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NATIONAL LOTTERIES COMMISSION APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES FOR THE NATIONAL LOTTERIES COMMISSION FREE STATE OFFICE FOR A PERIOD OF TWELVE (12) MONTHS

BID PROCESS	BID REQUIREMENTS
Tender number	RFP/2022-078
Bid Advertisement Date	17 November 2022
Closing date and time	28 November 2022 11:00 am
	(South African Standard Time)
Tender validity period	150 business working days from the closing date
Compulsory Briefing meeting	No compulsory briefing session
Site Inspection	Site inspection to be conducted to qualified bidders
Tenders are to be	The bid document must be submitted via memory stick and
delivered to the	handed in / delivered to:
following address on the	Free State Provincial Office
stipulated closing date	
and time:	The Senior Manager: Supply Chain & Facilities,
	National Lotteries Commission
	Block D, Hatfield Gardens
	333 Grosvenor
	Hatfield
	Pretoria
	0083

Contents

<u> </u>	ection no	<u>age</u>
SE	ECTION 1: BACKGROUND, OVERVIEW AND RFP SCOPE OF REQUIREMEN	NTS3
1.	INTRODUCTION	3
2.	BACKGROUND	3
3.	RFP SCOPE OF REQUIREMENTS	4
4.	REPORTING REQUIREMENTS	5
5.	DURATION OF THE PROJECT	6
SE	ECTION 2: NOTICE TO BIDDERS	6
1.	TERMS AND CONDITIONS OF REQUEST FOR PROPOSALS (RFP)	6
2.	GENERAL RULES AND INSTRUCTIONS	6
3.	FORMAL BRIEFING SESSION	9
4.	VALIDITY PERIOD	9
5.	NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE	9
6.	CONFIDENTIALITY	9
7.	COMMUNICATION	9
	ECTION 3: EVALUATION CRITERIA	
SE	ECTION 4: INVITATION TO BID (SBD 1)	16
SE	ECTION 5: PRICING SCHEDULE – FIRM PRICES (SBD 3.1)	18
SE	ECTION 6: DECLARATION OF INTEREST (SBD 4)	21
SE	ECTION 7: (SBD 6.1)	24
SE	ECTION 8: LOCAL CONTENT (SBD 6.2)	31



APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES FOR THE NATIONAL LOTTERIES COMMISSION FREE STATE OFFICE FOR A PERIOD OF TWELVE (12) MONTHS

SECTION 1: BACKGROUND, OVERVIEW AND RFP SCOPE OF REQUIREMENTS

1. INTRODUCTION

The National Lotteries Commission (The Commission) is a public entity established in terms of Lotteries Act No. 57 of 1997, as amended to regulate the South African lotteries industry. The functions of the Commission can be divided into two categories, namely "regulation of National Lottery and other Lotteries" and "administration of the National Lottery Distribution Trust Fund (NLDTF)".

The Distributing Agencies (DA's) who are appointed by the Minister of Trade & Industry are responsible for the adjudication of the funding applications as per the Lotteries Act and applicable Regulations.

2. BACKGROUND

In terms of the South African constitution and the Occupational Health and Safety Act, Act 85 of 1993, The National Lotteries Commission is required to ensure that there's a healthy and safe working places environment for its employees.

Chapter eight (8) of the Minimum Information Security Standards (MISS), 1996, requires of the National Lotteries Commission as a public entity to implement measures to control the physical access to the NLC premises.

In line with the requirements of the Public Finance Management Act (PFMA) No. 1 of 1999, as amended and Treasury Regulations, the NLC invites suitably qualified and experienced service providers to provide security services for the NLC Free State Office in Welkom.



3. PURPOSE OF THE TERMS OF REFERENCE

The purpose of the terms of reference (TOR) is to appoint a suitably qualified and experienced service providers to provide physical security services for the NLC Free State Office for a period of twelve (12) months.

4. OBJECTIVES

The primary objective of this TOR is to appoint a service provider to provide twenty-four (24) hour security services to the NLC Free State Office (Welkom).

5. SCOPE OF REQUIREMENTS

- 5.1 The scope of work entails the following duties:
- Enforcement of Section two (2) of the Control of Access to Public Premises and Vehicles Act, 1985 (Act 53 of 1985);
- Responsible for access control, guarding of premises, patrolling of premises;
- Recording and monitoring of all COVID 19 related activities;
- Escorting of VIPs and visitors i.e. bidders etc.
- Protection of personnel, property, visitors, personal belongings, NLC assets and NLC staff's personal belongings;
- Protection of visitors and their personal belongings;
- Execute any other security functions;
- To record details of all individuals entering and exiting NLC premises and further record all incidents in an occurrence register and report such incidents to the Facilities; and
- Enforce NLC security policy, systems and procedures.
- 5.2 Security measures to conform with the provisions of MISS for Access Control regarding manning the physical systems as follows:
- The furnishing of identification; the declarations concerning hazardous objects, contents of any suitcase, briefcase, handbag, bag, etc.; electronic examination; and



 The handing over of any object for examination or custody that may be required as a prerequisite for effective access control.

5.3 Security Services Requirements

5.3.1 Day Shift: Weekdays, Weekend and Public Holidays

	Description	Quantity
1.	Grade C Unarmed Security Officer	1
2.	Grade C Unarmed Security Officer – CCTV System operator	1

5.3.2 Night Shift: Weekdays, Weekend/ and Public Holidays

	Location	Quantity
1.	Grade C Unarmed Security Officer	1
2.	Grade B Unarmed Security Officer / CCTV System	1
	Operator	'

5.3.3 Equipment and security essentials required:

Bidders are required to comply with local content for designated sectors per shift as follows:

	Security tools	Quantity	Minimum
			threshold
			for local
			content
1.	Handheld metal detectors	2	N/A
2.	Batons	2	N/A
3.	Handcuffs	2	N/A
4.	Portable two-way radios	2	60%



5.	Battery operated/rechargeable torches	2	30%
6.	Patrol System (Inclusive of Active Patrol,	1	N/A
	Communication and Panic Devices linked to Control		
	Room)		
7.	Clothing and Shoes - Security Uniform (formal shirt	4	100%
	and pants; tie and/or blazer; appropriate shoes)		

5.3.4 Uniform

- Security officers must always be clad in their corporate uniform i.e. formal shirt and pants; tie and/or blazer; appropriate shoes; and
- Coveralls/jumpsuits and/or combat clothing will not be accepted.

5.3.5 Essential security requirements

In addition to other requirements in this document, the following will also be required:

- Security officers should demonstrate good proficiency in English.
- Security officers must practice professionalism when on duty at the NLC and adhere to the NLC Security Policy, Systems and Procedures.
- The bidder and security officers must always respect the Rules, Laws, Regulations and Constitution of South Africa.
- Security officers to work with the CCTV system must have the relevant skills, knowledge and expertise to monitor and analyze the CCTV Surveillance System.
 Proof of training will be requested.
- All Grade C security officers must be capable to operate and analyze X-RAY scanner machines. Proof of training will be requested.
- Bidder to render services at NLC must provide a health and safety plan and bidder code of conduct and ensure adherence by all security officers.
- Bidder to render services at NLC must provide a backup communication system to be used during emergency for direct contact with the base station (in the form



of cell phones, radios etc.).

 Criminal records checks and security screening will be done on both the Bidder Director(s) and security officers deployed at the NLC at least twice in a year. If found to be involved in criminal activities, such directors/officers will not be allowed to work at the NLC.

6. **DELIVERABLES**

Deliverable for this service is to provide a twenty-four (24) hour, seven days a week, incident reporting, four (4) security guards at NLC Free State Office (Welkom).

7. REPORTING REQUIREMENTS

The service provider will report to the Provincial Manager: Free State Provincial Office.

8. DURATION OF THE PROJECT

The expected duration of the contract is Twelve (12) months after the signing of the service level agreement (SLA).

RFP FOR WELKOM (FS) OFFICE SECURITY SERVICES

REQUEST FOR PRICE PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES FOR THE NATIONAL LOTTERIES COMMISSION FREE STATE OFFICE FOR A PERIOD OF TWELVE (12) MONTHS

SECTION 2: NOTICE TO BIDDERS

- 1. Terms and conditions of Request for Proposals (RFP)
- 1.1 This document may contain confidential information that is the property of the NLC.
- 1.2 No part of the contents may be used, copied, disclosed, or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFP without prior written permission from the NLC.
- 1.3 All copyright and intellectual property herein vests with the NLC.
- 1.4 Late and incomplete submissions will not be accepted.
- 1.5 No services must be rendered, or goods delivered before an official NLC Purchase Order form hasbeen received.
- 1.6 This RFP will be evaluated in terms of the 80/20 preference point system prescribed by the PreferentialProcurement Regulations, 2017.
- 1.7 Suppliers are required to register on the Central Supplier Database at www.csd.gov.za.
- 1.8 Suppliers must provide their CSD registration number (and attach a CSD Summary report) and ensure that their tax matters are compliant.
- 1.9 All questions regarding this RFP must be forwarded to itumeleng.molekwa@nlcsa.org.za, no later than within three days of the RFP closing date.
- 1.10 All bidders must declare local content.

1.11 Any supplier who has reasons to believe that the RFP specification is based on a specific brand mustinform the NLC via the email addressed in 1.9.

2. General rules and instructions

- 2.1 News and press releases.
- 2.1.1 Bidders or their agents shall not make any news releases concerning this RFP or the awarding of the same or any resulting agreement(s) without the consent of, and then only in co-ordination with, the NLC.
- 2.2 Precedence of documents
- 2.2.1 This RFP consists of a number of sections. Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFP and the stipulations in any other document attached hereto, or the RFP submitted hereto, the relevant stipulations in this RFP shall take precedence.
- 2.2.2 Where this RFP is silent on any matter, the relevant stipulations addressing such matter, and which appear in the PPPFA shall take precedence. Bidders shall refrain from incorporating any additional stipulations in its proposal submitted in terms hereof other than in the form of a clearly marked recommendation that the NLC may in its sole discretion elect to import or to ignore. Any such inclusion shall not be used for any purpose of interpretation unless it has been so imported or acknowledged by the NLC.
- 2.2.3 It is acknowledged that all stipulations in the PPPFA are not equally applicable to all matters addressed in this RFP. It, however, remains the exclusive domain and election of the NLC as to which of these stipulations are applicable and to what extent. Bidders are hereby acknowledging that the decision of the NLC in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Bidder(s). The Bidder(s) shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.
- 2.3 Preferential procurement reform.
- 2.4 The NLC supports B-BBEE as an essential ingredient of its business. In accordance with government policy, the NLC insists that the private sector demonstrates its commitment and track record to B-BBEE in the areas of ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development) etc.

- 2.5 The shall apply the principles of the Preferential Procurement Policy Framework Act, (Act No. 5 of 2000) to this proposal read together with the Preferential No. 5 of 2000) to this proposal read together with the Preferential Procurement Regulations published in Government Notice No.32 in Government Gazette No. 40553 dated 20 January 2017 ("the Preferential Procurement Regulations, 2017").
- 2.6 National Industrial Participation Programme
- 2.7 The Industrial Participation policy, which was endorsed by Cabinet on 30 April 1997, is applicable to contracts that have an imported content. The NIP is obligatory and therefore must be complied with. Bidders are required to sign and submit the Standard Bidding Document (SBD).
- 2.8 Language
- 2.8.1 Bids shall be submitted in English.
- 2.9 Gender
- 2.9.1 Any word implying any gender shall be interpreted to imply all other genders.
- 2.10 Headings
- 2.10.1 Headings are incorporated into this RFP document and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or for any other purpose.
- 2.11 Occupational Injuries and Diseases Act 13 of 1993
- 2.11.1 The Bidder warrants that all its employees (including the employees of any sub-contractor that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that the cover shall remain in force for the duration of the adjudication of this RFP and/ or subsequent agreement. the NLC reserves the right to request the Bidder to submit documentary proof of the Bidder's registration and "good standing" with the Compensation Fund, or similar proofacceptable to the NLC.

- 2.12 Processing of the Bidder's Personal Information
- 2.12.1 All Personal Information of the Bidder, its employees, representatives, associates and subcontractors ("Bidder Personal Information") required under this RFP is collected and processed for the purpose of assessing the content of its tender proposal and awarding the bid. The assessment and award of the bid shall be conducted in accordance with applicable legislation including the PPPFA read with the Preferential Procurement Regulations, 2017. The Bidder is advised that Bidder Personal Information may be passed on to third-parties to whom the NLC is compelled by law to provide such information. For example, where appropriate, the NLC is compelled to submit information to National Treasury's Database of Restricted Suppliers.
- 2.12.2 All Personal Information collected will be processed in accordance with POPIA and with the NLC Data Privacy Policy.
 - 2.12.3 The following persons will have access to the Personal Information collected:
 - 2.12.3.1 The NLC personnel participating in procurement/award procedures; and
 - 2.12.3.2. Members of the public: within seven working days from the time the bid is awarded, the following information will have to be made available on National Treasury's e-Tender portal:
 - 2.12.3.2.1 contract description and bid number.
 - 2.12.3.2.2 names of the successful bidder(s) and preference points claimed.
 - 2.12.3.2.3 the contract price(s) (if possible);
 - 2.12.3.2.4 contract period.
 - 2.12.3.2.5 names of directors; and
- 2.12.3.2.6 date of completion/award.
- 2.12.4 The NLC will ensure that the rights of the Bidder and of its employees and representatives (i.e. the right of access and the right to rectify) are effectively guaranteed in accordance with the procedures as specified in the NLC PAIA manual.
 - 2.12.5 In signing this document, the Bidder consents to the use of its Personal Information for the purposes as specified in section 2.9.1 above.

3. Formal Briefing Session

There will be no compulsory briefing session.

4. Site Inspection

Site inspection to be conducted only to qualified bidders after technical evaluation process.

5. Validity Period

- 5.1 The NLC requires a validity period of 150 [one hundred and fifty] Business Days [28 November 2022] against this RFP. [2022-078]
- 5.2 Bidders are to note that they may be requested to extend the validity period of their bids, on the sameterms and conditions, if the internal evaluation process are not finalized within the validity period.

6. National Treasury's Central Supplier Database

- 6.1 Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information.
- 6.2 The NLC may not award business to a bidder who has failed to register on the CSD.
- 6.3 Only foreign suppliers with no local registered entity need not register on the CSD.
- 6.4 The CSD can be accessed at https://secure.csd.gov.za/

7. Confidentiality

- 7.1 Bids submitted for this Request for Proposals will not be revealed to any other bidders and will be treated as contractually binding.
- 7.2 The NLC reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in Bid Proposals.
- 7.3 The Bidder acknowledges that it will obtain and have access to personal information of The NLC and agrees that it shall only process the information disclosed by the NLC in terms of this bid award and only for the purposes as detailed in this RFP and in accordance with any applicable law.
- 7.4 The Bidder shall notify the NLC in writing of any unauthorized access to personal information and the information of a third party, through cybercrimes or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, after becoming aware of such

8. Prices

- 8.1 All services' pricing should be inclusive of all taxes etc. and payment shall be made in South African Rand.
- 8.2 Bidders are required to use the pricing schedule available as "Annexure 1" for the prices in line with PSIRA rates.

9. Communication

- 9.1 Specific queries relating to this RFP should be submitted itumeleng.molekwa@nlcsa.org.za, (no submission on this email) before the closing date.
- 9.2 In the interest of fairness and transparency the NLC's response to such a query may be made available to other bidders.
- 9.3 It is prohibited for bidders to attempt, either directly or indirectly, to canvass any officer or employee of the NLC in respect of this RFP between the closing date and the date of the award of the business.
- 9.4 Bidders found to be in collusion with one another will be automatically disqualified and restricted from business with organs of state for a specified period.

Section 3: EVALUATION CRITERIA

The NLC will evaluate all proposals in terms of the Preferential Procurement Regulation of 2017 and Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). The six (6) phase evaluation criteria will be considered in evaluating the proposals, being

Stage 1: Tender Closing and Opening

1.1 Tender closing details

The deadline for Tender submission is 25 November 2022 at 11:00 Standard South African Time. Any late tenders will not be accepted. Tenders are to be submitted to the NLC Tender Box at the following physical address:

National Lotteries Commission Block D, Hatfield Gardens 333 Grosvenor Street Hatfield Pretoria

0083

1.2 Bid Formats

Bid submissions must be submitted in a PDF format that is protected from any modifications, deletions, or additions.

Financial/pricing information must be presented in a separate attachment from the Technical/Functional Response information. The onus is on the Bidder to ensure that all mandatory and required documents are included in the electronic submission.

Submissions must be prominently marked with the full details of the tender namely Bidder's Name, Tender No and Tender Title.

Stage 2: Administrative and Mandatory Compliance

1. Administrative Compliance

Bidders are required to submit the required documents for administrative compliance.

The Administrative Compliance Evaluation will include the following:

Evaluation Criteria	Supporting Document
Returnable documents (standard bidding documents) and/or schedules were completed, duly signed by the authorized person. Bid must be neatly packed and indexed.	Bid Proposal; Standard Bidding Document (SBD 1, 3.1, & 6.1) Forms & Pricing Schedule
 Signed consent form in terms of the Protection of Personal Information Act 4 of 2013 (POPIA) (Consent Forms Attached to the Bid as part of the SBDs). 	Signed POPIA Consent Form
 Submission of electronic bid document in a form of universal serial bus (USB) will be accepted. Due to COVID 19, no hand delivery of physical documents will be accepted. Only electronic bid document submitted on/or before the closing date and time will be submitted 	USB only (in an envelope clearly marked with contact details and company name)
Full central Supplier Database (CSD) report with a compliant status	Valid CSD report
5. Company registration certificate	Certified CK certificate

	Page 14 of 30
6. List of company directors with ID numbers	Annexure
7. Whether the Bid proposal was submitted on time	Tender Submission Register

2. Mandatory Compliance

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation

Evaluation Criteria	Supporting Document
Proof of full and valid accreditation with the Private Security Industry Regulator Authority (PSIRA) for the Firm and Director	Valid Certified PSIRA Accreditation Certificate for the firm and the director.
2. A valid letter of PSIRA good standing	Valid Certified PSIRA Letter of Good Standing
Bidder must be an EME or QSE in terms of the BBBEE Code of Good Conduct which is 51% black owned	Valid BEE Certificate/Sworn Affidavit
A valid letter of good standing from the Compensation Commissioner (COIDA)	Valid Certified COIDA Registration Certificate
5. A valid public liability insurance cover of a minimum of R 2 million rand.	Valid Copy of the public liability insurance cover
6. Fully completed local content declaration	SBD 6.2
7. Fully completed bidders disclosure	SBD 4

Stage 3: Technical evaluation

The evaluation for the Technical and Functional threshold will include the following:

Category & Criteria Description	Weighti - ngs (%)	Scoring Matrix (0 to 5)
. Company Experience and expertise	25%	
1.1 Witten reference letters	15%	- No reference letters = 0
Provide written reference letters for the security services previously performed from contactable existing / recent clients (public / private sector) within the past 5 years. References should be presented in a form of a written letter on an official letterhead from clients where similar services (security services) have been provided, the date on the letters must not be older than five (5) years and must be signed. Letters must include the company name, contact name, address, phone number, duration of contract, value of the contract, a brief description of the services that you provided. Multiple reference letters from the same organization will be regarded as one.		 1 reference letter for security services = 1 2 reference letters for security services = 2 3 reference letters for security services = 3 4 reference letters for security services = 4 5 reference letters and above for security services = 5
The bidder must provide details of work of a similar nature (security services) undertaken by the bidder within the previous years, and bidder must have a	10%	 No information provided = 0 Point. Company profile with relevant company

		Page 16 of 30
must be given to indicate the extent to which these		security
previous experiences relate to the work described in		services for
the TOR. Bidders are required to submit their		1 – 3 years = 2
company profile that contains the entity's		
organizational structure, its size, staff complement,		- Company profile with
infrastructure, location, experience and		relevant company
achievements.		experience in security
		services for 3 – 5
The bidder must demonstrate that they have the		years = 3
capacity to render the required service by		
submitting a company profile detailing core staff,		- Company profile with
their experience in security services and		relevant company
achievements that were successfully completed		experience security
within the past years, relevant to the project.		services for 5 – 7
		years = 4
		- Company profile with
		relevant experience
		in security services
		for 7 years and above
		= 5
2. Capacity and ability to deliver the security	40%	
services	40 /0	
Considers the technical and professional skills of		- No Experience = 0
the project team. Abridged Curriculum Vitae (CV)		
of personnel involved with the implementation of		- 1 - 2 years of combined
the project, not longer than one page each, shall		experience in security
be included in an Appendix. Bidder must have a		services = 1
minimum is three (3) of experience.		
· ·		- 2 – 3 years of combined
2.4. Corre toors		experience in security
2.1 Core team	10%	services = 2
Abridged CV (1 Page) of the proposed team of		
security officers must be submitted together with		- 3 – 4 years of combined
the bid.		experience in security
		services = 3
	_	- 4 - 5 years of experience

		Page 18 of 30
Considers the responsiveness to the TOR, the level of detail in the proposal, attention to project management and innovative approaches and ideas. Respondent's responsiveness to and understanding of the assignment (methodology and proposed work plan). 3.1 Project Plan (service execution) The service provider is required to provide a detailed plan depicting how the services will be delivered to the NLC. The bidder must provide a detailed project plan that specifically addresses the following 5 factors: Project schedule; Risk assessment; Process workflows; Crisis management; Reporting lines between bidder and NLC in terms of contractual obligations).		 No plan provided = 0 The bidder provides the project plan including 1 factor with poor project plan proposed = 1 The bidder provides with the project plan including 2 – 3 factors with average project plan proposed = 2 The bidder provides with the project plan including 3 factors with fair project plan proposed = 3 The bidder provides with the project plan including 4 factors with good project plan proposed = 4 The bidder provides with the project plan including 4 factors with good project plan proposed = 4 The bidder provides with the project plan including 5 factors with excellent project plan = 5
4. Site Visit	20%	
Site inspection to be conducted to bidders that scored the total points of 50 or more on the above technical criteria1, 2 & 3. Bidders are required to demonstrate compliance during site inspection the fully functional office, fully equipped operational control room, lock away strong room for guns and ammunition, uniform and storeroom. Maximum of 20% points for demonstration during site inspection as follows: - Operational Security Control Room (5); - Operational and functional safety for		Assessment to be completed during site inspection to all qualified bidders that scored 50 % and above

equipment (5);		Page 19 of 30
 - Uniform (5); and - Vehicles (5). Only bidders that scored the total of 50 points or 		
more on technical criteria 1, 2, and 3 above will qualify for this phase (site inspection).		
Total Weighting:	100	
Minimum qualifying score required:	70	

Stage 4: Pricing and B-BBEE comparatives (SEPARATE USB)

The evaluation for Pricing and B-BBEE will include the following

Evaluation	Final Weighted
Criteria	Scores
Price	
The following formula will be used to calculate the points out of 80 for price in respect of a tender with a Rand value equal to or above R30 000 and up to a Rand value of R50 million, inclusive of all applicable taxes:	80
$Ps = 80 \left(1 - \frac{Pt - P \min}{P \min} \right)$	
Where:	
Ps = Score for the Bid under	
considerationPt = Price of Bid under	
consideration Pmin= Price of lowest	
acceptable Bid	

B-BBEE - Scorecard		20
The following table will be used 20 for BBBEElevel status as evi sworn affidavit		
B-BBEE Status Level of	Number of	
Contributor	Points	
	(80/20 system)	
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-Compliant Contributor	0	

TOTAL SCORE: 100

Page 20 of 30

Stage 5: Due Diligence

The NLC reserves the right to undertake a due diligence exercise on the preferred bidder/s as part of a material risk evaluation aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:

- a) Physical inspection of the Bidder's offices, branches or other places
- b) Verification of accuracy, correctness and authenticity of information provided
- c) Validation of extent of compliance to the RFP requirements and evaluation criteria based on

what has so far been found by the evaluation team

- d) Inquiry and reference checking with National Treasury Restricted
 Suppliers
- e) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary.
- f) Financial Stability Assessments

Stage 6: Contract and Award

The stage is for negotiation after receipt of formal tenders and before the conclusion of contracts with suppliers/contractors submitting the lowest acceptable tender with a view to obtaining an improvement in price, delivery or content, in circumstances which do not put other tenderers at a disadvantage or affect adversely their confidence or trust in the competitive system. Bidders may be requested to provide their best and final offers based on contract negotiations.