

TSWAINING LOCAL MUNICIPALITY

INVITATION TO BID

(In terms of the Supply Chain Management Regulations (Government Gazette 27636 of 30 May 2005))

BID NO: SCM003/2024/25

**APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE
MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS**

Closing Date and Time: 20/12/2024 @ 12H00

NAME OF BIDDER:		Bidder VAT registered?
TOTAL BID PRICE (INCL VAT): (Brought forward from MBD 3.1)		Yes: <input type="checkbox"/>
		No: <input type="checkbox"/>
MAAA NUMBER		

Please note that it is compulsory for all service providers to complete the above required information



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1. BID CHECKLIST

Bidders are to use this checklist to ensure that the bid documentation is complete for administrative compliance. The bidder is to indicate that the documentation is complete and included in the bid document by completing the table below.

Tick to indicate that the information is included

Item	Description	Yes	No	n/a
1.	Is your business registered as accredited prospective supplier with the TSWAING LOCAL MUNICIPALITY?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is the administration fee paid and a copy of the receipt attached to the bid documents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Did you read and understand all pages of the bid documents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Did you complete the bid documents in black ink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Did you provide a certified copy of your company registration and VAT registration certificates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Did you provide a certified copy of the identity document in case of sole proprietorship?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Did you provide registration certificate pertaining to the relevant industry e.g. (Electrical Contractors Board) if applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Did you provide a covering letter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Did you provide an original and valid tax clearance certificate? (MBD2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Did you complete and sign the Bid Declaration Form? (section 3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Where applicable, is the resolution taken the Board of Directors/Members/Partners completed and signed? (section 4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Where applicable, is the resolution taken the Board of Directors of a Consortium or Joint Venture completed and signed? (section 5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Is invitation to bid completed and signed? (MBD1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Is the Declaration of Interest completed and signed? (MBD 4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is the Declaration of Bidder's Past Supply Management Practices completed and signed? (MBD 8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Is the Certificate of Independent Bid Determination completed and signed? (MBD 9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Did you complete and sign the Previous Work Experience of a Similar Nature section? (section 13)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Is the Preference Points Claim Form in Terms of the Preferential Procurement Regulation 2022 completed and signed? (MBD 6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.	Is the Preference Points Claim Form in Terms of the Preferential Procurement Regulation 2022 – Promotion of Enterprises Located in a Specific Municipal Area completed and signed? (MBD 6.11)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	Does the product/service offered conform to the Bid Specifications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	Is Pricing Schedule completed? (MBD 3.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22.	Did you complete the Contract Form? (MBD 7.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	Where applicable, is the Declaration for Procurement Above R10 million (VAT included) completed and signed? (MBD 5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	Did you attach the annual financial statements as required in MBD 5? (For Procurements above R10 million)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. SPECIAL CONDITIONS OF BID

1. The Municipality's document must be kept as supplied and submitted with all schedules / forms fully completed.
2. Any other documents, certificates etc. must be attached as an annexure to the official Municipal document.
3. Where the Municipality's official document is taken apart and not submitted as supplied, the bid might be rejected.
4. Schedules / forms not duly completed will result in a bid not being considered.
5. All Forms in bid document are to be completed by Bidders.
6. All Forms of Special Conditions in Specifications should be included.
7. The bid document must be completed in black ink, and prices must be VAT inclusive, unless otherwise specified.
8. The lowest or any Bid will not be necessarily accepted, and the TSWAING LOCAL MUNICIPALITY reserves the right to accept the whole or any portion of a Bid.
9. All prices and details must be legible to ensure the bid will be considered for adjudication.
10. Corrections may not be made by means of correction fluid such as Tip – Ex, or any other similar product. In the event of a mistake being made, it should be crossed out in ink and be accompanied by a full signature at each and every alteration. The Municipality reserves the right to reject the bid if corrections are not made in accordance with the above.
11. All bid documents must include the following documents:
 - Receipt (original) for bid documents;
 - Certified copies of cc/co registration certificates;
 - Certified copy of Identity document in the case of sole proprietorship; and
 - Original copies of Tax clearance certificates.
12. The bidder may submit a comprehensive company profile, for example the founding company statements, as well as a detailed exposition of previous work done.
13. Failure of the bidder to submit a bid document signed in ink or to complete all forms may render the bid invalid.
14. Bidders are required to be registered on the TSWAING LOCAL MUNICIPALITY's Supplier Database. Consultants are required to be registered on the Municipality's Consultant Roster System (Application forms are obtainable from the Finance Department of the Municipality).
15. No bid forwarded by e – mail, telegram, telex, facsimile or similar apparatus will be considered.
16. Late bids shall not be admitted for consideration.
17. Bids must be properly received and deposited in the tender box of the TSWAING LOCAL MUNICIPALITY on or before . Bid offers must be submitted in a sealed envelope properly marked in terms of the bid number and bid description, at the offices of the Municipality situated at Cnr. General De Larey and Government Streets, DELAREYVILLE, 2770.
18. Copyright / Patent Rights – Copyright in any document produced, and the patent rights or ownership in any plant, machinery, thing, system or process designed or devised, by a consultant in the course of the consultancy service is vested in the TSWAING LOCAL MUNICIPALITY.

3. BID DECLARATION

1. I/we Mr/Mrs/Messrs _____ duly assigned to represent the bidder for the purpose of this bid, hereby bid to supply the goods and/or render services described in the attached documents to the TSWAING LOCAL MUNICIPALITY on terms and conditions stipulated in this bid and in accordance with the specifications stipulated in the bid documents (which shall be taken as part of, and incorporated into this bid) at the prices reflected in the Pricing Schedule.
2. I/we agree that this offer shall remain valid for a period of **90** days commencing from the closing date and time of this bid.
3. I/We further agree that:
 - 3.1 This bid and its acceptance shall be subject to the terms and conditions contained in the in the TSWAING LOCAL MUNICIPALITY's Supply Chain Management Policy;
 - 3.2 if I/we withdraw my/our bid within the period for which I/we have agreed that the bid shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, the TSWAING LOCAL MUNICIPALITY may, without prejudice to its other rights, agree to the withdrawal of my/our bid or cancel the contract that may have been entered into between me/us and the TSWAING LOCAL MUNICIPALITY and I/we will then pay to the TSWAING LOCAL MUNICIPALITY any additional expense incurred by the TSWAING LOCAL MUNICIPALITY having either to accept any less favourable bid or, if fresh bids have to be invited, the additional expenditure incurred by the invitation of fresh bids and by the subsequent acceptance of any less favourable bid; the TSWAING LOCAL MUNICIPALITY shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become due to me/us under this or any other bid or contract or against any guarantee or deposit that may have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other bid or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss the TSWAING LOCAL MUNICIPALITY may sustain by reason of my/our default;
 - 3.3 If my/our bid is accepted the acceptance may be communicated to me/us by letter or order by certified mail or registered mail. Such posting shall be deemed to be proper service of such notice with effect from the date of posting/dispatch of such notice;
 - 3.4 The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our bid and that I/we choose *domicilium citandi et executandi* in the Republic of South Africa, where any and all legal notices may be served at (full street address of this place):

4. I/we furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid documents and that the price(s) and rate(s) cover all my/our obligations under a resulting contract and that I/we accept that any mistakes regarding price(s) and calculations will be at my/our risk.
5. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the Principal(s) liable for the due fulfilment of this contract.
6. I/we agree that any action arising from this contract may in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.
7. I/we declare that I/we have participation/no participation* in the submission of any other offer for the supplies/services described in the attached documents. *If in the affirmative, state name(s) of bid(s) involved.

Name of Bidder: _____

Signature _____

4. RESOLUTION TAKEN BY THE BOARD OF DIRECTORS / MEMBERS / PARTNERS

RESOLUTION of a meeting of the Board of Directors / Members / Partners of

(Name of Bidder)

Held at _____ On _____
(Place) (Date)

RESOLVED THAT:

1. The enterprise submits a Bid to the TSWAING LOCAL MUNICIPALITY in respect of the following project:
Supply, delivery, installation, and maintenance of 40 (forty) multi-function copiers to Tswaing Local Municipality for 36 months on lease/rental with a maintenance

2. Mr/Mrs/Ms _____

In his/her capacity as _____ and who will
sign as follows:

(Specimen Signature)

be, and is hereby, authorised to sign the Bid and/or all other documents and/or correspondence in connection with and relating to the Bid, as well as to sign any contract, and/or all documentation resulting from the award of the bid to the enterprise mentioned above.

Note: The resolution must be signed by all the directors or members/partners of the bidding enterprise. Should the space provided below not be sufficient for all directors to sign, please provide a separate sheet in the same format as below.

	Name	Capacity	Signature
1			
2			
3			
4			
5			
6			

Enterprise Stamp

5. RESOLUTION TAKEN BY THE BOARD OF DIRECTORS OF A CONSORTIUM OR JOINT VENTURE

RESOLUTION of a meeting of the Board of Directors / Members / Partners of

(Name of Bidder)

Held at _____ On _____
(Place) (Date)

RESOLVED THAT:

1. The enterprise submits a Bid to the TSWAING LOCAL MUNICIPALITY in respect of the following project:

SCM010/2023/24 : Supply, delivery, installation, and maintenance of 40 (forty) multi-function copiers to Tswaing Local Municipality for 36 months on lease/rental with a maintenance

As a Consortium/Joint Venture comprising *(list all the legally correct full names and registration numbers, if applicable, of the Enterprises forming the Consortium/Joint Venture)*

(Enterprise full Name and Registration Number)

(Enterprise full Name and Registration Number)

2. Mr/Mrs/Ms _____

In his/her capacity as _____ and who will sign as follows:

(Specimen Signature)

be, and is hereby, authorised to sign the Bid and/or all other documents and/or correspondence in connection with and relating to the Bid, as well as to sign any contract, and/or all documentation resulting from the award of the Bid to the **Consortium/Joint Venture** enterprise mentioned above.

3. The enterprise in the form of a consortium or joint venture accept jointly and several liabilities with parties under item 1 above for the fulfilment of the obligations of the joint venture deriving from, and in any way connected with the contract to be entered into with the TSWAING LOCAL MUNICIPALITY in respect of the project described above under item 1.
4. The **Consortium/Joint venture** enterprise chooses as its *domicilium citandi et executandi* for all purposes arising from this joint venture agreement and contract with the TSWAING LOCAL MUNICIPALITY in respect of the project under item 1:

(Physical Address)

Note: The resolution must be signed by all the directors or members / partners of the bidding enterprise. Should the space provided below not be sufficient for all directors to sign, please provide a separate sheet in the same format as below.

	Name	Capacity	Signature
1			
2			
3			
4			
5			
6			

Enterprise Stamp

6. INVITATION TO BID (MBD 1)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE TSWAING LOCAL MUNICIPALITY

BID NUMBER: SCM003/2024/25
CLOSING DATE AND TIME: 20/12/2024 @ 12h00
BID DESCRIPTION: APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS

The Successful bidder will be required to fill in and sign a written Contract Form (MDB 7)

NB: Bids must be properly received and deposited in the tender box of the TSWAING LOCAL MUNICIPALITY on or before the closing date and before the closing time. No late Bid offers will be accepted under any circumstances. Bid offers must be submitted in a sealed envelope properly marked in terms of the Bid number and bid description as indicated above, at the offices of the Municipality situated at Tswaing LM Head Office, Cnr. General De Larey and Government Streets, DELAREYVILLE, 2770. No Bid offers will be accepted via e-mail, facsimile (fax) or telegram.

The tender box is available during office hours (Monday to Friday, 07H30 to 16H00).

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED).

THIS BID IS SUBJECT TO THE GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT (GCC) OF JULY 2010 AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

THIS BID WILL BE EVALUATED AND ADJUDICATED ACCORDING TO THE FOLLOWING CRITERIA:

Relevant specifications
 Value for money
 Capability to execute the contract
 PPR22, SPECIFIC GOALS & associated regulations
 TSWAING LOCAL MUNICIPALITY Supply Chain Management Policy

NB: NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE (see definition on MBD 4 attached)

THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO WILL RESULT IN YOUR BID BEING DISQUALIFIED (Please indicate N/A where applicable))

NAME OF BIDDER

POSTAL ADDRESS

STREET ADDRESS

TELEPHONE NUMBER CODE.....NUMBER.....

CELLPHONE NUMBER

FACSIMILE NUMBER CODE NUMBER.....

VAT REGISTRATION NUMBER

HAS AN ORIGINAL TAX CLEARANCE CERTIFICATE BEEN ATTACHED (MBD 2)? **YES/NO**

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE
 GOODS/SERVICES OFFERED BY YOU? **YES/NO**
 (IF YES ENCLOSE PROOF)

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED

TOTAL BID PRICE R.....

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Municipality: TSWAING LOCAL MUNICIPALITY
Department: Finance
Contact Person: Melken TJ
Tel: 053 948 1943- alternatively use tmelken@tswaing.gov.za
Contact Person: Gift Maseng
Tel: 053 948 9400

ANY ENQUIRIES REGARDING TECHNICAL INFORMATION MAY BE DIRECTED TO:

Contact Person: Gift Maseng
Tel: 053 948 0900

7. TAX CLEARANCE REQUIREMENTS (MBD 2)

IT IS A CONDITION OF BIDDING THAT:

1. The tax affairs of the successful bidder must be in order, or that satisfactory arrangements have been made with the Receiver of Revenue to meet his / her tax obligations.
2. The attached form "Application for Tax Clearance Certificate (in respect of bidders), must be completed in all respects and submitted to the Receiver of Revenue where the bidder is registered for tax purposes. The Receiver of Revenue will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of twelve (12) months from date of issue. This Tax Clearance Certificate must be submitted in the original together with the bid. Failure to submit the original and valid Tax Clearance Certificate may invalidate the bid.
3. In bids where Consortia / Joint Ventures / Sub-contractors are involved each party must submit a separate Tax Clearance Certificate. Copies of the Application for Tax Clearance Certificates are available at any Receiver's Office.

APPLICATION FOR TAX CLEARANCE CERTIFICATE (in respect of BIDDERS)

1. Name of taxpayer / bidder:

2. Trade name:

3. Identification number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

4. Company / Close Corporation registration number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

5. Income tax reference number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

6. VAT registration number (if applicable):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

7. PAYE employer's registration number (if applicable):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Signature of contact person requiring Tax Clearance Certificate:

Name:

Telephone number: Code: Number:

Address:

.....

.....

DATE: 20____ / ____ / ____

PLEASE NOTE THAT THE COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE (SARS) WILL NOT EXERCISE HIS DISCRETIONARY POWERS IN FAVOUR OF ANY PERSON WITH REGARD TO ANY INTEREST, PENALTIES AND / OR ADDITIONAL TAX LEVIABLE DUE TO THE LATE- OR UNDERPAYMENT OF TAXES, DUTIES OR LEVIES OR THE RENDITION RETURNS BY ANY PERSON AS A RESULT OF ANY SYSTEM NOT BEING YEAR 2000 COMPLIANT.

8. DECLARATION OF INTEREST (MBD 4)

1. **No bid will be accepted from persons in the service of the state*.**
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid:
 - 3.1 Full Name:
 - 3.2 Identity Number:
 - 3.3 Company Registration Number:
 - 3.4 Tax Reference Number:
 - 3.5 VAT Registration Number:
 - 3.6 Are you presently in the service of the state? **YES / NO**
 - 3.6.1 If so, furnish particulars.

.....

.....
 - 3.7 Have you been in the service of the state for the past twelve months? **YES / NO**
 - 3.7.1 If so, furnish particulars.

.....

.....
 - 3.8 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.8.1 If so, furnish particulars.

.....

.....
 - 3.9 Are you aware of any relationship (family, friend, other) between a bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.9.1 If so, furnish particulars

.....

.....

★ MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

3.10

Are any of the company's directors, managers, principal shareholders or stakeholders in service of the state?

YES / NO

3.10.1

If so, furnish particulars.

.....

.....

3.11

Are any spouse, child or parent of the company's directors, managers, principal shareholders or stakeholders in service of the state?

YES / NO

3.11.1

If so, furnish particulars.

.....

.....

CERTIFICATION

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS CORRECT.

I ACCEPT THAT THE STATE MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of Bidder

9. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (MBD 8)

1. This serves as a declaration in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management processes.
2. The bid of any bidder may be rejected if that bidder or any of its directors have:
 - a. abused the municipality's supply chain management processes or committed any improper conduct in relation to such system;
 - b. been convicted for fraud or corruption during the past five years;
 - c. wilfully neglected, reneged on or failed to comply with any government, municipal or other public-sector contract during the past five years; or
 - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
3.1	Is the bidder or any of its directors listed on the National Treasury's database as a company or person prohibited from doing business with the public sector?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.1.1	If so, furnish particulars:		
3.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.2.1	If so, furnish particulars:		
3.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.3.1	If so, furnish particulars:		
3.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.4.1	If so, furnish particulars:		
3.5	Was any contract between the bidder and the municipality or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.5.1	If so, furnish particulars:		

CERTIFICATION

**I, THE UNDERSIGNED (FULL NAME)
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM TO BE TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME
SHOULD THIS DECLARATION PROVE TO BE FALSE.**

..... Signature Date
..... Position Name of Bidder

10. CERTIFICATE OF INDEPENDENT BID DETERMINATION (MBD 9)

1. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging*). Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.
2. Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. takes all reasonable steps to prevent such abuse;
 - b. rejects the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. cancels a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
3. This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
4. In order to give effect to the above, the below Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

*Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

SCM0003/2024/25: APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS

In response to the invitation for the bid made by:

TSWAING LOCAL MUNICIPALITY

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:
(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. 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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

..... Signature Date
..... Position Name of Bidder

Preferential Procurement Regulation 2022

52. Specific goals

- (a) Company which at least 51% is owned by Black People
- (b) Company which is at least 51% is owned by women
- (c) Company which at least 51% is owned by people with disabilities
- (d) Company which 51% is owned by people living in rural underdeveloped areas
- (e) Locality

Points to be allocated for specific goals and to promote economic development”

1. The following conditions will stipulate the specific goals as contemplated in section 2(1) (d) (ii) of the Preferential Procurement Policy Framework Act, be attained.
2. A maximum of 20 points (80/20) preference points system or 10 (90/10) preference points system will be allocated for specific goals. These goals are as follow”
 - a) Contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender or disability;
 - b) the promotion of enterprise located in the local area (phased in approach to be applied for other RDP
3. On paragraph 2 (b) above 50% of the (20/10) points will be allocated to promote this goal. Points will be allocated as follows:

Local area of Supplier	Number of Points for Preference (50%)		Means of Verification
	80/20	90/10	
Within the area of Tswaing Local Municipality.	10	5	Company registration-physical address
Within the area of Ngaka Modiri Molema District Municipality.	6	3	Company registration-physical address
Within the area of North West Province.	4	2	Company registration-physical address
Within the Republic of South Africa.	2	1	Company registration-physical address

4. Any specific goal for which a point may be awarded, must be clearly specified in the invitation to submit a tender
5. A tender failing to submit proof of required evidence to claim preference for other specified goals, which is in line section 2 (1) (d) (i) of the Act.

- a) may only score in terms of the 80/90-point formula for price and;
 - b) Scores 0 points out of 10/5 of the relevant specific goals where the supplier or service provider did not stipulate the area where the business is operating and/ or locating.
6. The preference points scored by a tender must be added to the points scored for price
 7. The points scored must be rounded off to the nearest two decimal places
 8. The contract must be awarded to the tender scoring the highest points

Specific Goals	Number of Points for Preference (80/20)	Number of Points for Preference (90/10)	Means of Verification
Company which at least 51% is owned by Black People	10	5	CSD Report
Company which is at least 51% is owned by women	10	5	CSD Report
Company which at least 51% is owned by people with disabilities	10	5	Medical report indicating disability /CSD Report
Company which 51% is owned by people living in rural underdeveloped areas	10	5	CSD Report

Identification of preference point system

53. 1. Tswaing Local Municipality must, in the tender documents, stipulate—
 - a) The applicable preference point system as envisaged in regulations 4, 5, 6 or 7;
 - b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.
2. If it is unclear whether the 80/20 or 90/10 preference point system applies, Tswaing Local Municipality must, in the tender documents, stipulate in the case of—

- a) 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
- b) 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.

80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million

1. The following formula must be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

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

Where-

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

P_{\min} = Price of lowest acceptable tender.

2. A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. (The allocation of preference points for tenders above the quotation threshold to be decided and allocated per tender)

3. 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.

4. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

90/10 preference point system for acquisition of goods or services with Rand value above R50 million

1. The following formula must be used to calculate the points out 90 for price in respect of an invitation for tender with a Rand value above R50 million, inclusive of all applicable taxes:

Where-

$$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

P_{min} = Price of lowest acceptable tender.

2. A maximum of 10 points may be awarded to a tenderer for the specific goal specified for the tender. (The allocation of preference points for tenders above the quotation threshold to be decided and allocated per tender)

3. 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.

4. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

80/20 preference points system for tenders for income-generating contracts with Rand value equal to or below R50 million

1. The following formula must be used to calculate the points for price in respect of an invitation for tender for income-generating contracts, with a Rand value equal to or below R50 million,

$$Ps = 80 \left(1 - \frac{Pt - P_{max}}{P_{max}} \right)$$

Where-

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

P_{max} = Price of highest acceptable tender.

2. A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. (The allocation of preference points for tenders above the quotation threshold to be decided and allocated per tender)

3. 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.

4. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

90/10 preference point system for tenders for income-generating contracts with Rand value above R50 million

1. The following formula must be used to calculate the points for price in respect of a tender for income-generating contracts, with a Rand value above R50 million, inclusive of all applicable taxes:

$$Ps = 90 \left(1 - \frac{Pt - Pmax}{Pmax} \right)$$

Where:

Ps = Points scored for price of tender under consideration;

Pt = Price of tender under consideration; and

Pmax= Price of highest acceptable tender.

2. A maximum of 10 points may be awarded to a tenderer for the specific goal specified for the tender. (The allocation of preference points for tenders above the quotation threshold to be decided and allocated per tender)

3. 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.

4. Subject to section 2(1) (f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Subcontracting as a condition of tender for procurement above R30 million (regulation 9)

1. The regulation states that if feasible to contract above R 30 million, an organ of state must apply subcontracting to advance designated groups.
2. The term “feasible” is used in recognition of the fact that it may not always be possible to subcontract in all tenders due to the nature of some tenders. (For instance it may not be possible to sub-contract one piece of machinery that is above R 30 million).
3. Tswaing Local Municipality will identify procurement opportunities for designated groups where compulsory sub-contracting must be applied to all contracts/ projects above R30 million.
4. The responsibility to determine whether it is feasible or not rests with Tswaing Local Municipality. Tswaing Local Municipality must ensure participation of EMEs and QSEs in contracts or projects and not just dismiss this provision on the basis that it is not feasible without providing facts and objective analysis to substantiate their decision.
5. Notwithstanding the minimum 30% compulsory sub-contracting provision, Tswaing Local Municipality may identify procurement opportunities for participation of designated groups in contracts or projects below R30 million.
6. Tenders must be advertised with a condition that tenderers who fail to comply with this requirement would be disqualified.
7. The Central Supplier Database (CSD) has been upgraded to allow bidders/ contractors/ suppliers access to CSD for identification of potential subcontractors from the pool of EMEs or QSEs to advance designated groups.
8. In the case of construction and built environment sectors, nothing prevents bidders/ contractors/ suppliers to select sub-contractors from the CIDB database who are registered on the CSD for the purposes of compliance with the minimum 30% compulsory sub-contracting provisions.
9. Tenderers or contractors must submit proof of subcontracting arrangement between the main tenderer and the subcontractor. Proof of subcontracting arrangement may include a subcontracting agreement between main tenderer and the subcontractor.
10. The responsibility for inclusion of compulsory subcontracting clause in the tender rests with Tswaing Local Municipality.
11. The responsibility to sub-contract with competent and capable subcontractors rests with the main contractor/ supplier in conjunction with Tswaing Local Municipality.

12. The contract will be concluded between the main contractor and Tswaing Local Municipality, therefore, the main contractor and not the subcontractor would be held liable for performance in terms of its contractual obligations.
13. Main contractors/ suppliers are discouraged from subcontracting with their subsidiary companies as this may be interpreted as subcontracting with themselves and / or using their subsidiaries for fronting. Where primary contractor subcontracts with a subsidiary this must be declared in tender documents.
14. Tenders that do not meet subcontracting requirements are considered as being not acceptable tenders and must be disqualified and may not be considered for further evaluation or award.

Criteria for breaking deadlock in scoring

55. 1. If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.
2. If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots. Which must be conducted by the Bid Evaluation Committee.

Remedies

56. 1. If Tswaing Local Municipality is of the view that a tenderer submitted false information regarding a specific goal, it must—
 - a) Inform the tenderer accordingly; and
 - b) Give the tenderer an opportunity to make representations within 14 days as to why the tender may not be disqualified or, if the tender has already been awarded to the tenderer, the contract should not be terminated in whole or in part.
2. After considering the representations referred to in sub regulation (1)(b), Tswaing Local Municipality may, if it concludes that such information is false—
 - a) disqualify the tenderer or terminate the contract in whole or in part; and
 - b) if applicable, claim damages from the tenderer.

Policy Review

57. 1. This policy shall be reviewed as and when necessary.

11. PREVIOUS WORK EXPERIENCE OF A SIMILAR NATURE

List main work experience of a **similar nature to this bid** successfully executed and completed (or on-going) in the last five (5) years:

No	Institution / client / employer	Project description	Date started	Date completed (indicate projected completion if on-going)	Project value in Rand	Name and contact details of contact person / reference at institution
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Representatives of the TSWAING LOCAL MUNICIPALITY are hereby authorized to contact the above contact persons / references of the various institutions to verify the correctness of the information as supplied.

<p>.....</p> <p style="text-align: center;">Signature</p>	<p>.....</p> <p style="text-align: center;">Date</p>
<p>.....</p> <p style="text-align: center;">Position</p>	<p>.....</p> <p style="text-align: center;">Name of Bidder</p>

12. BID SPECIFICATIONS

APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS

- Supply of Voice Over Internet Protocol (VOIP) Telephone Management System
- Supply of WAN
- Supply of internet
- Call centre
- Soft phones

SCOPE OF WORKS

The scope of work will be to provide voice & data services, hardware, maintenance, support and monitoring of the necessary hardware, software, and network infrastructure for a hosted IP-based Unified Communication.

Tswaing Users:

1. Delareyville main office (110 users, 65 handsets required)
2. Delareyville traffic (15 users, 8 handsets required)
3. Delareyville stores office (10 users, 5 handsets required)
4. Delareyville technical office (40 users, 22 handsets required)
5. Delareyville LED office (5 users, 4 handsets required)
6. Atamelang office (20 users, 10 handsets required)
7. Sannieshof office (20 users, 15 handsets required)
8. Agisanang office (10 users, 4 handsets required)
9. Ottosdal office (15 users, 6 handsets required)
10. Khunwana library (5 users, 3 handsets required)
11. Ganalaagte library (5 users, 3 handsets required)
12. Delareyville library (8 users, 4 handsets required)

Telephone lines at the sites:

1. Delareyville main office – 053 948 9400/053 948 0900 (Switchboard)
2. Delareyville traffic - 053 948 9400/053 948 0900
3. Delareyville stores office – 053 948 1943
4. Delareyville technical office – 053 948 0787/053 948 0073 (Switchboard)
5. Delareyville LED office – no line
6. Atamelang office – 018 334 2664 (Switchboard)
7. Sannieshof office – 018 683 0019 (Switchboard)
8. Agisanang office – no line
9. Ottosdal office – 018 571 0002 (Switchboard)
10. Khunwana library – no line
11. Ganalaagte library – no line
12. Delareyville library – 053 948 1743

Current handsets Grandstream GXP1625
Switches BDCOM S1526-24P-400

The bidder to provide all the necessary resources needed including network points, routers, switches, firewall, cabling and fly lead to link offices for an efficient internet and VoIP system. The VoIP system will depend entirely on the internet provided by the bidder.

Softphones

100 x Softphones

First phase

1. Delareyville main office (0539489400)
2. Delareyville traffic
3. Technical offices (0539480787 / 0073)
4. Stores (0539481943)
5. Sannieshof (0186830019 / 0067)
6. Atamelang (0183342664)
7. Ottosdal (0185710002 / 0207)
8. LED offices

Second phase

9. Agisanang
10. Ganalaagte library
11. Khunwana library
12. Delareyville library

Coordinates

- Delareyville main office - -26.686062873195787, 25.457350361553132
- Delareyville stores - -26.69318784087673, 25.450350813493024
- Technical/Community service offices - -26.69326212776498, 25.454218558748863
- LED offices - -26.69291226006167, 25.454771093785414
- Atamelang - -26.504807133075573, 25.36566467222634
- Sannieshof - -26.529642443838302, 25.809199335530977
- Agisanang - -26.55792278251634, 25.824681045905685
- Ottosdal - -26.811299139499354, 26.003320280337608
- Khunwana Library - -26.372064086863297, 25.330280363470305
- Ganalaagte Library - -26.46947293938225, 25.53568136935729

Solution Requirements

The solution should provide for the below services with the necessary voice functionalities required to meet the onsite and remote users such as users working from home; the scope is not limited to the below services/ features;

- a) Provide an end-to-end hosted IP PBX solution.
- b) Provide a stable network connectivity to the service provider hosting environment.
- c) Provide the voice infrastructure (SIP).

- d) Provide voice equipment for onsite users- handsets; headset; softphones and user profiling.
- e) Provide workforce mobility.
- f) Provide a main contact centre service for onsite users and external clients that can route calls to different municipal units.
 - Provide full Automatic Call Distributor (ACD) functionality.
 - Cater for 10 agents as well as the expected growth to 20 agents.
 - Provide Split queues/multiple call flows/different agent groups across the organisation.
 - Provide Interactive Voice Response (IVR) allow for multiple tier announcements and selections.
 - Facility should record and insert an ad hoc message as part of the Interactive Voice Response (IVR). The recording and uploading of this message to be done by the Tswaing system administrator.
 - Should cater for softphones.
 - Solution should provide full statistical reports.
 - Provide “abandoned call search”.
 - Supervisor to add/move agents between call queues.
 - Provide Supervisor assist.
 - Provide silent monitoring by the Supervisor.
 - End-user competency training is required.
 - Provide Executive handsets for five (5) senior management and their secretaries.
- g) Provide a hybrid switchboard capability.
 - Flexibility in the configuration of operator positions as well as the maximum number of operator terminals which can be connected to the system,
 - Switchboard consoles to cater for disabilities such as visual impairment or any other impairments,
 - The type of headset recommended for use on the System offered should be provided (name, model number and performance specifications),
- h) Provide access for remote / home users to the business voice services.
- i) Provide Fax2email; voice recording, voice logging and bulk SMS.
- j) Provide integration of smart phones and softphones (Teams/Zoom – Capability to use Ms Teams/Zoom to dial other telco/network service providers) to the business voice service.
- k) Provide Call routing – Follow me option; redirect calls.
- l) Provide voice conferencing.
- m) Provide telephone number porting.
- n) Provide Helpline / Hotline numbers.
- o) Provide reduce call rates.
- p) Provide monthly reports. Each user to have a weekly/monthly limit. User must be able to extract their call reports from the system and receive weekly email notifications.
- q) Provide an end-to-end maintenance and support for three years.
- r) Provide a transition plan.

- s) Solution should integrate to Outlook, for voicemail to email.
- t) Provide centralised telephone management (TMS)
 - TMS system should be able to be accessed from a web portal.
 - Calls made on behalf of any extension in the network should be correctly reflected against the extension to which the call was transferred.
 - Soft barring (call block)
- u) Provide extension features
 - Call forward to another extension or an external number when required.
 - Conference facilities should cater for at least 5 parties i.e. either external or internal parties.
 - Provide conference bridging facilities to cater for 20 parties.
 - Flexibility pin codes required by multiple users on one phone instrument.
 - Telephone handset capability to toggle between 2 calls.
 - Capability for pin codes to be re-set by Administrator.
- v) Unified interface to any collaborative platforms e.g. Microsoft Teams, Zoom platforms, etc.
MS Office E3 & E5 integration
- w) Voice services to include at least fixed mobile convergence, smart access number capabilities and geographic number portability from the current system.
- x) Switchboards with auto-attended options.
- y) Direct Dial-in

2. WAN Services & Internet

Solution UCS for Tswaing Local Municipality

1. Delareyville (100Mbps for 188 users)
2. Atamelang office (40Mbps for 20 users)
3. Sannieshof office (50Mbps for 20 users)
4. Agisanang office (40Mbps for 10 users)
5. Ottosdal office (40Mbps for 15 users)
6. Khunwana library (20Mbps for 5 users)
7. Ganalaagte library (20Mbps for 5 users)

Point-to-Point Connectivity between remote sites and main office. Delareyville sites to use fibre for connectivity. Switches must be PoE.

Internet Connectivity

- Uncapped Unshaped Business connectivity
- Synchronous Bandwidth Profile
- Internet Router
- Firewall Device

Must include following managed services:

- Internet for data and voice
- Firewall management
- Web-content Filtering
- Route maintenance
- VPN service for remote login
- Remote VPN service must include an OTP (one-time-PIN) system for security reasons. (Demo of such system should be provided upon request).
- Internet service must be supplied via 2 last-mile links (primary and secondary) with network diversity & automatic failover.

Call Centre

- Installation and Configuration of contact centre services must include emails, webchats, and social media interactions.
- Contact centres must take an [omnichannel](#) approach, enabling Tswaing to refine customer service, increase efficiency and improve insights into customers' behaviours
- It must include chatbots to cloud technology.
- Define the role of Artificial Intelligence in the contact centre.
- Provisioning of Telecommunication devices (headsets, desk phones, softphones etc.)
- Interactive Voice Response

WhatsApp Integrated ticket system Service.

- Issue Support Ticket Number numbers
- Manage interactions between community and support staff
- Support media and text messages
- Support location sharing
- Reports and Dashboards for municipality staff
- Should include training for the municipality call centre
- Should integrate with VoIP Server for "click-to-dial"

Shortlisted bidders may be invited to do a presentation of the proposal.

GENERAL REQUIREMENTS

- a) The specific warranty requirement is for a 3-year next business day on-site replacement or repair. The option to extend such a service should be an available option.
- b) The proposed solution must incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges.
- c) The successful bidder must retain existing phone numbers of Tswaing Local Municipality. The bidder's solution should address how this can be achieved.
- d) The system must have built-in redundancy mechanisms to overcome failures such as component and power failure.

SUPPORT AND SLA AGREEMENTS

- a) Minimum of 98% of outbound call volume must be routed through the VOIP data circuit.
- b) 99% uptime of the voice services (carrier grade voice quality).
- c) Mean time to respond must be within 4 hours and mean time to repair must be within 24 hours.
- d) Measures taken to attain Network redundancy.

SECURITY

- a) Tswaing requires that communication is secure and that appropriate security measures are taken to reduce potential interruptions / interception of communication.
- b) For enhanced security, the Unified Communication System should be able to encrypt the IP calls end to end with appropriate securities.
- c) Access to the system should be secure and appropriate protocols must be utilized.

SPECIAL CONDITIONS (MINIMUM QUALIFICATION CRITERIA)

Bidders not able to provide evidence of the following items will lead to their disqualification from evaluation.

- a) The bidder needs to have completed a minimum of 3 (three) medium to large UCS installations (with at least 100 end user extensions) successfully completed within the last 5 years, with contactable references. All necessary permissions to contact them and contact details to be updated as Tswaing Local Municipality will contact these references with a list of assessment questions.
- b) The bidder to attach the following documents in the proposal/bid submission
 - i. Design documents (security, configuration, etc.)
 - ii. Detailed project plan that outlines tasks, milestones, durations, and resource needs.
 - iii. Model that demonstrates how the solution will save costs.
 - iv. Model that demonstrates how the bidder will monitor and maintain outgoing and incoming digital voice services infrastructure.
- c) The bidders project team to consist of a minimum of three specialists:
 - i. Certified network specialist
 - ii. Certified IP telephony specialist
 - iii. Project manager

COMMUNICATION AND REPORTING

- a) A Project Manager to be appointed by the bidder as the delegated responsible person for fulfilling bidder's obligations, during implementation.
- b) A Project Team comprising representatives nominated by Tswaing and the bidder, including the bidder's Project Manager shall be established, to oversee implementation progress.
- c) In this regard the bidder shall be expected to attend progress meetings biweekly.
- d) The Project Team shall report to the IT Manager.

STRUCTURE OF THE TECHNICAL PROPOSAL DOCUMENT

Notwithstanding the structure of the rest of the bid, the technical solution in response to the terms of reference needs to be submitted in the following format.

Section 1: Introduction

This section must describe the bidders understanding of the scope of work, necessary skills, and company profile.

Section 2: Executive summary

An overview of the main points contained in the proposal with reference to section where more detailed discussion of each point can be found.

Section 3: Proposed solution design

This item should include the design documents the migration plan. The method of routing outgoing calls to ensure cost reduction, maintain acceptable Quality of Service (QOS) and security must be covered. Acceptance testing plan must be included in this section.

Section 4: Work plan and duration (implementation plan)

The work plan and duration for the overall work (from project kick-off date till the Final delivery date), including any dependencies between the separate items in the Scope. The bidder should provide deliverables and milestones as specified.

Section 5: Track Record

Provide at least 3 reference letters demonstrating the work completed.

Appendix I: Methodology

The bidder should provide details of any appropriate methodologies. This section needs to also cover the acceptance test plan methodology.

Appendix II: Cost savings

The pricing model demonstrating the cost savings for the bid as well as supporting material of previous projects and the cost savings achieved on the call charges and other related information.

Appendix III: Detailed CVs

The bidder should provide detailed CVs of staff team members who will implement the project and their certifications.

Appendix IV: Organization Chart

The bidder should provide an organization chart and project organization structure. Provided CVs must be mapped to the provided organization structure.

Appendix V: Other material

Other technical material relevant for the solution and requested need to be added here.

Note 1: Academic Qualifications

In case of supply of WAN, Internet and telephone management system, Team Leader and Technical Support must possess academic qualifications related to Wide Area Network - WAN, Internet Service Provider - ISP and Telephone Management, Proof of academic qualifications in the form of copies must be attached to the Team Leader/Project Director's CV. Foreign

qualifications must be accompanied by a certificate from Qualifications Certification Body. The proposed Project Director/Team Leader shall be in any specialised qualification in firewall. The proposed Support Technician / Technologist shall be in possession of at least a networking qualification. Failure to provide this proof of academic qualifications will result in the project Leader/Director and/or Support Technician / Technologist being regarded as not having minimum prescribed qualifications, and will eliminate the tender from further evaluation.

Note 2: Specialised Qualification

Proof of registration of the Project Leader/ Director as special qualification with any of proposed firewall solution must be attached. Failure to provide this proof of specialised qualification registration will result in the project Leader/Director being regarded as not qualified, and will eliminate the tender from further evaluation.

Note 3: Experience after qualification

A minimum of 5 years post qualification experience as well as a minimum 3 year post special qualification experience is required for the team leader. Any Project Leader/Director's post qualification and registration below 5 years and 3 years respectively will eliminate the tender from further evaluation.

Note 4: Employment History (Involvement in comparable projects)

Proof of employment history must be contained in the Curriculum Vitae (CV) and must include references and contact details. The CV must contain only necessary and relevant information for the purpose of this project (not marital status, hobbies, number of children, etc.). Failure to provide the employment history on CV shall warrant an automatic elimination of tender from any further evaluation.

Note 5: Current Employment

Confirmation of current employment must either be in the form of letter from Employer or must be reflected or contained in the CV attached. Where a proposed Team Leader is seconded from a rival Consulting Firm, an agreement between the two entities as well as a written undertaking confirming the person's full-time availability for the duration of a project must be attached to the CV.

Guideline to experience on similar or comparable projects

a) Experience on supply of Wide Area Network (WAN) Projects implemented and successfully completed

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of Supply of Wide Area Network (WAN) projects implemented and successfully completed. Points claimed without these requested evidence documents will not be considered.

b) Experience on Supply of Internet Service Provider (ISP) Projects Implemented and Successfully Completed

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of supply of Internet Service Provider (ISP) Projects Implemented and Successfully Completed. Points claimed without these requested evidence documents will not be considered.

c) Experience on Supply and maintenance of Telephone management Projects implemented and successfully completed

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of supply and maintenance of telephone management Projects implemented and successfully completed. Points claimed without these requested evidence documents will not be considered.

PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)

Once-off Costs

	Telephone	Internet & WAN
Phase 1 Site Establishment & Installation		
1. Delareyville Main Office		
2. Traffic		
3. Stores		
4. Technical Offices		
5. LED Offices		
6. Sannieshof Offices		
7. Atamelang Offices		
8. Ottosdal Offices		
Phase 2 Installation		
9. Agisanang Office		
10. Khunwana Library		
11. Ganalaagte Library		
12. Delareyville Library		

Sub Total		
Vat		
Total		

Monthly Maintenance & Support

	Telephone	Internet & WAN
Year 1 Monthly Costs		
Year 2 Monthly Costs		
Year 3 Monthly Costs		
Sub Total		
VAT		
Total		

Total Cost of the Project for 36 Months

	Telephone	Internet & WAN
Site establishment & Installation		
Monthly Maintenance for 36 Months		
Total Cost of the Project, VAT inclusive		

Call Centre (Optional)

	Amount
Call Centre Once-Off Installation	
Year 1 Monthly Costs	
Year 2 Monthly Costs	
Year 3 Monthly Costs	
Sub Total	
VAT	
Total	

DATES FOR DELIVERY AND COMPLETION

1. The Bidder shall state the proposed start and completion dates, estimated appointment is three (3) months after closure of the bid.
2. The Bidder shall simultaneously fill in the period required to complete the work in days or weeks from the date of acceptance of the offer by the Employer. This shall be used to

adjust dates should the Contract placement date vary.

Item	Start Date	Completion Date	Working Period
1: Sourcing and provisioning of Telephone equipment			
2: Project Kick-off			
3: Installation, Configuration, Testing and Go-Live of the IP PBX. Solution documentation (high level designs/technical solution designs) and test results. (Completion certificate per site).			
4: Project sign off, hand-over and closure.			
5: Hardware/Software maintenance and support for the IP PBX for a period of three years			

SOCIO-ECONOMIC DEVELOPMENT (Not applicable)

Tswaing Local Municipality intends to achieve the objective of promoting an environment that is health, safe, efficient, productive, harmonious, free from disruption and localises opportunities.

The Bidder shall submit a plan with regard to SED targets set by Tswaing for each respective SED element during the Request for Bid (RFB) phase. Bidders have to submit SED plans as part of their proposals in reaction to the RFB. Bidders are required to demonstrate through their SED plans how the involvement of black persons and historically disadvantaged individuals (HDIs) will be secured, as well as their commitment to the respective SED elements.

TERMS OF REFERENCE

Bid number:SCM003/2023/24

Closing day and time: 20/12/2024 12H00

Bid description: **APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS**

- Supply of Voice Over Internet Protocol (VOIP) Telephone Management System
- Supply of WAN
- Supply of internet
- Call centre
- Soft phones

SCOPE OF WORKS

The scope of work will be to provide voice & data services, hardware, maintenance, support and monitoring of the necessary hardware, software, and network infrastructure for a hosted IP-based Unified Communication.

Tswaing Users:

13. Delareyville main office (110 users, 65 handsets required)
14. Delareyville traffic (15 users, 8 handsets required)
15. Delareyville stores office (10 users, 5 handsets required)
16. Delareyville technical office (40 users, 22 handsets required)
17. Delareyville LED office (5 users, 4 handsets required)
18. Atamelang office (20 users, 10 handsets required)
19. Sannieshof office (20 users, 15 handsets required)
20. Agisanang office (10 users, 4 handsets required)
21. Ottosdal office (15 users, 6 handsets required)
22. Khunwana library (5 users, 3 handsets required)
23. Ganalaagte library (5 users, 3 handsets required)
24. Delareyville library (8 users, 4 handsets required)

Telephone lines at the sites:

13. Delareyville main office – 053 948 9400/053 948 0900 (Switchboard)
14. Delareyville traffic - 053 948 9400/053 948 0900
15. Delareyville stores office – 053 948 1943
16. Delareyville technical office – 053 948 0787/053 948 0073 (Switchboard)
17. Delareyville LED office – no line
18. Atamelang office – 018 334 2664 (Switchboard)
19. Sannieshof office – 018 683 0019 (Switchboard)
20. Agisanang office – no line
21. Ottosdal office – 018 571 0002 (Switchboard)
22. Khunwana library – no line
23. Ganalaagte library – no line
24. Delareyville library – 053 948 1743

Current handsets Grandstream GXP1625

Switches BDCOM S1526-24P-400

The bidder to provide all the necessary resources needed including network points, routers, switches, firewall, cabling and fly lead to link offices for an efficient internet and VoIP system. The VoIP system will depend entirely on the internet provided by the bidder.

Softphones

100 x Softphones

First phase

13. Delareyville main office (0539489400)
14. Delareyville traffic
15. Technical offices (0539480787 / 0073)
16. Stores (0539481943)
17. Sannieshof (0186830019 / 0067)
18. Atamelang (0183342664)
19. Ottosdal (0185710002 / 0207)
20. LED offices

Second phase

21. Agisanang
22. Ganalaagte library
23. Khunwana library
24. Delareyville library

Coordinates

- Delareyville main office - -26.686062873195787, 25.457350361553132
- Delareyville stores - -26.69318784087673, 25.450350813493024
- Technical/Community service offices - -26.69326212776498, 25.454218558748863
- LED offices - -26.69291226006167, 25.454771093785414
- Atamelang - -26.504807133075573, 25.36566467222634
- Sannieshof - -26.529642443838302, 25.809199335530977
- Agisanang - -26.55792278251634, 25.824681045905685
- Ottosdal - -26.811299139499354, 26.003320280337608
- Khunwana Library - -26.372064086863297, 25.330280363470305
- Ganalaagte Library - -26.46947293938225, 25.53568136935729

Solution Requirements

The solution should provide for the below services with the necessary voice functionalities required to meet the onsite and remote users such as users working from home; the scope is not limited to the below services/ features;

- f) Provide an end-to-end hosted IP PBX solution.

- g) Provide a stable network connectivity to the service provider hosting environment.
- h) Provide the voice infrastructure (SIP).
- i) Provide voice equipment for onsite users- handsets; headset; softphones and user profiling.
- j) Provide workforce mobility.
- z) Provide a main contact centre service for onsite users and external clients that can route calls to different municipal units.
 - Provide full Automatic Call Distributor (ACD) functionality.
 - Cater for 10 agents as well as the expected growth to 20 agents.
 - Provide Split queues/multiple call flows/different agent groups across the organisation.
 - Provide Interactive Voice Response (IVR) allow for multiple tier announcements and selections.
 - Facility should record and insert an ad hoc message as part of the Interactive Voice Response (IVR). The recording and uploading of this message to be done by the Tswaing system administrator.
 - Should cater for softphones.
 - Solution should provide full statistical reports.
 - Provide “abandoned call search”.
 - Supervisor to add/move agents between call queues.
 - Provide Supervisor assist.
 - Provide silent monitoring by the Supervisor.
 - End-user competency training is required.
 - Provide Executive handsets for five (5) senior management and their secretaries.
- aa) Provide a hybrid switchboard capability.
 - Flexibility in the configuration of operator positions as well as the maximum number of operator terminals which can be connected to the system,
 - Switchboard consoles to cater for disabilities such as visual impairment or any other impairments,
 - The type of headset recommended for use on the System offered should be provided (name, model number and performance specifications),
- bb) Provide access for remote / home users to the business voice services.
- cc) Provide Fax2email; voice recording, voice logging and bulk SMS.
- dd) Provide integration of smart phones and softphones (Teams/Zoom – Capability to use Ms Teams/Zoom to dial other telco/network service providers) to the business voice service.
- ee) Provide Call routing – Follow me option; redirect calls.
- ff) Provide voice conferencing.
- gg) Provide telephone number porting.
- hh) Provide Helpline / Hotline numbers.
- ii) Provide reduce call rates.
- jj) Provide monthly reports. Each user to have a weekly/monthly limit. User must be able to extract their call reports from the system and receive weekly email notifications.

- kk) Provide an end-to-end maintenance and support for three years.
- ll) Provide a transition plan.
- mm) Solution should integrate to Outlook, for voicemail to email.
- nn) Provide centralised telephone management (TMS)
 - TMS system should be able to be accessed from a web portal.
 - Calls made on behalf of any extension in the network should be correctly reflected against the extension to which the call was transferred.
 - Soft barring (call block)
- oo) Provide extension features
 - Call forward to another extension or an external number when required.
 - Conference facilities should cater for at least 5 parties i.e. either external or internal parties.
 - Provide conference bridging facilities to cater for 20 parties.
 - Flexibility pin codes required by multiple users on one phone instrument.
 - Telephone handset capability to toggle between 2 calls.
 - Capability for pin codes to be re-set by Administrator.
- pp) Unified interface to any collaborative platforms e.g. Microsoft Teams, Zoom platforms, etc.
MS Office E3 & E5 integration
- qq) Voice services to include at least fixed mobile convergence, smart access number capabilities and geographic number portability from the current system.
- rr) Switchboards with auto-attended options.
- ss) Direct Dial-in

2. WAN Services & Internet

Solution UCS for Tswaing Local Municipality

- 8. Delareyville (100Mbps for 188 users)
- 9. Atamelang office (40Mbps for 20 users)
- 10. Sannieshof office (50Mbps for 20 users)
- 11. Agisanang office (40Mbps for 10 users)
- 12. Ottosdal office (40Mbps for 15 users)
- 13. Khunwana library (20Mbps for 5 users)
- 14. Ganalaagte library (20Mbps for 5 users)

Point-to-Point Connectivity between remote sites and main office. Delareyville sites to use fibre for connectivity. Switches must be PoE.

Internet Connectivity

- Uncapped Unshaped Business connectivity
- Synchronous Bandwidth Profile

- Internet Router
- Firewall Device

Must include following managed services:

- Internet for data and voice
- Firewall management
- Web-content Filtering
- Route maintenance
- VPN service for remote login
- Remote VPN service must include an OTP (one-time-PIN) system for security reasons. (Demo of such system should be provided upon request).
- Internet service must be supplied via 2 last-mile links (primary and secondary) with network diversity & automatic failover.

Call Centre

- Installation and Configuration of contact centre services must include emails, webchats, and social media interactions.
- Contact centres must take an [omnichannel](#) approach, enabling Tswaing to refine customer service, increase efficiency and improve insights into customers' behaviours
- It must include chatbots to cloud technology.
- Define the role of Artificial Intelligence in the contact centre.
- Provisioning of Telecommunication devices (headsets, desk phones, softphones etc.)
- Interactive Voice Response

WhatsApp Integrated ticket system Service.

- Issue Support Ticket Number numbers
- Manage interactions between community and support staff
- Support media and text messages
- Support location sharing
- Reports and Dashboards for municipality staff
- Should include training for the municipality call centre
- Should integrate with VoIP Server for "click-to-dial"

Shortlisted bidders may be invited to do a presentation of the proposal.

GENERAL REQUIREMENTS

- a) The specific warranty requirement is for a 3-year next business day on-site replacement or repair. The option to extend such a service should be an available option.
- b) The proposed solution must incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges.
- c) The successful bidder must retain existing phone numbers of Tswaing Local Municipality. The

bidder's solution should address how this can be achieved.

d) The system must have built-in redundancy mechanisms to overcome failures such as component and power failure.

SUPPORT AND SLA AGREEMENTS

a) Minimum of 98% of outbound call volume must be routed through the VOIP data circuit.

b) 99% uptime of the voice services (carrier grade voice quality).

c) Mean time to respond must be within 4 hours and mean time to repair must be within 24 hours.

d) Measures taken to attain Network redundancy.

SECURITY

a) Tswaing requires that communication is secure and that appropriate security measures are taken to reduce potential interruptions / interception of communication.

b) For enhanced security, the Unified Communication System should be able to encrypt the IP calls end to end with appropriate securities.

c) Access to the system should be secure and appropriate protocols must be utilized.

SPECIAL CONDITIONS (MINIMUM QUALIFICATION CRITERIA)

Bidders not able to provide evidence of the following items will lead to their disqualification from evaluation.

a) The bidder needs to have completed a minimum of 3 (three) medium to large UCS installations (with at least 100 end user extensions) successfully completed within the last 5 years, with contactable references. All necessary permissions to contact them and contact details to be updated as Tswaing Local Municipality will contact these references with a list of assessment questions.

b) The bidder to attach the following documents in the proposal/bid submission

i. Design documents (security, configuration, etc.)

ii. Detailed project plan that outlines tasks, milestones, durations, and resource needs.

iii. Model that demonstrates how the solution will save costs.

iv. Model that demonstrates how the bidder will monitor and maintain outgoing and incoming digital voice services infrastructure.

c) The bidders project team to consist of a minimum of three specialists:

i. Certified network specialist

ii. Certified IP telephony specialist

iii. Project manager

COMMUNICATION AND REPORTING

a) A Project Manager to be appointed by the bidder as the delegated responsible person for fulfilling bidder's obligations, during implementation.

b) A Project Team comprising representatives nominated by Tswaing and the bidder, including the

bidder's Project Manager shall be established, to oversee implementation progress.

c) In this regard the bidder shall be expected to attend progress meetings biweekly.

d) The Project Team shall report to the IT Manager.

STRUCTURE OF THE TECHNICAL PROPOSAL DOCUMENT

Notwithstanding the structure of the rest of the bid, the technical solution in response to the terms of reference needs to be submitted in the following format.

Section 1: Introduction

This section must describe the bidders understanding of the scope of work, necessary skills, and company profile.

Section 2: Executive summary

An overview of the main points contained in the proposal with reference to section where more detailed discussion of each point can be found.

Section 3: Proposed solution design

This item should include the design documents the migration plan. The method of routing outgoing calls to ensure cost reduction, maintain acceptable Quality of Service (QOS) and security must be covered. Acceptance testing plan must be included in this section.

Section 4: Work plan and duration (implementation plan)

The work plan and duration for the overall work (from project kick-off date till the Final delivery date), including any dependencies between the separate items in the Scope. The bidder should provide deliverables and milestones as specified.

Section 5: Track Record

Provide at least 3 reference letters demonstrating the work completed.

Appendix I: Methodology

The bidder should provide details of any appropriate methodologies. This section needs to also cover the acceptance test plan methodology.

Appendix II: Cost savings

The pricing model demonstrating the cost savings for the bid as well as supporting material of previous projects and the cost savings achieved on the call charges and other related information.

Appendix III: Detailed CVs

The bidder should provide detailed CVs of staff team members who will implement the project and their certifications.

Appendix IV: Organization Chart

The bidder should provide an organization chart and project organization structure. Provided CVs must be mapped to the provided organization structure.

Appendix V: Other material

Other technical material relevant for the solution and requested need to be added here.

Note 1: Academic Qualifications

In case of supply of WAN, Internet and telephone management system, Team Leader and Technical Support must possess academic qualifications related to Wide Area Network - WAN, Internet Service Provider - ISP and Telephone Management, Proof of academic qualifications in the form of copies must be attached to the Team Leader/Project Director's CV. Foreign qualifications must be accompanied by a certificate from Qualifications Certification Body. The proposed Project Director/Team Leader shall be in any specialised qualification in firewall. The proposed Support Technician / Technologist shall be in possession of at least a networking qualification. Failure to provide this proof of academic qualifications will result in the project Leader/Director and/or Support Technician / Technologist being regarded as not having minimum prescribed qualifications, and will eliminate the tender from further evaluation.

Note 2: Specialised Qualification

Proof of registration of the Project Leader/ Director as special qualification with any of proposed firewall solution must be attached. Failure to provide this proof of specialised qualification registration will result in the project Leader/Director being regarded as not qualified, and will eliminate the tender from further evaluation.

Note 3: Experience after qualification

A minimum of 5 years post qualification experience as well as a minimum 3 year post special qualification experience is required for the team leader. Any Project Leader/Director's post qualification and registration below 5 years and 3 years respectively will eliminate the tender from further evaluation.

Note 4: Employment History (Involvement in comparable projects)

Proof of employment history must be contained in the Curriculum Vitae (CV) and must include references and contact details. The CV must contain only necessary and relevant information for the purpose of this project (not marital status, hobbies, number of children, etc.). Failure to provide the employment history on CV shall warrant an automatic elimination of tender from any further evaluation.

Note 5: Current Employment

Confirmation of current employment must either be in the form of letter from Employer or must be reflected or contained in the CV attached. Where a proposed Team Leader is seconded from a rival Consulting Firm, an agreement between the two entities as well as a written undertaking confirming the person's full-time availability for the duration of a project must be attached to the CV.

Guideline to experience on similar or comparable projects

- d) **Experience on supply of Wide Area Network (WAN) Projects implemented and successfully completed**

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of Supply of Wide Area Network (WAN) projects implemented and successfully completed. Points claimed without these requested evidence documents will not be considered.

e) Experience on Supply of Internet Service Provider (ISP) Projects Implemented and Successfully Completed

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of supply of Internet Service Provider (ISP) Projects Implemented and Successfully Completed. Points claimed without these requested evidence documents will not be considered.

f) Experience on Supply and maintenance of Telephone management Projects implemented and successfully completed

The Tenderer must attach copies of Appointment Letters or Completion Certificates as evidence of supply and maintenance of telephone management Projects implemented and successfully completed. Points claimed without these requested evidence documents will not be considered.

PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)

Once-off Costs

	Telephone	Internet & WAN
Phase 1 Site Establishment & Installation		
13. Delareyville Main Office		
14. Traffic		
15. Stores		
16. Technical Offices		
17. LED Offices		
18. Sannieshof Offices		
19. Atamelang Offices		
20. Ottosdal Offices		
Phase 2 Installation		
21. Agisanang Office		
22. Khunwana Library		

23. Ganalaagte Library		
24. Delareyville Library		
Sub Total		
Vat		
Total		

Monthly Maintenance & Support

	Telephone	Internet & WAN
Year 1 Monthly Costs		
Year 2 Monthly Costs		
Year 3 Monthly Costs		
Sub Total		
VAT		
Total		

Total Cost of the Project for 36 Months

	Telephone	Internet & WAN
Site establishment & Installation		
Monthly Maintenance for 36 Months		
Total Cost of the Project, VAT inclusive		

Call Centre (Optional)

	Amount
Call Centre Once-Off Installation	
Year 1 Monthly Costs	
Year 2 Monthly Costs	
Year 3 Monthly Costs	
Sub Total	
VAT	
Total	

DATES FOR DELIVERY AND COMPLETION

3. The Bidder shall state the proposed start and completion dates, estimated appointment is three (3) months after closure of the bid.
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1. SERVICE LEVEL AGREEMENT/FORM OF CONTRACT

Successful Service provider/s will be required to sign a Service Level Agreement / Contract Form (MBD 7.1) with the TSWAING LOCAL MUNICIPALITY.

The following documents shall be deemed to form and be read and construed as part of this agreement:

- (i) Quotation documents, viz
 - Invitation to Quotation
 - Tax clearance certificate
 - Pricing schedule(s)
 - Technical Specification(s)
 - Preference claims in terms of the Preferential Procurement Regulations 2022

- Declaration of interest
- Special Conditions of Contract;
- (ii) General Conditions of Contract (July 2010); and
- (iii) TSWAING LOCAL MUNICIPALITY's Supply Chain Management Policy.

2. PAYMENT

Payment arrangements will be discussed with the successful Service provider/s to be in line with the milestones as per the Service Level Agreement / Form of Contract.

3. RECOMMENDATIONS

4. REFERENCE TO QUOTATION INVITATION

Refer to the information and criteria as per the bid invitation pertaining to this bid.

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

BID NUMBER: SCM003/2024/25
CLOSING DATE AND TIME: 20/12/2024
BID DESCRIPTION: APPOINTMENT FOR THE SUPPLY OF WAN, INTERNET AND TELEPHONE MANAGEMENT SOLUTIONS FOR A PERIOD OF 36 MONTHS

Description of Goods / services required	Bid Price in Rands
Nett price (Excluding VAT)	
VAT	
Total bid price (Including VAT) (Carry forward to front cover of this bid document)	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

14. CONTRACT FORM - PURCHASE OF GOODS/WORKS (MBD 7.1)

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

PART 1 (TO BE FILLED IN BY THE BIDDER):

1. I/We hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to the TSWAING LOCAL MUNICIPALITY in accordance with the requirements and specifications stipulated in bid number **SCM003/2024/25** at the price/s quoted. My/Our offer/s remains binding upon me/us and open for acceptance by the purchaser during the validity period indicated and calculated from the closing date of bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (iv) Bidding documents, viz
 - Invitation to bid
 - Tax clearance certificate
 - Pricing schedule(s)
 - Technical Specification(s)
 - Preference claims in terms of the Preferential Procurement Regulations 2022
 - Declaration of interest
 - Special Conditions of Contract;
 - (v) General Conditions of Contract; and
 - (vi) TSWAING LOCAL MUNICIPALITY's Supply Chain Management Policy.
3. I/We confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I/we accept that any mistakes regarding price(s) and rate(s) and calculations will be at my/our own risk.
4. I/We accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal liable for the due fulfilment of this contract.
5. I/We declare that I/we have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I/We confirm that I/we am/are duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

WITNESSES

1

2.

DATE

DATE

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. S Maroga in my capacity as **ACTING MUNICIPAL MANAGER** of the TSWAING LOCAL MUNICIPALITY accept your bid under reference number **SCM003/2024/25**, dated.....for the supply of goods/works indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating delivery instructions is forthcoming.
3. I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the delivery note.
4. I confirm that I am duly authorized to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1.

2.

DATE

**15. Annexure A: Government Procurement: General
Conditions of Contract (July 2010)**

**THE NATIONAL TREASURY
Republic of South Africa**

**GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT**
July 2010

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information inspection
6. Patent Rights
7. Performance security
8. Inspections, tests and analyses
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental Services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Variation orders
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Anti-dumping and countervailing duties and rights
25. Force Majeure
26. Termination for insolvency
27. Settlement of Disputes
28. Limitation of Liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. Transfer of contracts
34. Amendments of contracts
35. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignee's store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the goods are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the goods covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillaries to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 "Supplier" means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.

1.26 "Tort" means in breach of contract.

1.27 "Turnkey" means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.

1.28 "Written" or "in writing" means hand-written in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific goods, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable Fee for documents may be charged.

3.2 Invitations to bid are usually published in locally distributed news media and on the \ municipality/municipal entity website.

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information inspection

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent Rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

6.2 When a supplier developed documentation / projects for the municipality / municipal entity, the intellectual, copy and patent rights or ownership of such documents or projects will vest in the municipality / municipal entity.

7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
- (b) a cashier's or certified cheque.

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that goods to be produced or services to be rendered should at any stage be subject to inspections, tests and analyses, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or organization acting on behalf of the purchaser.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Goods and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods, which do comply with the requirements of the contract. Failing such removal, the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods and arrangements for shipping and clearance obligations shall be made by the supplier in accordance with the terms specified in the contract.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified.

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;
- (b) in the event of termination of production of the spare parts:
 - (i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract,

or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.

18. Variation orders

18.1 In cases where the estimated value of the envisaged changes in purchase does not vary more than 15% of the total value of the original contract, the contractor may be instructed to deliver the goods or render the services as such. In cases of measurable quantities, the contractor may be approached to reduce the unit price, and such offers may be accepted provided that there is no escalation in price.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the goods are required, or the supplier's services are not readily available.

21.4 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of penalties.

21.5 Upon any delay beyond the delivery period in the case of a goods contract, the purchaser shall, without cancelling the contract, be entitled to purchase goods of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgement of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner, as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within

the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.

23.5. Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website

24. Antidumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the supplier to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the supplier in regard to goods or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Notwithstanding any reference to mediation and/or court proceedings herein,

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier for goods delivered and / or services rendered according to the prescripts of the contract.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in

his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

32.4 No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

33. Transfer of contracts

33.1 The contractor shall not abandon, transfer, cede assign or sublet a contract or part thereof without the written permission of the purchaser

34. Amendment of contracts

34.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

35. Prohibition of restrictive practices

35.1 In terms of section 4 (1) (b) (iii) 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 collusive bidding.

35.2 If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.

35.3 If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.