i>Dashboard</i>	Management reports and dashboards on active training courses, progress against the calendar, certification, assessment, etc.	Customizable forms/ templates: transcript, grade reports, progress reports, welcome letters, registration letter and grade awards
<i>Reporting</i>	Operational reporting as may be standard to the tool	Integration with QlikView & BI must be possible
<i>Mobile application</i>	A mobile app to support students, clients' teachers, administrators. Access to attendance records/ registers.	Mobile Application
<b>ERP FUNCTIONS</b>		



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FUNCTIONS	Functional Description	Data requirements If empty there is not minimum requirements
<i>CLIENTS</i>	<p>Complete clients' records. These clients can be individuals or companies that UWS serves and who can make bookings and payments and procure services from UWS</p> <p>This is needed to ensure that the TMS provides for a link with e.g. SAP data to access information already available to UWS</p>	Annexure E- Minimum Records required in the client data table
<i>Accounting records</i>	<p>All accounting records must be available in the central database, debtors, cost of sales, course prices and other</p> <p>Invoice records ( invoice date, invoice number, invoice amount) for class registration fees, tuition contracts, tutoring/ coaching sessions and other records of income and expenditure as identified and obtain form the UWS accounting system ( s) such as SAP</p>	All accounting records must be available in the central database, debtors, cost of sales, course prices and other
<i>Sales</i>	The system should allow UWS to sell courses from the website. It should take online enrolments and applications, collect payments through an e-commerce platform. It should capture enquiries directly from the website and automatically create a new sales contact record. Facilitate sales- access to BI reporting web based/ app or centralized access	
<i>Stock management of physical resources</i>	The system should provide for stock control of physical training resources such as training material, training tools etc.	
<i>CRM</i>	The CRM module should automatically create a new Learner Record and Enrolment from a Sales Contact. It should Track and record the complete communication history with new leads or existing learners. The CRM module or App should track leads and opportunity progression It should also link existing Learner Records to Sales Contacts to maximise re-enrolment opportunities. It should have a Contact Center Call Logging facility; It should use Artificial Intelligence (AI) responses to standard information requests and queries, 2 <sup>nd</sup> line support referral.	
<i>Email integration</i>	The system must integrate with the existing emails systems of Umgeni Water Services	Outlook and Mimecast, office 365
<i>Access control</i>	The system should provide for access to users with different profiles, roles and levels of access	Compliance with Umgeni Water Services minimum security standards – Specifications will be issued to successful bidder

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FUNCTIONS	Functional Description	Data requirements If empty there is not minimum requirements
<b>Communication functions</b>		
<i>Survey and responses</i>	The system must cater for feedback per student per class attended for monitoring purposes. Specific templates for specific courses/ types or interventions.	Annexure F- Requirements for the automation of Monitoring and Evaluation (M&E) Requirements
<i>News portal</i>	Communicate important information to students, participants, clients and staff push notifications for important news	On the web: complete snapshots of a student's performance, including attendance, grades, calendar and previous classes. Shows invoicing and allows payment and registration for new classes. Access control required.
<i>General communication</i>	Bulk email / SMS. Send messages individually or simultaneously to many students/ teaching staff, administrators, etc. Records of communication with students (manual or auto), send reports, schedules, grades, notices etc. Email/ SMS App	Track student activity on Moodle and provide appropriate responses/ communication to students and teaching staff i.e. inactivity on the Platform.
<i>Sales and marketing</i>	Push up messages to identified/ selected students and clients.  Searchable course catalogue of classes currently accepting registration. Separate portal for allowing both students and non- students to register for classes. This portal should not require login to Umgeni Water Services system before use. Differentiate between existing and new students- new students should automatically add a new student record.	Communicate content and standards per message  Website security per government and Umgeni Water Services Policy

#### Other Requirements


Integration with Moodle	Full integration with Moodle is a non-negotiable requirement. Students and classes should be added to Moodle creating groups and student list. All information from Moodle should also update attendance, grades etc.	
Integrate with SAP	The SAP system performs critical functionality for Umgeni Water Services and it is not the	

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	<p>intention of Umgeni Water Services to replace the SAP system.</p> <p>As such, full integration with SAP system is required. This means that when online registration is processed, the automation of invoicing activities is required, ongoing integration of information and records between SAP and the central database, including payment status, invoice numbers among others.</p>	
Integration with other applications	<p>The Umgeni Water Services uses Microsoft products and the system must be able to export and import information, forms or templates from at minimum Ms. Excel and Ms. Word, EIM.</p> <p>The system must allow for integration with core systems and platforms of Umgeni Water Services including OLAP View &amp; BI as reporting system and all Contact Centre systems of Umgeni Water Services.</p>	
Documentation	<p>It is expected that the service provider will provide comprehensive documentation of the solution (s) provided including but not limited to Functional descriptions, User Guides and Training material, Technical Specifications.</p>	

## 6. General

- 6.1. The bidder shall provide evidence (CVs and contracts) of suitably qualified and experienced ICT specialists that will support the product and services that the bidder intends to provide to UWS as part of the bid.
- 6.2. The bidder shall provide evidence and letters of reference of their track record in Applications Deployment, Management, Maintenance and Development preferably in a learning and professional development service environment.
- 6.3. The successful service provider will work under the supervision of UWS delegated officials, and will be expected to be on-site, and provide on-site support for at least the first 2 months after the application is implemented (5 days of the week - 4 hours per day).
- 6.4. The appointed service provider shall be subjected to signing of a "Declaration of Secrecy" prior to the commencement of the contract.
- 6.5. No information concerning the state's activities may be furnished to the public or media by the service provider or any of his/her employees.
- 6.6. Solution deployment should not interfere with the normal operation of UWS unless specifically scheduled.

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6.7. Arrangements should be made for after hours or over weekends for work that will interfere/interrupt with normal ICT operations for extended periods.

6.8. The Department retains the right to evaluate the services rendered by the service provider together with its sub-contractors at any time, in order to ensure service alignment with the conditions of the contract.

## 7. Duration of the Contract

7.1. The successful bidder(s) will be appointed for a maximum period of five (5) years from date of appointment, dependent on the requirements of the service or product that the bidder is appointed for.

## 8. Legislative and Regulatory Framework

8.1. All ICT security and related governance protocols, as they apply to Umgeni Water Services and the Public Sector as a whole, must be complied with in the provision of solutions and services.

## 9. Damage Compensation/Indemnity

9.1. The service provider will be held responsible for any damages, due to negligence, or theft, by their employees, in the normal execution of their duties or otherwise and indemnifies UWS against any resultant claims.

## 10. Access to UWS Premises


10.1. The service provider personnel shall be provided controlled access to the building in terms of its contract during normal office hours and to comply with UWS access procedures.

10.2. The service provider must take responsibility to inform UWS to deactivate such access where employee is no longer in the service of the service provider or at the expiry of the contract.

10.3. Any employee of the Service Provider must comply with UWS policies and procedures in relation to employee Security, Conduct and Health and Safety.

## 1. Pricing

- The bidder shall provide the price proposal as detailed in SBD 3.1
- The bidders's price must be fully inclusive, and each item must be clearly specified.
- All additional costs must be clearly specified and included in the total quotation price, (e.g. transport, labour, etc.).
- All prices must be VAT inclusive.
- The bidder is responsible for all the cost that they shall incur related to the preparation and submission of the quotation.

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## 2. Evaluation Process

The RFQ will be evaluated using a three (03) evaluation approach:

### 2.1 First stage: Administrative Requirements

1. Bidder completed all RFQ Forms
2. Bidder registered on National Treasury CSD

#### Mandatory Requirements

3. SBD 4 – Bidders disclosure
4. Bidder attended compulsory briefing session (Any bid received from a potential provider who did not attend the information session will automatically be disqualified).

### 2.2 Second Stage: Functionality

The purpose of application of qualification criteria is to determine the functionality of each proposal by assessing the quality thereof. Below is a detailed breakdown of the scoring criteria

Bidders from the second stage who have achieved 70 points or more will be eligible to submit to be evaluated on Price and Specific Goals

#### Returnable Schedule Weighting %

Company Experience in	30
Key Personnel	30
Method Statement	20


**Failure to score a single point in any of the criteria listed above will deem the bid to be non-responsive and the bidder will be disqualified.**

#### Company/Tenderer's Experience

Tenderer's Experience in the provision of systems and technology and related support in an education, learning and development, Learner Relationship Management (LRMS) environment.

**The tenderer must include comprehensive details (additional to the table below) of the listed projects in support of the points claimed.**

Project name	Period /Year	Value of Work inclusive of VAT (Rand)	Company (where the project was done)	Contact Details

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Scoring of the Tenderer's Company experience will be as follows: **50**

#	Functionality criteria	Description of requirements	Maximum Points	Reference in Document	Reference Page in Bidders Proposal – To be provided by the Bidder	Comments
						To be completed by Bidder
2	COMPANY EXPERIENCE					
2.1	Three References (30)	Provide evidence from at least three (3) contactable clients' similar products and/or service within the last ten (10) years. Evidence of extensive experience in the provision of systems and technology and related support in an education, learning and development environment.  <b>3 References - 30 Points, 2 Reference - 20 Points, 1 Reference - 10 Points</b>	100	UW Conditions of Contract – mandatory documents		
2.2	List of Projects (20)  N.B. bidder can use the table 2 above to list the projects	Provide track record in Applications Development, Management, Maintenance and Development projects in Learning, Professional and development  <b>5 projects - 20 Points, 4 Projects - 15 Points, 3 Projects - 10 Points 2 projects - 08 Points, 1 project or less - 05 Points</b>	100	Terms of Reference Section 6		

## 2 KEY PERSONNEL(30)

Resources, Capacity and Specialized IT Technical Skills available for the provision and implementation of the TMS at UWS – The following table will be used to score experience

**Bidders must provide CV's of the pertinent people allocated to the project so that UWS can score them>**

**2.1 System Administrator:** Bachelor's degree in Computer Science, Information Systems, or a related field. Please provide proof of qualification and experience. Years of experience in system administration, including managing servers and databases.

- >10 years' experience 10 points
- 5-9 years' experience 8 points
- 3-4 years' experience 6 points
- 1-2 years' experience 4 points
- <2 years' experience 0 points

**2.2 Database Administrator (DBA):** Bachelor's degree in Database Management, Computer Science, or a related field. Years of experience in database administration including data security and optimization.


- >10 years' experience 10 points
- 5-9 years' experience 8 points
- 3-4 years' experience 6 points
- 1-2 years' experience 4 points
- <2 years' experience 0 points

**2.3 Technical Support Specialist:** Bachelor's degree in IT, Computer Science, or a related field. Years of experience in technical support, providing assistance to users and troubleshooting TMS issues.

- >10 years' experience 10 points
- 5-9 years' experience 8 points
- 3-4 years' experience 6 points
- 1-2 years' experience 4 points
- <2 years' experience 0 points

100



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### Method Statement (20)

The method statement must respond to the Scope of Work and outline the proposed approach / methodology. The method statement should articulate what value the Tenderer will add by in achieving the stated objectives for the project.

The Tenderer must as such explain his / her understanding of the objectives of the assignment and the Employer's stated and implied requirements, highlight the issues of importance, and explain the technical approach they would adopt to address them. The approach paper should explain the methodologies which are to be adopted, demonstrate the compatibility of those methodologies with the proposed approach. The approach should also include a quality plan which outlines processes, procedures and associated resources, applied by whom and when, to meet the requirements and indicate how risks will be managed and what contribution can be made regarding value management.

The methodology should at the very minimum include the following:


- **Number of Services offered from Implementing, Hosting, Supporting, Maintaining and Developing:** Number of services the bidder included in the bid (**included in the plan and cost**). Provide, Implement, Host and Support/ Maintain the TMS and Develop the online portal for the integrated user experience.
- **Integration with UWS Systems:** An indication of the degree of integration with UWS Systems, including SAP and Moodle
- **Hosting and information security:** This provides an indication of how the application complies with Umgeni Water and Government Governance and Information Security Policies and Procedures as well as the POPI Act

*Table 4: Method Statement Scoring*

The scoring of the approach paper will be as follows: (20)

Technical approach and methodology	
<b>No submission (score 0)</b>	No Method Statement submitted
<b>Poor (score 40)</b>	The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The Tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project.
<b>Satisfactory (score 70)</b>	The approach is generic but tailored to address the general project objectives and methodology.
<b>Good (score 90)</b>	The approach is specifically tailored to address the specific project objectives and methodology and is sufficiently flexible to accommodate changes that may occur during execution. The quality plan and approach to managing risk is specifically tailored to the critical characteristics of the project.
<b>Very good (score 100)</b>	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the Tenderer has outstanding knowledge of state-of-the-art approaches. The approach paper details ways to improve the project outcomes and the quality of the outputs.




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### 2.3 Third Stage: Price and Preference goals

- Subsequent to the evaluation of mandatory/ administrative requirements, the second stage of evaluation of the bids will be in respect of price and preferential procurement only.
- Tenderer is tax compliant
- In compliance with the Preferential Procurement Regulations 2022, the 80/20 preference point system is applicable: points for this bid shall be awarded for:
  - Price; and (80) and Preference as defined in SBD 6.1 (20)
- The Preference Goals that have been identified for this bid is stipulated in SBD 6.1
- Preferential goals and applicable points for this tender in terms of Preferential Procurement Regulations 2022, are indicated in the table below:

	Description	80/20	Evidence to be provided
RDP	South African Owned Enterprise	20	Valid CSO Report/CIPC
<b>Total points for preferential goals</b>		<b>20</b>	

- Failure on the part of a bidder to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed by the bidder.
- UW reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by UW.
- UW reserves the right to conduct negotiations with the qualifying bidder/s regarding any terms and conditions, including price(s) of a proposed contract where applicable. UW reserves the right not to accept the lowest financial offer or any offer.

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### PRICING SCHEDULE – FIRM PRICES (PURCHASES)


**NOTE:**

- a) Only firm prices will be accepted. Non-Firm prices (including prices subject to rates of exchange variations) will not be considered
- b) In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point


Name of bidder _____	RFQ number Q24/444/NS
Closing Time 15h00 p.m.    Closing date 15 March 2024	

OFFER TO BE VALID FOR \_\_\_\_\_ CALENDAR DAYS FROM THE CLOSING DATE OF QUOTE.

Supply, installation, hosting, support and maintenance description	Once off-Project Cost	Monthly cost	Yr. 01	Yr. 02	Yr. 03	Yr. 04	Yr. 05
Hosting, maintenance and support of the UWS Training and Customer Management System (TMS)							
<ul style="list-style-type: none"> <li>Install/Commission/Deploy TMS on new vendor cloud platform.</li> </ul>							
<ul style="list-style-type: none"> <li>Timeously upgrade TMS to the most appropriate and stable version as per best industry standards as well as per the recommendations of the eLearning business Unit at UWS. Upgrades should include the upgrading of all relevant</li> </ul>							

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Supply, installation, hosting, support and maintenance description	Once off- Project Cost Take on	Monthly cost	Yr. 01	Yr. 02	Yr. 03	Yr. 04	Yr. 05
architecture layers e.g. operating system, databases, scripting language, and the actual TMS application (collaborate with UWS partners)							
<ul style="list-style-type: none"> <li>Install identified TMS plugins/API's as and when required (time and material based, defined in the Service Level Agreement (SLA))</li> </ul>							
<ul style="list-style-type: none"> <li>Deployment and updating of TMS API's and plugins as per industry standard and the requirements of the requirements of UWS</li> </ul>							
<ul style="list-style-type: none"> <li>Deployment/ activation of secure sockets layer (SSL) certificates periodically.</li> </ul>							
<ul style="list-style-type: none"> <li>Troubleshoot and resolve any code related errors.</li> </ul>							
<ul style="list-style-type: none"> <li>Troubleshoot and resolve any database related errors.</li> </ul>							

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Supply, installation, hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Yr. 01	Yr. 02	Yr. 03	Yr. 04	Yr. 05
<ul style="list-style-type: none"> <li>Perform TMS minor and major upgrades and when required.</li> </ul>							
<ul style="list-style-type: none"> <li>Customisation and deployment of TMS themes.</li> </ul>							
<ul style="list-style-type: none"> <li>Deploy and customise the latest, stable TMS App version.</li> </ul>							
<ul style="list-style-type: none"> <li>Interoperability with various UWS systems to improving organisational workflows. (SLA to detail)</li> </ul>							
<ul style="list-style-type: none"> <li>Interfacing to Moodle (SLA to detail)</li> </ul>							
<b>Database Administration</b> <ul style="list-style-type: none"> <li>Database administration for the TMS installation and email relay platform.</li> </ul>							
<b>The deployed system should facilitate online payments</b> <ul style="list-style-type: none"> <li>Safety and security of financial transactions in our priority</li> <li>When transacting money with electronic payment vendors, the transactions need to be monitored 24/7 by their security specialists, who need to</li> </ul>							

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Supply, installation, hosting, support and maintenance description	Once off- Project Cost Take on	Monthly cost	Yr. 01	Yr. 02	Yr. 03	Yr. 04	Yr. 05
identify suspicious activity and help protect UWS.							
<b>Helpdesk</b> <ul style="list-style-type: none"> <li>Provide first and second level support to TMS administrators on issues relating to TMS application through a Helpdesk (email and telephonic).</li> <li>Open source ticketing system</li> <li>provide first and second level support to payment system administrators on issues relating to payment application through a Helpdesk ( email and telephonic)</li> </ul>							
<b>Payment system Hosting requirements</b> <ul style="list-style-type: none"> <li>The supporting vendors is required to take responsibility for the maintenance and support of all aspects of the infrastructure to ensure it is fully functional and available to the UWS and its client's base.</li> <li>Hardware hosting for the TMS and Payment system supporting requirements in terms of ensuring high availability and</li> </ul>							

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Supply, installation, hosting, support and maintenance description	Once off- Project Cost Take on	Monthly cost	Yr. 01	Yr. 02	Yr. 03	Yr. 04	Yr. 05
<p>redundancy through clustering , fail over, fault tolerance and synchronisation technologies where application hardware resources ( storage, memory, computing speed) should be adequate to cater for the possible 50% growth capacity.</p> <ul style="list-style-type: none"> <li>The TMS and payment system applications requires bandwidth that will allow 20 000 learners to access the applications. Scalability to demand should be a readily available option.</li> <li>The available bandwidth should also cater for concurrent access of up to 10 000 learners</li> <li>Daily incremental backups, full monthly and yearly backups.</li> </ul>							

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## TMS email and relay requirements

- As part of the support to enable the TMS daily operations, the TMS platform should be able to have an email facility capable of sending up to 100 00 emails (approximately size of 25 Kb each) per week. This facility should be handled separately so that the TMS server is not seen as an email spam source.

## TMS Short message service (SMS) Relay Requirements

- As part of the support to enable TMS daily operations, the TMS platforms should be able to have an SMS facility capable of sending up to 500 SMS per week. This facility should be handled separately.

DRAFT  
DO NOT USE

# REQUEST FOR QUOTATION

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## WhatsApp Integration

Integrate WhatsApp for TMS plugin to give the TMS teachers and students the option to communicate on WhatsApp using WhatsApp API platform.

Plugin to include the following types of accounts:

- A. To communicate with students using WhatsApp
  - B. To create & manage courses WhatsApp groups.
  - C. To handle WhatsApp communication from multiple devices simultaneously.
- Many more WhatsApp options!!

## Training

Provision of training as and when required, may be cost defined on a time and material basis.

## Service Level Agreement and Project Management Services

Provision of Service Level Agreement and Project Management services

## DISBURSEMENTS

Sub-Total (Excl. VAT)

Vat 15%

Gross Total (Incl. VAT)

I (full name) \_\_\_\_\_, in my capacity as \_\_\_\_\_, the duly authorized representative of \_\_\_\_\_ (business name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses contained in the said documents


Signature of duly authorized representative

\_\_\_\_\_

DATE: \_\_\_\_\_

**AUTHORITY TO SIGN**



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RFQ NO: \_\_\_\_\_

Description: \_\_\_\_\_

Close Corporation / Company / Partnership / Trust /Sole proprietor or Sole trader

Company Name: \_\_\_\_\_

Registration Number: \_\_\_\_\_


Resolution Of The Directors Of The Company etc. resolved that \_\_\_\_\_, in his/her capacity as \_\_\_\_\_, is authorized to make applications on behalf of the Close Corporation / Company / Partnership / Trust /Sole proprietor or sole trader for:

Any documentation relating to the business (which is not necessarily a change of ownership). The nominated person will also have access to webpage for the business. Signatures for Close Corporation / Company / Partnership / Trust/ Sole proprietor or sole trader.  
(Sole member still must sign this resolution)

Signature of members:

Name	Signature	Date
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

**NB: FAILURE TO COMPLETE SIGN AND DATE THE RESOLUTION AS OUTLINED ABOVE WILL RESULT IN THE TENDERER RENDERED INCOMPLETE AND WILL BE DISQUALIFIED/ ALTERNATIVELY THE TENDERER MAY ATTACH A SIGNED COMPANY RESOLUTION ON A COMPANY LETTERHEAD**

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## 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:


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2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any

<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.

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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:

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### 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;
- 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 formula 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.
- 3.5 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.
- 3.6 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.
- 3.7 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

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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.

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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

**DO NOT USE DRAFT**

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## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 (SBD 6.1)

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:  
 the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and  
 the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state:**

The applicable preference point system for this tender is the **80/20** preference point system.

- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:


- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>TOTAL POINTS FOR PRICE AND SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state

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## 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

$P_s$  = Points scored for price of tender under consideration  
 $P_t$  = Price of tender under consideration  
 $P_{min}$  = Price of lowest acceptable tender

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT


#### 3.2.1. POINTS AWARDED FOR PRICE

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

$$P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \quad \text{or} \quad P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

$P_s$  = Points scored for price of tender under consideration  
 $P_t$  = Price of tender under consideration  
 $P_{max}$  = Price of highest acceptable tender

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#### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**  
*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)*

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

The specific goals allocated points in terms of this tender [select where applicable to this bid]	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
South African Owned Enterprise	20	

#### DECLARATION WITH REGARD TO COMPANY/FIRM


4.3. Name of company/firm: \_\_\_\_\_

4.4. Company registration number: .....

TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

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

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that

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the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years and the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

<b>SIGNATURE(S) OF TENDERER(S)</b>  <b>SURNAME AND NAME:</b>  <b>DATE:</b>  <b>ADDRESS:</b>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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## SBD 7.2 CONTRACT FORM - RENDERING OF SERVICES

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

### PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to uMngeni-Uthukela Water in accordance with the requirements and task directives / proposals specifications stipulated in above mentioned RFQ Number at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - (i) Bidding documents, viz
    - Invitation to bid;
    - Proof of tax compliance status;
    - Pricing schedule(s);
    - Filled in task directive/proposal;
    - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
    - Bidder's Disclosure form;
    - Special Conditions of Contract;
  - (ii) General Conditions of Contract; and
  - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) \_\_\_\_\_

CAPACITY \_\_\_\_\_

SIGNATURE \_\_\_\_\_

NAME OF TENDERER \_\_\_\_\_


DATE \_\_\_\_\_

#### WITNESSES

1. \_\_\_\_\_

2. \_\_\_\_\_

DATE: \_\_\_\_\_

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## CONTRACT FORM - RENDERING OF SERVICES (SBD 7.2)

### PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I \_\_\_\_\_ in my capacity as \_\_\_\_\_ accept your quotation under reference number \_\_\_\_\_ dated \_\_\_\_\_ for the rendering of services indicated hereunder and/or further specified in the annexure(s).

2. An official order indicating service delivery instructions is forthcoming.

3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	
PRICE (ALL APPLICABLE TAXES INCLUDED)	
CONTRACT TERM / COMPLETION DATE	
TOTAL PREFERENCE POINTS CLAIMED	
POINTS CLAIMED FOR SPECIFIC GOAL 1- SOUTH AFRICAN OWNED ENTERPRISE	

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT \_\_\_\_\_

ON: \_\_\_\_\_

NAME (PRINT): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

OFFICIAL STAMP

WITNESSES

1. \_\_\_\_\_

2. \_\_\_\_\_

DATE: \_\_\_\_\_