Special Conditions of Contract

NT002-1-2025:

APPOINTMENT OF A SERVICE PROVIDER TO UPGRADE IVANTI HEAT 2023 LICENCES TO IVANTI NEURONS AND PROVIDE SUPPORT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A PERIOD OF THREE (3) YEARS

CLOSING DATE: 17 OCTOBER 2025 AT 11:00 AM

VALIDITY PERIOD: 90 DAYS

S U P P L Y C H A I N M A N A G E M E N T

A LEGISLATIVE AND REGULATORY FRAMEWORK

This bid and all contracts will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999), Preferential Procurement Policy Framework Act (PPPFA), NT SCM policy and any other applicable legislation. The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are against the General Conditions of Contract, the Special Conditions of Contract takes precedence.

B. EVALUATION PROCESS AND CRITERIA

1. EVALUATION PROCESS

1.1. All bids will be evaluated in terms of functionality and preference point system which comprises of the following:

1.1.1 Stage 1: Initial screening process

a) In terms of National Treasury Instruction No. 4A of 2016/2017 regarding the National Central Supplier Database (CSD), all bidders must register on the CSD to provide the following information to be verified through the CSD:

- Business registration, including details of directorship and membership.
- Bank Account holder information.
- In the service of the State status.
- Tax compliance status.
- Identity number.
- Tender default and restriction status; and
- Any additional and supplementary verification information communicated by National Treasury.

b) **Administrative compliance**

Duly completed and signed.

- Invitation to bid – SBD 1
- Pricing schedule SBD 3.3
- Declaration of interest–SBD 4
- Preference Point Claim Form – SBD 6.1
- Provide ID copies for all managing Directors.
- CIPC

1.1.2 Stage 2: Functionality evaluation as per attached Terms of Reference

- Bids will be evaluated strictly according to the bid evaluation criteria stipulated in the terms of reference.
- Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.
- Bidders will not rate themselves but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.
- The panel members will individually evaluate the responses received against the following criteria as set out below:
- Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria.
- The technical proposal will be scored out of 100 points, with a minimum threshold of 60% required. Bidders that do not meet the minimum functionality threshold of 60% will not be consider for further evaluation. Bidders will be evaluated on the functionality evaluation criteria in a table below:

Table 1: **Summary of functional/Technical Evaluation Criteria**

Evaluation Criteria	Weight	Scoring Criteria
1. Company Experience The bidder must have previously successfully supplied or installed or configured or maintained and supported similar projects in the past 5 years. The list and evidence must address the following: Description of the project, Client name, Client contact (i.e., email and office number), Project start date, project end date, and contract value. Furthermore, attach a completion certificate signed by the client or a letter from the client confirming the successful completion of the project. completion	20	**5- Excellent** 5 or more reference letters submitted reflecting all items. **4- Very Good** 4 reference letters submitted reflecting all items. **3 -Good** 3 reference letters submitted reflecting all the items. **2- Average** 2 reference letters submitted reflecting all items. **1-Poor** 0-1 reference letters submitted reflecting little detail.

certificate or reference letters should be on referral client letterhead and signed. **NB: Letter that does not reflect all required items will be allocated the lowest score.**		
2. Resource Experience (companies should indicate their level of skills to the product incl. an indication of their years of relevant experience relating thereto). **NB: If one of the two required qualifications (National Diploma/NQF6 or certifications) is submitted, the bidder will be allocated the lowest score.**		
2.1. Project Manager Qualification A minimum of a National Diploma/NQF6 in ICT and related fields (IT, Computer Science, and Engineering discipline). Plus, equivalent Certified Project Management Certifications	10	5 = Honours degree or Post Graduate Diploma (NQF 8) or higher plus Project Management certification 4= Bachelor's Degree/ Advance Diploma (NQF 7) plus Project Management certification 3 = National Diploma/NQF6 plus Project Management certification 2= Matric plus Project Management certification 1= Matric without project management certification
2.2. Project Manager Experience Equivalent minimum of 5 years of experience, with at least five years of managing complex projects in a technical environment. Equivalent experience in Microsoft Project (MSP). Experience with full product lifecycle with understanding of development lifecycle and various technology methodologies that support that lifecycle. Extensive Project Management Skills (Minimum 5 years)	10	5 = More than 10 Years 4 = 6 to 10 Years 3 = 5 Years 2 = 3 to 4 Years 1 = 1 to 2 Years

Project/Program Planning skills; Financial Management Skills; Scope Management skills; Time management skills, Quality Management skills; Risk and Issue management skills; Project Budgeting skills; Integration Management skills; Human Resource Management skills; Communication skills; Report writing skills.		
2.3. Business/System Analyst Qualifications A minimum of a National Diploma/NQF6 in Information Technology/Computer Science or any related field. Plus, Business / System Analysis certifications would be essential.	10	5= Honours degree or Post Graduate Diploma (NQF 8) or higher plus Business / Systems Analysis specific certification 4= Bachelor's Degree/ Advance Diploma (NQF 7) plus Business / Systems Analysis specific certification 3 = National Diploma/NQF6 plus Business / Systems Analysis specific certification 2= Matric plus Business / Systems Analysis specific certification 1= Matric without Business / Systems Analysis specific certification
2.4. Business/System Analyst Experience Equivalent minimum of 5 years' experience in Business System Analysis, business process management and business process engineering. Experience with SDLC, Agile and other system development methodologies. Experience in ICT solutions delivery, business logic modelling, design and implementation. Experience working with multiple applications/ systems preferred.	10	5 = More than 10 Years 4 = 6 to 10 Years 3 = 5 Years 2 = 3 to 4 Years 1 = 1 to 2 Years

Software testing experience and knowledge of QA testing methodologies and the test lifecycle.		
2.5. Ivanti Senior System Engineer / Application Developer Qualification A minimum of a National Diploma/ NQF6 in Information Technology/Computer Science or any related field. Plus, Ivanti Classic, ITSM, and Ivanti 20.x Certification. ITIL V2 or V3 Foundation Certification.	10	5 = Honours degree or Post Graduate Diploma (NQF 8) or higher plus Ivanti Classic, ITSM, and Ivanti 20.x Certification and ITIL V2 or V3 Foundation Certification. 4= Bachelor's Degree/ Advance Diploma (NQF 7) plus Ivanti Classic, ITSM, and Ivanti 20.x Certification and ITIL V2 or V3 Foundation Certification 3 = National Diploma/NQF6 plus Ivanti Classic, ITSM, and Ivanti 20.x Certification and ITIL V2 or V3 Foundation Certification 2= Matric plus Ivanti Classic, ITSM, and Ivanti 20.x Certification and ITIL V2 or V3 Foundation Certification 1= Matric without Ivanti Classic, ITSM, and Ivanti 20.x Certification and ITIL V2 or V3 Foundation Certification
2.6. Ivanti Senior System Engineer / Application Developer Experience Minimum of 5 years of experience in Ivanti Service Manager, ITSM, Ivanti Voice, IVANTI Discovery, DSM, and Ivanti 20.x. Experience with Migrating Ivanti Classic and ITSM Platforms to Ivanti 20.x. Software testing experience and knowledge and experience with a variety of different test strategies and approaches (Exploratory, Ad-hoc, Boundary,	10	5 = More than 10 Years 4 = 6 to 10 Years 3 = 5 Years 2 = 3 to 4 Years 1 = 1 to 2 Years

Functional, Non-functional, etc.). Experience working with defect management. Ability to clearly communicate software issues and behaviour to development, product management, and operations		
3. Proven Technical Competencies (aligned to the services to be rendered) • Submission of a detailed Project Approach and Methodology document: ○ Detailed Project plan with: ▪ Milestones ▪ Implementation Plan ▪ Deliverables; and ▪ Costing Schedule Etc. ○ Clear understanding of the context of the requirement ○ Clear strategy to the execution of the requirement • The methodology proposed needs to be innovative, including but not limited to the following— ○ Extensive and highly interactive stakeholder interactions ○ Showcase the value of the approach, ○ Align the proposal with the goals of the stakeholders ○ Share examples of where similar methodologies have been implemented and succeeded • Proposed solution	20	5 = Excellent (all three of the following has been submitted: proof of detailed proposed approach, methodology; and detailed proposed solution aligned to the services to be rendered **with value added services identified**) 4 = Very Good (three of the following has been submitted: proof of proposed approach, methodology; and proposed solution aligned to the services to be rendered) 3 = Good (two of the following has been submitted: proof of proposed approach, methodology; or proposed solution aligned to the services to be rendered) 2 = Average (one of the following has been submitted: proof of proposed approach, methodology; or proposed solution aligned to the services to be rendered) 1 = Poor (No proof of proposed approach and methodology; proposed solution)
Total	**100**	
Minimum Threshold	**60**	

Bidders who did not meet a minimum threshold of 60% on Technical Evaluation Criteria will be disqualified for further evaluation on price and specific goals.

NOTE:

- ***The bidders are expected to provide minimum of only one CV for the most experienced resource per role for evaluation.***
- ***In instances where a bidder submitted more than one CV per role, only one CV for the most experienced resource per role will be considered for evaluation.***
- Individual value scores will be multiplied with the specified weighting for the criterion to obtain the marks scored for all elements. These marks will be added and expressed as a fraction of the best possible score for all criteria. This score will be converted to a percentage and only bidders that have met or exceeded the minimum threshold of 60% during functionality will be considered part of the panel.
- The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

TERMS AND CONDITIONS

- The successful service provider(s) and its employees or consultants will have to undergo a mandatory security clearance process. NT reserves the right to cancel, terminate or, not award the contract to a company that either doesn't avail itself for security clearance or fails such. The successful supplier will also enter into a non-disclosure agreement with the National Treasury.
- The CVs presented as part of the bid must be available for providing the service at National Treasury sites. If the resource is not available, NT reserves the right to accept or reject the replacement CVs presented. The service provider will be responsible for providing the desired replacement resources should the replacement CVs be rejected by NT.
- NT has the right to terminate the contract as and when the services are no longer required or as soon as the allocated funds are depleted.
- The service provider must undertake to conclude an agreement(s) which must consist of, but is not limited to the following:

- A clear description of the required services and deliverables
- Defined payment terms for the service.
- Agreement that the successful service provider shall be a single point of contact for the service. In a case where the service provider outsourced services, the service provider will manage the National Treasury outsourced company directly.
- Agreement that the successful service provider must provide qualified personnel who have undergone necessary training and certification to provide the required service. Should the skill/s not be available in-house, this must be specified.

- Successful bidder(s) must be able to commence work as soon as the agreement(s) have been signed.
- National Treasury reserves the right to screen and vet shortlisted service providers before the appointment.
- The National Treasury reserves the right to terminate the contract if there is clear evidence of deviations from the agreed specifications.
- National Treasury reserves the right to communicate with the service provider pertaining to information submitted on the closing date and time.

2. EVALUATION CRITERIA

a) In terms of regulation 4 (1) of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 80/20-preference point for Specific goals in terms of which points are awarded to bidders on the basis of:
   - The bidded price (maximum 80 points)
   - Specific goals (maximum 20 points)

b) The following formula will be used to calculate the points for price in respect of bidders with a Rand value up to R50 000 000:

$$Ps = 80\left(1-\frac{Pt-P\min}{P\min}\right)$$

Where

Ps = Points scored for price of tender under consideration;

Pt = Price of tender under consideration; and

Pmin = Price of lowest acceptable tender.

A maximum of 20 points may be awarded to a tenderer for the specific goals specified for the tender. The points scored for the specific goal must be added to the points scored. for price and the total must be rounded off to the nearest two decimal places. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

c. The State reserves the right to arrange contracts with more than one contractor.

2.1 POINTS

The Preferential Procurement Regulations 2022 were gazetted on 4 November 2022 (No. 47452) with effect from 16 January 2023. The 80/20 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

Note to organs of state: 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.)

Table 2: Specific Goals Criteria

#	Specific goals	Score	Required proof/ documents to be submitted for evaluation purposes
1	**The company owned by people who are Youth.** • 100% company owned by Youth = 5 points • 75% - 99% company owned by Youth = 3 points • 60% - 74% company owned by Youth = 2 points • 51%- 59% company owned by Youth = 1 point • 0 - 50% company owned by Youth = 0 point	5 points	**Proof of claim as declared on SBD 6.1 (one or more of the following will be used verifying the tenderer's status:** • Company Registration Certification/ document (CIPC) • Company Shareholders certificate • Certified identification documentation of company director/s • CSD report/ CSD registration number (MAAA number) • B-BBEE Certificate of the tendering company. • Consolidated B-BBEE certificated if the tendering companyisa Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.
2	**The company owned by Historically Disadvantaged Individuals (HDI) (Black).** • 100% company owned by HDI (black) = 5 points • 75% - 99% company owned by HDI (black) = 3 points	5 points	

	• 60% - 74% company owned HDI (black) = 2 point • 51%- 59% company owned by HDI (black) = 1 point • 0 - 50% company owned by HDI (black) = 0 point		
3.	**The company owned by Women.** • 100% company owned by people who are women = 5 points • 75% - 99% company owned by people who are women = 3 points • 60% - 74% company owned by women = 2 point • 51%- 59% company owned by women = 1 point • 0 - 50% company owned by people who are women = 0 point	5 points	
4.	**The company owned by people who are disabled.** • 100% company owned by people who are disabled = 5 points • 75% - 99% company owned by people who are disabled = 3 points • 60% - 74% company owned by people who are disabled = 2 point • 51%- 59% company owned by people who are disabled = 1 point • 0 - 50% company owned by people who are disabled = 0 point	5 points	

NB: Points will be allocated based on % ownership to the Company (main tendering entity). Please attach proof/ required documents.

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.

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.

a) The points scored by a bidder in respect of points indicated above will be added to the points scored for price.
b) Bidders are requested to complete the various specific goals forms in order to claim points.
c) Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for specific goals.
d) The National Treasury may, before a bid is adjudicated or at any time, require a bidder to substantiate claims made with regard to their specific goals.
e) Points scored will be rounded off to the nearest 2 decimals.
f) In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for the bid. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.
g) A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

3. MANDATORY REQUIREMENTS

3.1 An administrative evaluation will be carried out on all the bids received and if the under mentioned documentation is not signed and/or attached such a bid will be eliminated from any further evaluation.

a) Bidders must provide a Pricing schedule SBD 3.3.
b) CVs of the proposed/nominated resource(s) must be submitted in the prescribed format. CV's (template provided) must be signed by the proposed resource and not signed on behalf of the proposed resource. Unsigned or incomplete CVS and CVs submitted in a different template will not be considered. It should be noted that no consideration will be made to any bidder, that has provided profiles for their resources, which are also provided by another competitor in this same bid, this is considered collusive tendering.
c) Bidders must provide a letter/certification that indicates that they are a certified partner Ivanti Software Value Added Supplier.
d) Bidder must provide valid proof of being an IVANTI Accredited partner/reseller.

e) In the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Certificate and/or SARS issued pin code for both companies must be submitted (which will be verified)

f) In the case of a Joint Venture, Consortium, Trust, or Partnership, a signed teaming agreement must be submitted.

g) In the case of a Joint Venture, Consortium, Trust, or Partnership a Consolidated Central Supplier Database Registration (CSD) or both companies CSD are required.

FAILURE TO ADHERE TO THE CONDITIONS STATED ABOVE WILL LEAD TO DISQUALIFICATION

NOTE: Additional Required Documents (Not for elimination)

a) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA).

b) Proof of company registration on Central Supplier Database Registration (CSD).

c) Valid work permit and existing security clearance for foreign nationals are compulsory. If not provided, the lowest score will be allocated.

d) Bidders are required to submit proof of educational qualification(s) for all resources required. All copies of qualification(s) must be certified, and the certification must be valid for six (6) months from the required bid submission date. If not, the lowest score will be allocated.

e) All foreign qualifications must be accompanied by South African Qualifications Authority (SAQA) certificate of evaluation. If not, the lowest score will be allocated.

4. TAX COMPLIANCE STATUS

Bids received from bidders with a non- compliant tax status may be disqualified with failure to update the Tax Status within 7 days.

5. VALUE ADDED TAX

All bid prices must be inclusive of 15% Value-Added Tax where applicable.

6. CLIENT BASE

6.1 National Treasury reserves the right to contact references during the evaluation and adjudication process to obtain information.

7. LEGAL IMPLICATIONS

Successful service providers will enter into a service level agreement with National Treasury

8. COMMUNICATION

National Treasury may communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the National Treasury in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

9. SUBMISSION OF BIDS

9.1 ONLINE BID SUBMISSION

9.1.1 Bidders must submit their bids online through the e-Tender Publication portal.

9.1.2 Manual or hardcopy bids are **NOT** acceptable.

9.1.3 The online e-Tender publication portal can be accessed on the following link: **https://www.etenders.gov.za/**

9.1.4 The link for online bid submission tutorial is attached as **https://youtu.be/B7pNseNJYHM**

9.1.5 Bidders must ensure that bids are uploaded onto the system by the stipulated date and time.

9.1.6 If a bid is late and or loaded incorrectly by the closing date, it will not be accepted and receive further consideration**.**

9.1.7 Bidders are required to ensure that electronic bid submissions are done at least a day before the closing date to prevent issues which they may encounter due to their internet speed, bandwidth, or the size of the number of uploads they are submitting. National Treasury will not be held liable for any challenges experienced by bidders as a result of their technical challenges. Please do not wait for the last hour to submit. Queries sent on the closing date will not be considered, queries should be sent at least a day before the closing date to prevent issues of not receiving assistance and National Treasury will not be held liable resulting in non-submission.

9.1.8 Bidders to adhere to all the rules for the online bid submission.

10. LATE BIDS

Bids received after the closing date and time will **NOT** be accepted for consideration.

11. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in such bids being disqualified.

12. PROHIBITION OF RESTRICTIVE PRACTICES

a. In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:

- directly or indirectly fixing a purchase or selling price or any other trading condition;
- dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
- collusive bidding.

b. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

13. FRONTING

a. The National Treasury supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the National Treasury condemns any form of fronting.

The National Treasury, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the National Treasury may have against the bidder/contractor concerned.

14. TIMEFRAMES AND FORMAL CONTRACT

Successful bidder(s) will enter into a formal contract with the National Treasury.

15.1 FUNCTIONALITY/TECHNICAL PROPOSAL

Bid No: **NT002-1-2025:**

Description: APPOINTMENT OF A SERVICE PROVIDER TO UPGRADE IVANTI HEAT 2023 LICENCES TO IVANTI NEURONS AND PROVIDE SUPPORT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A PERIOD OF THREE (3) YEARS

Bid closing date and time: **17 OCTOBER 2025 AT 11H00AM**

15.2 PRICE/ FINANCIAL PROPOSAL

Bid No: **NT002-1-2025**

Description: APPOINTMENT OF A SERVICE PROVIDER TO UPGRADE IVANTI HEAT 2023 LICENCES TO IVANTI NEURONS AND PROVIDE SUPPORT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A PERIOD OF THREE (3) YEARS

Closing date and time**: 17 OCTOBER 2025 AT 11H00AM**

17. CONTACT DETAILS

For General enquiries: NTAdministrativeTenders@Treasury.gov.za