

RFQ TITLE	PROVISION OF ICT ADVISORY SERVICES
RFQ NUMBER	FAIS2025/26 - T003
DATE ISSUED	28 August 2025
CLOSING DATE	26 September 2025
NON-COMPULSORY BRIEFING	04 September 2025
BID ENQUIRIES	All bid inquiries must be submitted by 12 September 2025
CLOSING TIME	11h00 (South African Standard Time, obtained from Telkom SA SOC Limited by dialling 1026)
PHYSICAL ADDRESS	Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010
POSTAL ADDRESS	P O Box 41, Menlyn Park, 0063
WEBSITE	<u>www.faisombud.co.za</u>
TO BE COMPLETED BY THE BIDDER	
BIDDER'S NAME	
TELEPHONE NUMBER	
EMAIL ADDRESS	
NAME OF BIDDER REPRESENTATIVE	
SUPPLIER NUMBER AS PER CENTRAL SUPPLIER DATABASE (CSD) REPORT: MAAA	
POSITION OCCUPIED IN THE COMPANY	
COMPANY REGISTRATION NUMBER	
ENQUIRIES RELATING TO THE TENDER	<u>tenders@faisombud.co.za</u>

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A. INTRODUCTION TO TENDER

1. Introduction

- 1.1 The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act 37 of 2002. The FAIS Ombud's role is to resolve disputes between financial services providers and their clients in a procedurally fair, informal, economical, and expeditious manner, as well as by reference to what is equitable in all circumstances.
- 1.2 The mission of the FAIS Ombud is to promote consumer protection and contribute to the integrity of the financial services industry by resolving complaints in a manner that is impartial, expeditious, economical, accessible, and, at all times, equitable. Visit the FAIS Ombud website, www.faisombud.co.za, for further information about the FAIS Ombud.
- 1.3 The FAIS Ombud office is located in the East of Pretoria in Gauteng at Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010
- 1.4 This tender is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC), (**attached as Annexure A**) and if applicable, any other special conditions of contract. Where, however, the special conditions of the contract are in conflict with the general conditions of the contract, the special conditions of the contract prevail.
- 1.5 All information, including personal information, collected during this process will be treated as confidential and processed in accordance with the FAIS Ombud Protection of Personal Information Policy.

2. Briefing session

- 2.1 A **non-compulsory** briefing session will be held on **04 September 2025** at **11h00** for a maximum of 1 hour. The Microsoft Teams link will be provided on the FAIS Ombud's website

3. Bid enquiries and questions

- 3.1 All questions relating to the contents of the tender (conditions, rules, terms of reference etc.) must be forwarded in writing via email to tenders@faisombud.co.za by not later than **12 September 2025**. Questions received after this date will not be entertained.
- 3.2 All questions must reference specific paragraph numbers, where applicable.
- 3.3 All enquiries (received on or before the closing date for enquiries) will be consolidated and will be published as one response document on the FAIS Ombud website (www.faisombud.co.za) within three working days.

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- 3.4 No requests for information shall be made to any other person or place and in particular not to the existing provider of this service.

4. Tender submission

- 4.1 Bid documents may be placed in the tender box or couriered to the physical address. Bids submitted by **e-mail, telegram, telex facsimile, electronic or similar means shall not be considered.**
- 4.2 Completed documents with supporting annexures shall be packaged, sealed, clearly marked, and submitted strictly as follows:

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- 4.3 The FAIS Ombud requires two printed copies (one original and one copy) and one electronic copy on a flash drive/memory stick in PDF format, all bound in a sealed envelope marked as stated in paragraph 4.2.
- 4.4 Bids must be properly packaged and deposited on or before the closing date and before the closing time in the tender box situated at the reception area of the FAIS Ombud. The physical address of the FAIS Ombud is as follows:

Menlyn Central Office Building, 11th Floor
125 Dallas Avenue,
Waterkloof Glen,
Pretoria
0010

- 4.5 Bid documents will only be considered if received by the FAIS Ombud on/or before the closing date and time, regardless of the method used to send or deliver such documents to the FAIS Ombud.
- 4.6 **Late submissions will not be accepted.**
- 4.7 Bidders must initial each page of the bid document in the bottom right-hand corner.

5. Pricing schedule

- 5.1 Only fixed prices will be accepted.
- 5.2 The pricing schedule must be submitted as part of the bid proposal.

B. DEFINITIONS

6. Definitions

6.1 Unless inconsistent with or expressly indicated otherwise by the context.

6.1.1 **FAIS Ombud** shall mean the Office of the Ombud for Financial Services Providers.

6.1.2 **Contractor** shall mean the tenderer whose tender has been accepted by the FAIS Ombud and shall include the tenderer's personal representatives, also referred to as the successful bidder.

6.1.3 **Contract** shall include the General Conditions of Contract and Special Conditions of Contract, the specifications, including any schedules attached to the specifications, and any agreement entered into in terms of these Special Conditions of Contract.

6.1.4 **Service** shall mean the provision of Information & Communications Technology (ICT) Advisory Services for a period of two (02) years.

6.1.5 **Person** includes any company incorporated or registered as such under any law, any body of persons corporate or unincorporated, and any trust. Person, firm, or company shall include an authorized employee or agent of such person.

6.1.6 **Advisory and Expert Access Services** includes subscription-based services designed to support ICT and organization leaders, especially CIOs and Heads of ICT, with research, strategic guidance, benchmarking data, and expert advisory sessions.

6.2 Except where the context indicates otherwise, in this document, the singular includes the plural, and with reference to gender, the one includes the other.

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C. TENDER RULES

7. Capabilities and experience of bidders

7.1 Bidders are required to provide all information as necessary to demonstrate their capabilities and experience with regard to the requested services.

8. Form of tender

8.1 The bid shall be signed and witnessed on the form of bid incorporated herein. The schedule of services shall be fully priced in South African Rand to show the total amount of the bid and shall be signed. The certificates, schedules, and forms contained in this document shall be completed and signed by the bidder in blue or black ink.

8.2 Where the space provided in the bound document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules shall be bound with a suitable contents page and submitted with the tender documents.

9. Signing of bid

9.1 The bid must be signed by a person who is duly authorised to do so.

10. Bid all-inclusive

10.1 The bidder must provide an all-inclusive fee statement in the bid.

11. Alterations to bid documents

11.1 No unauthorized alteration or addition shall be made to the form of bid, to the schedule of quantities of services to be rendered, or to any other part of the bid documents. If any such alteration or addition is made or if the schedule of quantities of services to be rendered, or other schedules or certificates are not properly completed, such submission may be disqualified.

12. Qualifications on tender

12.1 Bids submitted in accordance with this bid document shall be without any qualifications.

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13. FAIS Ombud rights

- 13.1 The FAIS Ombud is entitled to amend any bid conditions, bid validity period, tender specifications, or extend the bid's closing date, all before the bid closing date. All bidders to whom the bid documents have been issued and for whom the FAIS Ombud has a record may be advised in writing of such amendments in good time, and any such changes will also be posted on the FAIS Ombud's website under the relevant tender information. All prospective bidders should, therefore, ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 13.2 The FAIS Ombud reserves the right not to accept the lowest priced bid or any bid in part or in whole.
- 13.3 The FAIS Ombud reserves the right to award this bid as a whole or in part.
- 13.4 The FAIS Ombud reserves the right to conduct site visits at the bidder's corporate offices and/or at client sites if so required.
- 13.5 The FAIS Ombud reserves the right to award this tender to the bidder who scored the highest points, subject to price negotiation if the price offered is not considered to be market-related
- 13.6 The FAIS Ombud reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the FAIS Ombud to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

14. Undertaking by bidder

- 14.1 By submitting a bid in response to this tender, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the FAIS Ombud on the terms and conditions and in accordance with the specifications stipulated in this bid document.
- 14.2 The bidder shall prepare for a possible presentation should the FAIS Ombud require such and the bidder shall be notified thereof in good time before the actual presentation date. Such a presentation may include a practical demonstration of products or services as called for in this bid.
- 14.3 The bidder agrees that the offer contained in its bid shall remain binding upon him and receptive for acceptance by the FAIS Ombud during the bid validity period indicated in this document and calculated from the bid closing date. Its acceptance shall be subject to the terms and conditions contained in this bid document, read with the bid.

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- 14.4 The bidder furthermore confirms that they have satisfied themselves as to the correctness and validity of their bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all their obligations under a resulting contract for the services contemplated in this bid; and that they accept that any mistakes regarding price(s) and calculations will be at their risk.
- 14.5 The successful bidder accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on them under the supply agreement and Service Level Agreement (SLA) to be concluded with the FAIS Ombud, as the principal(s) liable for the due fulfillment of such contract.
- 14.6 The bidder accepts that all costs incurred in preparing, presenting, and demonstrating the solution offered by it shall be for the bidder's account. All supporting documentation and manuals submitted with this bid will become FAIS Ombud property unless otherwise stated by the bidder/s at the time of submission.

15. Central supplier database

- 15.1 The FAIS Ombud will not award any bid to a supplier who is not registered as a prospective supplier on the Central Supplier Database (CSD) as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4A of 2016/2017.
- 15.2 The supplier is responsible for continuously updating their information, including personal information, on the CSD to ensure that it is complete, accurate, and not misleading.

16. Supplier performance management

- 16.1 Supplier performance management is viewed by the FAIS Ombud as a critical component in ensuring value for money acquisition and good supplier relations between the FAIS Ombud and its suppliers.
- 16.2 Upon receipt of written notification of an award, the successful bidder shall be required to conclude a Service Level Agreement (SLA) with the FAIS Ombud (where applicable), which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor, and assess the supplier's performance and ensure effective service delivery, quality, and value-add to the FAIS Ombud's business.
- 16.3 The successful bidder will be required to comply with the above conditions, and also provide a scorecard on how their product/service offering is being measured to achieve the objectives of this condition.

17. Cancellation of contract

17.1 If the FAIS Ombud is satisfied that any person (including an employee, partner, director or shareholder of the tenderer or a person acting on behalf of or with the knowledge of the tenderer), firm or company:

- 17.1.1 is executing a contract with the FAIS Ombud unsatisfactorily,
- 17.1.2 has in any manner been involved in a corrupt act or provided a gift or remuneration in relation to any officer or employee of the FAIS Ombud in connection with obtaining or executing a contract,
- 17.1.3 has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract,
- 17.1.4 has in any manner influenced or attempted to influence the awarding of a FAIS Ombud's bid,
- 17.1.5 has, when advised that his bid has been accepted, given notice of his inability to execute or sign the contract or to furnish any security required,
- 17.1.6 has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm, or company to refrain from tendering for this contract, or relating to the bid price to be submitted by either party,
- 17.1.7 has disclosed to any other person any information relating to this bid, except where disclosure, in confidence, was necessary to obtain quotations required for the preparation of the bid,

the FAIS Ombud may, in addition to any other legal recourse that it may have, cancel the contract between the FAIS Ombud and such a person and/or resolve that no bid from such a person will be favourably considered for a specified period.

17.2 Any restriction imposed upon any person shall apply to any other person with whom such a person is actively associated.

18. Applicable laws

18.1 The laws of the Republic of South Africa shall be applicable to each contract created by the acceptance of a bid and each bidder shall indicate an address in the Republic and specify it in the tender as his domicilium citandi et executandi where any legal process may be served on him.

18.2 Each bidder shall accept the jurisdiction of the courts of the Republic of South Africa.

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19. Reasons for disqualification of the bid

19.1 The FAIS Ombud reserves the right to disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder. However, the bidder will be notified in writing of such disqualification:

19.1.1 bidders who submit incomplete information and documentation as specified in the requirements of this tender document;

19.1.2 bidders who submit information that is fraudulent, factually untrue or inaccurate.

19.1.3 bidders who receive information not available to other potential bidders through any means;

19.1.4 bidders who do not comply with mandatory requirements, if stipulated in the tender document;

20. Delegation of authority

20.1 The FAIS Ombud may delegate any power vested in it by virtue of these rules to an officer or employee of the FAIS Ombud.

21. Bid rules are binding

21.1 The bid rules, as well as the instructions given in the official tender notice, shall be binding on all bidders submitting bid applications for the service or services set out in the bid document.

22. Language of contract

22.1 The bid documents are drafted in English, and any contract that originates from the acceptance of the bid will be interpreted and construed in English.

D. TERMS OF REFERENCE

23. Objectives

23.1 The broad objectives of this bid include:

- 23.1.1 To appoint a reputable service provider to provide a two-year subscription for a single user to access a comprehensive ICT research and advisory services platform, including ICT content databases and expert support.
- 23.1.2 To ensure consistency and comparability in the responses submitted by all prospective service providers.
- 23.1.3 To establish a structured and transparent framework for evaluating proposals in alignment with the organization's strategic ICT needs.

24. Background

- 24.1 Given the complexity of the services delivered by the FAIS Ombud and the broad legislative and regulatory framework within which it operates, there is a critical need for access to a world-class ICT Research and Advisory platform. This platform should support strategic ICT decision-making by providing authoritative insights, up-to-date industry research, benchmarking data, and expert advisory services aligned to global standards and best practices.
- 24.2 The FAIS Ombud invites suitably qualified and reputable service providers capable of delivering a recognized ICT research and advisory solution to submit proposals for the provision of ICT research, advisory services, and support services for a period of two (2) years
- 24.3 The appointed service provider will be expected to support the FAIS Ombud ICT department in the following key areas:
 - 24.3.1 aligning ICT strategies and initiatives with the overarching strategic objectives of the FAIS Ombud through expert analysis, guidance, and planning tools.
 - 24.3.2 providing best-practice frameworks and governance models to optimize and control ICT application deployment and lifecycle management.
 - 24.3.3 supporting the development of a forward-looking ICT investment roadmap, informed by data-driven trends, maturity models, and risk analysis.
 - 24.3.4 enabling sound ICT governance through access to policy templates, maturity assessments, and industry benchmarking tools.
 - 24.3.5 assisting in the effective management of ICT-related information resources and associated knowledge assets via a research-backed approach.

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25. Scope of work

25.1 The FAIS Ombud intends to procure a subscription to a comprehensive ICT Research Content Database and Advisory Services for a period of two (2) years. The subscription must provide license access for one (1) user. The objective is to support strategic ICT decision-making, policy development, technology risk management, and innovation planning.

25.2 The successful bidder shall be required to provide the following:

25.2.1 Content Coverage Requirements:

25.2.1.1 Ensure full and unrestricted access to a comprehensive and regularly updated ICT research database.

25.2.1.2 Coverage must include the following, but not limited to:

- (i) IT governance,
- (ii) Cybersecurity (including threat intelligence, vulnerability management, incident response, security frameworks, compliance, and risk mitigation),
- (iii) Enterprise architecture
- (iv) Cloud strategy,
- (v) Digital transformation,
- (vi) IT risk and compliance,
- (vii) Data management,
- (viii) Emerging technologies, and
- (ix) Vendor evaluations.

25.2.2 Advisory Services:

25.2.2.1 Direct access to an experienced subject-matter expert for inquiry calls or consultations.

25.2.2.2 Advisory support must include strategic ICT planning, cybersecurity risk management and resilience, policy formulation guidance, and best practices in ICT governance and service delivery.

25.2.3 Deliverables:

25.2.3.1 Regular market trend reports, technology forecasts, and cybersecurity threat landscape updates.

25.2.3.2 Strategic frameworks, toolkits, and implementation templates aligned to global standards and frameworks, such as COBIT, NIST Cybersecurity Framework, ISO/IEC 27001, and other relevant regulations.

25.2.3.3 Participation in virtual events or briefings relevant to ICT leadership, cybersecurity developments, and strategic planning.

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25.2.4 Service Quality:

- 25.2.4.1 The bidder must demonstrate a proven track record in delivering ICT and cybersecurity advisory services to the Public sector or Public entities.
- 25.2.4.2 Content must be vendor-neutral, evidence-based, and peer-reviewed.

25.2.5 Service Delivery and Support Requirements

25.2.5.1 Platform Support

- (i) The successful bidder shall ensure the ICT research platform is available 24/7, excluding scheduled maintenance windows.
- (ii) Comprehensive user support must be provided promptly to resolve access issues and technical inquiries.

25.2.5.2 Advisory Support

- (i) Advisory support must be responsive, with experts available to respond to scheduled inquiries within standard timeframes (e.g., 48–72 hours).
- (ii) The FAIS Ombud will have four (4) quarterly strategic advisory meetings per year, conducted virtually or in person.
- (iii) The successful bidder will be responsible for all travel costs associated with in-person meetings.

25.2.5.3 Governance

- (i) The FAIS Ombud will conduct quarterly service delivery review meetings with the successful bidder to monitor and ensure the effective delivery of services in alignment with agreed performance metrics

26. Pricing Schedule

- 26.1 Costing should be a subscription that enables access to a wealth of research material and has a dedicated team of analysts to assist as and when required.
- 26.2 A quotation must align with the table below.

Table1

DESCRIPTION	YEAR 1	YEAR 2
Subscription fees (access to an ICT research content database, ICT support services and ICT advisory services)		
Other costs		
Total (Exclusive VAT)		
VAT (15%)		
Total (Inclusive VAT)		

27. Bid evaluation

The proposals will be evaluated as follows.

27.1 Evaluation Stage One: Compliance

Compliance with the administrative requirements stated in the Standard Bidding Documents and the mandatory requirements as listed in **paragraph 31.1**. In this evaluation stage, all bidders that fail to provide the required information and documentation will be disqualified from further evaluation.

27.2 Evaluation Stage Two: Functional evaluation (Desktop evaluation)

In this evaluation stage, bidders are expected to obtain a minimum of 72 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

27.3 Evaluation Stage Three: Functional evaluation (Presentation)

In this evaluation stage, bidders are expected to obtain a maximum of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

27.4 Evaluation Stage Four: Preference Point System

The 80/20 preference point system shall be applicable to this stage, where 80 points represent the maximum obtainable points for the lowest acceptable price, and 20 points represent the specific goals in accordance with the table as listed in the bid documentation.

28. Functional evaluation (Desktop)

28.1 The bid/proposal will undergo an evaluation process based on functionality and will be assessed using the following rating system:

Values: 0=Poor 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Table 2

EVALUATION CRITERIA	DESCRIPTION	DETAILED DESCRIPTION	RAT ING	WEIGHT
1. ICT Advisory team experience	<p>1.1 The bidder must submit a maximum of four (4) Curriculum Vitae (CVs) of the proposed team members, collectively demonstrating at least five (5) years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2 (scope of work) above.</p> <p>Collectively means that the combined content of all the submitted CVs must demonstrate advisory experience in at least six (6) of the nine (9) listed ICT Research content.</p> <p>When collectively assessing all the CVs, confirmation must be provided that the bidder has the required advisory experience in at least six (6) of the nine (9) listed ICT research content areas.</p>	1.1.1 The bidder has either not submitted the CVs, or the submitted CVs that do not collectively demonstrate at least 5 years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2	0	40
		1.1.2 The bidder submitted one (1) CV demonstrating at least five (5) years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2	2	
		1.1.3 The bidder submitted two (2) CVs demonstrating at least five (5) years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2	3	
		1.1.4 The bidder submitted three (3) CVs demonstrating at least five (5) years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2	4	
		1.1.5 The bidder submitted four (4) CVs demonstrating at least five (5) years of advisory experience in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2	5	
2. Experience of a bidder	2.1 The bidder must submit a maximum of four (4) reference letters on official client letterhead from contactable clients, collectively, confirming that the bidder has provided at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2 above, within the last three (3) years from the closing date of the bid.	2.1.1 The bidder has either not submitted the reference letters, or submitted letters that are not on a client letterhead and do not confirm that the bidder has provided at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2, within the last three (3) years from the closing date of the bid	0	

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	<p>Collectively, means the combined content of all submitted reference letters must demonstrate advisory services rendered in at least six (6) of the nine (9) ICT research areas listed above.</p> <p>When collectively assessing all the reference letters, confirmation must be provided that the bidder has previously provided services in at least six (6) of the nine (9) listed ICT research content areas.</p> <p>Bidders must also complete Appendix A (Reference List on page 22) with information related to the submitted reference letters.</p>	2.1.2 The bidder submitted one (1) reference letter on a client letterhead, confirming that the bidder has provided services in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2, within the last three (3) years from the closing date of the bid	2	60
		2.1.3 The bidder submitted two (2) reference letters on a client letterhead, collectively confirming that the bidder has provided services in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2, within the last three (3) years from the closing date of the bid	3	
		2.1.4 The bidder submitted three (3) reference letters on a client letterhead, collectively confirming that the bidder has provided services in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2, within the last three (3) years from the closing date of the bid	4	
		2.1.5 The bidder submitted four (4) reference letters on a client letterhead, collectively confirming that the bidder has provided services in at least six (6) of the nine (9) ICT research content areas listed in paragraph 25.2.1.2, within the last three (3) years from the closing date of the bid	5	
		TOTAL		

29. Functional evaluation (Presentation)

29.1 The bid/proposal will undergo an evaluation process based on functionality and will be assessed using the following rating system:

Values: 0=Poor 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Table 3

EVALUATION CRITERIA	DESCRIPTION	DETAILED DESCRIPTION	RATING	WEIGHT
1. Understanding the Scope of Work	1.1 The proposed ICT Research Content Database should enable access to an ICT industry analyst and demonstrate the content areas outlined in paragraph 25.2.1.2 above.	1.1.1 The proposed ICT research content database does not enable access to an ICT industry analyst and does not cover content areas outlined in paragraph 25.2.1.2 above.	0	100
		1.1.2 The proposed ICT research content database enables access to an ICT industry analyst and demonstrates content areas outlined in paragraph 25.2.1.2 above.	5	
2. Platform Capability	2.1 The proposed ICT research platform should demonstrate features such as a user interface, research content depth, analytics tools, customizable dashboards, real-time updates, and reporting functionality.	2.1.1 The proposed ICT research platform does not demonstrate features such as a user interface, research content depth, analytics tools, customizable dashboards, real-time updates, and reporting functionality.	0	
		2.1.2 The proposed ICT research platform demonstrates features such as a user interface, research content depth, analytics tools, customizable dashboards, real-time updates, and reporting functionality.	5	
3. Support Services	3.1 The bidder must submit a plan detailing responsive support measures, database uptime, performance monitoring, and user access issue resolution.	3.1.1 The bidder did not submit a support plan, or the submitted support plan does not detail responsive support measures, database uptime, performance monitoring, and user access issue resolution.	0	
		3.1.2 The bidder submitted a support plan detailing responsive support measures, database uptime, performance monitoring, and user access issue resolution.	5	

TOTAL

100

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30. Preference point system

30.1 General conditions

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

30.1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for Price and Specific Goals.

30.2 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

30.3 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

30.4 The organ of state reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

30.5 Formulae for the procurement of goods and services

Points awarded for price

30.5.1 The 80/20 Preference Point Systems

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

80/20

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

Where

Ps = Points scored for the price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

30.6 Points awarded for specific goals

30.6.1 The applicable preference point for this tender is 80/20. While 80 will be allocated for price and 20 for specific goals indicated in table 5 below.

Table 4

SPECIFIC GOALS ALLOCATED POINTS	80/20 PREFERENCE POINTS ALLOCATED	PROOF OF CLAIM FOR A SPECIFIC GOAL	
≥ 51% black owned	10	BEE Certificate/Sworn Affidavit/Latest CSD report	
≥ 31 % black women-owned	6	BEE Certificate/Sworn Affidavit/Latest CSD report	
QSE or EME	4	BEE Certificate/Sworn Affidavit/Latest CSD report	
Total	20		

31. Additional information required

31.1 The following **compulsory** additional information is required. **Failure** to complete and supply any of these documents will lead to the **disqualification** of this bid.

Table 5

ELIGIBILITY/MANDATORY REQUIREMENT	COMPLY	NOT COMPLY
(i) Proof of registration on the National Treasury Central Supplier Database with a compliant tax status		
(ii) Submission of completed SBD 1		
(iii) Submission of completed SBD 3.1		
(iv) Submission of completed SBD 4		
(v) Submission of completed SBD 6.1		
(vi) Submission of quotation		

32. Timeline of the bid process

32.1 The period of validity of the tender and the withdrawal of offers, after the closing date and time, is **90 days**, expiring on **25 December 2025**. The project timeframes of this bid are set out below:

Table 6

STAGE	DESCRIPTION OF STAGE	ESTIMATED COMPLETION DATE (OR WORK WEEK ENDING)
1.	Advertisement of bid on the Government e-tender portal /print media / Tender Bulletin	28 August 2025
2.	Briefing session	04 September 2025
3.	Deadlines for the submission of questions relating to the bid by the bidders	12 September 2025
4.	Bid closing date	26 September 2025
5.	Compliance: Bid Evaluation Committee	30 September 2025
6.	Functional Evaluation: (Desktop)	13 October 2025
7.	Functional Evaluation: (Presentation)	20 October 2025
8.	Preference Point System: Evaluation	24 October 2025
9.	Bid Award: Bid Adjudication Committee	30 October 2025
10.	Notification of the outcome to the bidders	05 November 2025

32.2 All dates and times in this bid are South African Standard Time.

32.3 Any time or date in this bid is subject to change at the FAIS Ombud's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the FAIS Ombud to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the FAIS Ombud extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

E. APPENDIX A: REFERENCE LIST

The FAIS Ombud reserves the right to request all relevant information, agreements, and additional documentation to verify information supplied by the service provider in the Reference List (Appendix A). Any service provider found to have submitted fraudulent, factually incorrect, or misleading information may be disqualified at the discretion of the FAIS Ombud

Table 7

NO.	NAME OF ORGANIZATION	CONTACT PERSON	CONTACT NUMBER	EMAIL ADDRESS	PROJECT DESCRIPTION	PROJECT IMPLEMENTATION DATE	PROJECT DURATION
1.							
2.							
3.							
4.							
5.							
6.							

F. STANDARD BIDDING DOCUMENTS

Standard Bidding Document (SBD 1)

PART A

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE OMBUD FOR FINANCIAL SERVICES PROVIDERS (FAIS OMBUD)					
BID NUMBER:	FAIS2024/25-T003	CLOSING DATE:	26 SEPTEMBER 2025	CLOSING TIME:	11H00
DESCRIPTION	PROVISION OF ICT ADVISORY SERVICES				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
ALL QUESTIONS RELATING TO THE CONTENT OF THE TENDER (CONDITIONS, RULES, TERMS OF REFERENCE ETC.) MUST BE FORWARDED IN WRITING VIA EMAIL TO TENDERS@FAIS OMBUD.CO.ZA					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO					
DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO					
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO					
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO					
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <input type="checkbox"/> YES					

☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

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Standard Bidding Document (SBD 3.1)

PRICING SCHEDULE – FIRM PRICES (Purchases)

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

NAME OF BIDDER.....	BID NUMBER.....
CLOSING TIME 11:00	CLOSING DATE.....

OFFER TO BE VALID FOR.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
----------	----------	-------------	---

Required by:

At:

Brand and model

Country of origin

-Does the offer comply with the specification(s)? *YES/NO

If not to specification, indicate deviation(.....)

Period required for delivery

*Delivery: Firm/not firm

Delivery basis

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

** “all applicable taxes” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

Standard Bidding Document (SBD4)

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. BIDDER'S DECLARATION

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members /partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

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

2.1.2 If so, furnish particulars:

.....
.....

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

2.1.3 If so, furnish particulars:

.....
.....

3. DECLARATION

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

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

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

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

^{1.} Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

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Standard Bidding Document (SBD 6.1)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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

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

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and the applicable preference point system for this tender is the 80/20 preference point system.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for price and specific goals.

1.3 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1 POINTS AWARDED FOR PRICE

3.1.1 The 80/20 Preference Point Systems

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2 POINTS AWARDED FOR SPECIFIC GOALS

- 3.2.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

3.2.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (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,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 7: Specific goals for the tender and points claimed are indicated per the table below.

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

Table 8

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM)	NUMBER OF POINTS CLAIMED (80/20 SYSTEM) (TO BE COMPLETED BY THE TENDERER)	PROOF OF CLAIM FOR A SPECIFIC GOAL
≥ 51% black owned	10		BEE Certificate/Sworn Affidavit/Latest CSD report
≥ 31 % black women owned	6		BEE Certificate/Sworn Affidavit/Latest CSD report
QSE or EME	4		BEE Certificate/Sworn Affidavit/Latest CSD report
TOTAL	20		

4. DECLARATION WITH REGARD TO COMPANY/FIRM

4.1 Name of company/firm.....

4.2 Company registration number:

4.3 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

4.4 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:

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

<p>.....</p> <p>SIGNATURE(S) OF TENDERER(S)</p>
<p>SURNAME AND NAME:</p> <p>.....</p>
<p>DATE:</p> <p>.....</p>
<p>ADDRESS:</p> <p>.....</p> <p>.....</p>

G. ADMINISTRATIVE CHECKLIST

Hereunder is a checklist to ensure that the bid document is complete in terms of administrative compliance. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document.

Table 9

ITEM	DOCUMENT REFERENCE		ACTION TO BE TAKEN	YES/NO
1.	SBD 1	Invitation to bid	Is the form duly completed and signed?	
2.	SBD 3.1	Pricing Schedule	Is the form duly completed and signed?	
3.	SBD 4	Declaration of Interest	Is the form duly completed and signed?	
4.	SBD 6.1	Preference Points Claim Form for Preferential Procurement Regulations 2022	Is the form duly completed, B-BBEE points claimed and the form signed?	
5.	B-BBEE status level verification certificate		Is proof of the B-BBEE Status level of the contributor attached?	
6.	Proof of registration on the National Treasury Central Supplier Database (CSD)		Is the National Treasury Central Supplier Database (CSD) report attached?	
8.	Tender submission		Two (2) printed copies (one original and one (1) copy of the original submitted?	
			One (1) electronic copy submitted?	

I, the undersigned (name)certify that the information furnished on this checklist is true and correct.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder