

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

BID NUMBER: HO/HCM/413/06/2023

REQUEST FOR PROPOSAL (RFP) FOR THE PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

CLOSING DATE	30 August 2023
CLOSING TIME	12:00 pm
BRIEFING SESSION	NON-COMPULSORY
	DATE:04 August 2023
	TIME: 9:00
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA
BIDDER NAME	

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Disclaimer

This document is provided solely for the purpose set out in this RFP and is not intended to form any part or basis of any investment decision by Bidders. The recipient should not consider the document as an investment recommendation by PRASA or any of its advisers.

Each person to whom this document (and other later documents) is made available must make his own independent assessment of the Project after making such investigation and taking such professional advice as he/she or it deems necessary. Neither the receipt of this document or any related document by any person, nor any information contained in the documents or distributed with them or previously or subsequently communicated to any Bidder or its advisers, is to be taken as constituting the giving of an investment advice by PRASA or its advisers.

Whilst reasonable care has been taken in preparing this RFP and other documents, they do not purport to be comprehensive or true and correct. Neither PRASA nor any of its advisers accept any liability or responsibility for the adequacy, accuracy or completeness of any of the information or opinions stated in any document.

They acquaint themselves with this RFP and take note that no representation or warranty, express or implied, is or will be given by PRASA, or any of its officers, employees, servants, agents or advisers with respect to the information or opinions contained in any document or on which any document is based. Any liability in respect of such representations or warranties, howsoever arising is hereby expressly disclaimed.

If any recipient, or its employees, advisers or agents make or offers to make any gift to any of the employees of PRASA or consultant to PRASA on the RFP either directly or through an intermediary then such recipient, Bidder will be disqualified forthwith from participating in the RFP.

Each recipient of this RFP agrees to keep confidential any information of a confidential nature which may be contained in the information provided (the "Confidential Information Provided"). The Confidential Information provided may be made available to Bidder's subcontractors, employees and professional advisers who are directly involved in the appraisal of such information (who must be made aware of the obligation of confidentiality) but shall not, either in the whole or in part, be copied, reproduced, distributed or otherwise made available to any other party in any circumstances without the prior written consent of PRASA, nor may it be used for any other purpose than that for which it is intended.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

These requirements do not apply to any information, which is or becomes publicly available or is shown to have been made available (otherwise than through a breach of a confidentiality obligation). Bidders, Key Contractors and their constituent members, agents and advisers, may be required to sign confidentiality Contracts/undertakings (in such form as PRASA may require from time to time).

All Confidential Information Provided (including all copies thereof) remains the property of PRASA and must be delivered to PRASA on demand. Further, by receiving this RFP each Bidder and each of its members agrees to maintain its submission in Bid to this RFP confidential from third parties other than PRASA and its officials, officers and advisers who are required to review the same for the purpose of procurement of the RFP.

Any recipient residing outside the Republic of South Africa is urged to familiarise themselves with and to observe any regulatory requirements relevant to the proposed transaction (whether these derive from a regulatory authority within or outside the Republic of South Africa).

Any requirement set out in this RFP regarding the content of a response to the RFP is stipulated for the sole benefit of PRASA, and serves as expressly stated to the contrary, may be waived at its discretion at any stage in the procurement process.

PRASA is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Proposal in response to it. Please note that PRASA reserves the right to:

- Modify the RFP's goods / service(s) / works and request Respondents to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any respondent;
- Reject any Proposal which does not conform to instructions and specifications which are detailed herein
- Disqualify Proposals submitted after the stated submission deadline;
- Call a respondent to provide additional documents which PRASA may require which have not been submitted to PRASA.
- Withdraw the RFP on good cause shown;
- Award a contract in connection with this Proposal at any time after the RFP's closing date;
- Make no award at all;

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- Validate any information submitted by Respondents in response to this bid. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting a bid, Respondents hereby irrevocably grant the necessary consent to PRASA to do so;
- Request annual financial statements prepared and signed off by a professional accountant or other documentation for the purposes of a due diligence exercise; and/or
- Not accept any changes or purported changes by the Respondent to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

To adopt any proposal made by any bidder at any time and to include such proposal in any procurement document which may or may not be made available to other bidders.

All costs and expenses incurred by Bidders in submitting responses to this RFP shall be borne by the Bidders and PRASA shall not be liable for any costs or expenses whatsoever or any claim for reimbursement of such costs or expenses.

Should a contract be awarded on the strength of information furnished by the Respondent, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Respondent on PRASA's list of Restricted Suppliers.

PRASA reserves the right to negotiate market-related price with the bidder scoring the highest points or cancel the bid; if the bidder does not agree to a market related price, negotiate a market related price with the bidder scoring the second highest points or cancel the bid; if the bidder scoring the second highest points does not agree to a market related price, negotiate a market related price with the bidder scoring the third highest points or cancel the bid. If the market related price is not agreed as envisaged in this paragraph, PRASA will cancel the bid.

PRASA reserves the right to negotiations Best and Final Offer (BAFO) with selected Respondents where none of the Proposals meet RFP requirement, are affordable and demonstrate value for money and there is no clear preferred response to the RFP

PRASA will not reimburse any Respondent for any preparatory costs or other work performed in connection with its Proposal, whether or not the Respondent is awarded a contract.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

SCHEDULE OF BID DOCUMENTS

SECTION NO	PAGE
SECTION 1 : NOTICE TO BIDDERS	
<u>1 INVITATION TO BID</u>	1ERROR! BOOKMARK NOT DEFINED.
<u>2 FORMAL BRIEFING</u>	14
<u>4 PROPOSAL SUBMISSION</u>	14
<u>5 DELIVERY INSTRUCTIONS FOR RFP</u>	15
<u>6 BROAD-BASED BLACK ECONOMIC EMPOWERMENT AND SOCIO-ECONOMIC OBLIGATIONS</u>	15
<u>7 COMMUNICATION</u>	18
<u>8 CONFIDENTIALITY</u>	18
<u>9 INSTRUCTIONS FOR COMPLETING THE RFP</u>	19
<u>10 RFP TIMETABLE</u>	21
11 LEGAL COMPLIANCE	22
<u>12 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE</u>	22
<u>13 TAX COMPLIANCE</u>	22
<u>14 PROTECTION OF PERSONAL DATA</u>	23
<u>SECTION 2 : BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS</u>	
<u>1 INTRODUCTION AND BACKGROUND</u>	24
<u>2 OVERVIEW</u>	24
<u>3 KEY OBJECTIVES OF THE RFP</u>	25
<u>4 SCOPE OF WORK</u>	25
<u>5 EVALUATION METHODOLOGY</u>	26
6 POST TENDER NEGOTIATIONS (IF APPLICABLE)	39
<u>7 BEST AND FINAL OFFER</u>	39
<u>8 FINAL CONTRACT AWARD</u>	39

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

<u>9 FAIRNESS AND TRANSPARENCY</u>	39
<u>SECTION 3 : PRICING AND DELIVERY SCHEDULE</u>	40
<u>1 PRICING</u>	40
<u>2 DISCLOSURE OF PRICES QUOTED</u>	41
<u>3 PERFROMANCE AND BID BONDS (WHERE APPLICABLE)</u>	41
<u>4 OWNERSHIP OF DESIGN</u>	41
<u>5 SERVICE LEVELS</u>	41
<u>6 TOTAL COST OF OWNERSHIP AND CONTINUOUS IMPROVEMENT INITIATIVES</u>	42
7 FINANCIAL STABILITY	43
8 VALIDITY OF RETURNABLE DOCUMENTS	44
<u>9 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS AND CONDITIONS</u>	45
10. <u>GENERAL CONDITIONS</u>	47
11 CONDITIONS OF TENDER	52

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
TERMS AND CONDITIONS FOR BIDDING PART B	Form B
TENDER FORM (PRICING SCHEDULE)	Form C
STATEMENT OF WORK SUCCESSFULLY CARRIED OUT BY BIDDER	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SBD 4 BIDDER'S DISCLOSURE	
SBD 6.1 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022	

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

BID NUMBER: HO/HCM/413/06/2023



1 LIST OF ANNEXURES TO THE RFP

Draft Contract	Annexure 1
RFP Clarification form	Annexure 2
Tender forms	Annexure 3
Pricing Schedule	Annexure 4

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

2 ACRONYMS

BBBEE	Broad Based-Black Economic Empowerment
CIDB	Construction Industries Development Board
DTiC	The Department of Trade and Industry and Competition
PPPFA	Preferential Procurement Policy Framework Act 5 of 2000 (as amended from time to time)
PFMA	Public Finance Management Act No.1 of 1999 (as amended from time to time)
PRASA	Passenger Rail Agency of South Africa
RFP	Request for Proposal
SANAS	South African National Accreditation System

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

3 INTERPRETATION

In this RFP, unless inconsistent with or otherwise indicated by the context –

- 4.1 headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 4.2 any reference to one gender shall include the other gender;
- 4.3 words in the singular shall include the plural and vice versa;
- 4.4 any reference to natural persons shall include legal persons and vice versa;
- 4.5 words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 4.6 any reference to the RFP, schedule or appendix, shall be construed as including a reference to any RFP, schedule or appendix amending or substituting that RFP, schedule or appendix;
- 4.7 the schedules, appendices and Briefing Notes issued pursuant to this RFP, form an indivisible part of the RFP and together with further clarifying and amending information provided by PRASA, constitute the body of RFP documentation which must be complied with by Bidders;
- 4.8 in the event of any inconsistency between this RFP or other earlier information published with regard to the Project, the information in this RFP shall prevail; and
- 4.9 this RFP shall be governed by and applied in accordance with South African law.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

4 DEFINITIONS

In this RFP and in any other project documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

- 5.1 “Accounting Authority” means the Board of PRASA;
- 5.2 “Contract” means the Contract to be entered between PRASA and the successful Bidder for the provision of the *services* procured in this RFP.
- 5.3 “Bid” means the Bid to the RFP submitted by Bidders;
- 5.4 “Bidders Briefing Session” means the compulsory/non compulsory briefing session to be held at the offices of PRASA, in order to brief the Bidders about this tender;
- 5.5 “Black Enterprise” means an enterprise that is at least 51% beneficially owned by Black People and in which Black People have substantial Management Control. Such beneficial ownership may be held directly or through other Black Enterprises;
- 5.6 “Black Equity” means the voting equity held by Black People from time to time;
- 5.7 “Black People” has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended .
- 5.8 “Black Woman” means African, Coloured and Indian South Africa Female citizen;
- 5.9 “Briefing Note” means any correspondence to Bidders issued by the PRASA;
- 5.10 “Business Day” means any day except a Saturday, Sunday or public holiday in South Africa;
- 5.11 “Bidders” means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 5.12 “Consortium” means any group of persons or firms jointly submitting a Bid as Bid to this RFP and “Consortia” means more than one Consortium;
- 5.13 “Contractor” the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 5.14 “Closing Date” means the closing date for submission of bids/ Proposals by Bidders which is **30 August 2023**
- 5.15 “Project” means this project for the **PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.**
- 5.16 “RFP” means the Request for Proposals issued by PRASA for this tender; and
- 5.17 “Scope of Work” means the scope of work for this project as detailed out in the RFP technical specifications.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

SECTION 1

NOTICE TO BIDDERS

1 INVITATION TO BID

You are hereby invited to submit a bid to meet the requirements of the Passenger Rail Agency of South Africa. Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations, or enterprises [hereinafter referred to as an **entity**, **Bidder**].

BID DESCRIPTION	DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.
BID ADVERT	This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 28 July 2023
ISSUE DATE	28 July 2023
BRIEFING SESSION	NON-COMPULSORY
CLOSING DATE	30 on August 2023 Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
VALIDITY PERIOD	90 Working Days from Closing Date Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.
CLOSING DATE FOR QUESTIONS	14 August 2023
CLOSING DATE FOR RESPONSES	15August 2023
CONTACT PERSON	nthomas@prasa.com

Any additional information or clarification will be emailed to all Respondents, if necessary.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

2 FORMAL BRIEFING

A non-compulsory pre-proposal RFP briefing will be conducted via Microsoft teams, on the 04 August 2023 at 09h00. **Please see the link below:**

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 377 971 324 126

Passcode: BYsSL6

[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)

The briefing session will start punctually, and information will not be repeated for the benefit of Respondents Joining late.

- 2.1 Despite the briefing session being non-compulsory, PRASA nevertheless encourages all Respondents to attend. PRASA will not be held responsible if any Respondent who did not attend the non-compulsory session subsequently feels disadvantaged as a result thereof.

3 BRIEFING SESSION MINUTES AND NOTES

- 3.1 PRASA will issue briefing session minutes or notes together with the response to the clarification questions on the **14 August 2023**.
- 3.2 Clarifications will be issued to all Respondents to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorised representative.
- 3.3 Bidders / Respondents are requested to promptly confirm receipt of any clarifications sent to them.
- 3.4 Bidders / Respondents must ensure responses to the clarifications are received on or before the deadline date stated.

4 PROPOSAL SUBMISSION OF RFP RESPONSE

Proposal Responses should be submitted to PRASA in a sealed envelope addressed as follows:

The Secretariat / Tender Office

RFP No: HO/HCM/413/06/2023

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Description of Bid: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

Closing date and time: 30 August 2023 @ 12H00.....

Closing address *[Refer to options in paragraph 6 below]*

5 DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located at the main entrance of the PRASA HOUSE and should be addressed as follows:

NANCY THOMAS
 PRASA ADJUDICATION COMMITTEE TENDER BOX
 UMJANTSHI HOUSE
 30 WOLMARANS STREET
 BRAAMFONTEIN
 JHB

5.1 B-BBEE Joint Ventures or Consortiums

Respondents who would wish to respond to this RFP as a Joint Venture [JV] or consortium with B-BBEE entities, should state their intention to do so in their RFP submission. Such Respondents should also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners should submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process. This written confirmation should clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to PRASA.

6 COMMUNICATION

- 6.1 For specific queries relating to this RFP during the RFP process, bidders are required to adhere strictly to the communication structure requirements. An RFP Clarification Form should be submitted to nthomas@prasa.com before 14 August 2023, substantially in the form set out in Annexure 2 hereto.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- 6.2 In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Respondents who have attended a compulsory and a non-compulsory briefing session. For this purpose PRASA will communicate with Respondents using the contact details provided at the compulsory and a non-compulsory briefing session.
- 6.3 After the closing date of the RFP, a Respondent may only communicate in writing with the Bid Secretariat, at telephone number 012 748 7294 email nthomas@prasa.com on any matter relating to its RFP Proposal.
- 6.4 Respondents are to note that changes to its submission will not be considered after the closing date.
- 6.5 Respondents are warned that a response will be liable for disqualification should any attempt be made by a Respondent either directly or indirectly to canvass any officer(s) or employee of PRASA in respect of this RFP between the closing date and the date of the award of the business. Furthermore, Respondents found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.

6.6 Bidders are advised utilize this email address (**SCM.Complaints@prasa.co.za**) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

- 7.6.1 Bid/Tender Description
- 7.6.2 Bid/Tender Reference Number
- 7.6.3 Closing date of Bid/Tender
- 7.6.4 Supplier Name;
- 7.6.5 Supplier Contact details
- 7.6.6 The detailed compliant

7 CONFIDENTIALITY

- 7.1 PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Respondents / Bidders are required to certify that they have acquainted themselves with the Non-Disclosure Agreement All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence. Should the need however arise to

divulge any information gleaned from provision of the Services , which is either directly or indirectly related to PRASA's business, written approval to divulge such information should be obtained from PRASA.

7.2 Respondents must clearly indicate whether any information submitted or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing, PRASA shall deem the response to the RFP to have waived any right to confidentiality and treat such information as public in nature.

8 INSTRUCTIONS FOR COMPLETING THE RFP

8.1 All responses to the RFP should be submitted in two sealed envelopes/boxes; the first envelop/box shall have the technical and compliance response, the second envelop/box shall only have the financial response and BBBEE response.

8.2 Bidders are required to package their response/Bid as follows:

Volume 1 (Envelop 1/Package 1)

- **Part A:** Mandatory Requirements Response
- **Part B:** Technical or Functional Response (response to scope of work)

Volume 2 (Envelop 2/ Package 2)

- **Part C:** Financial Proposal and Specific Goals

Volume 2 should be submitted in a separate sealed envelope. Bidders should make their pricing offer in envelop 2/package 2.

8.3 Bidders must submit 1 original response and may submit copies and an electronic version which must be contained in a Memory Card/External hard drive etc clearly marked in the Bidders name. PRASA reserves the right to consider information provided in all formats irrespective the format i.e original/copy/electronic.

8.4 Bidders should ensure that their response to the RFP is in accordance with the structure of this document.

8.5 Where Bidders are required to sign forms they are required to do so using preferably black ink pen.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- 8.6 Any documents forming part of the original responses to RFP but which are not original in nature, should be certified as a true copy by a Commissioner of Oaths.
- 8.7 Each response to RFP must be in English and submitted in A4 format, except other graphic illustrations, which may not exceed A3 format, unless the contrary is specifically allowed for in this RFP. Responses to RFP should be neatly and functionally bound, preferably according to their different sections.
- 8.8 The original responses to RFP must be signed by a person duly authorized by each consortium member and Subcontractor to sign on their behalf, which authorization must form part of the responses to RFP as proof of authorization. By signing the responses to RFP the signatory warrants that all information supplied by it in its responses to RFP is true and correct and that the responses to RFP and each party whom the responses to RFP signatory represents, considers themselves subject to and bound by the terms and conditions of this RFP.
- 8.9 The responses to RFP formulation should be clear and concise and follow a clear methodology which responses to RFP should explain upfront in a concise Executive Summary and follow throughout the responses to RFP.
- 8.10 Responses to RFP must provide sufficient information and detail in order to enable PRASA to evaluate the responses to RFP, but should not provide unnecessary detail which does not add value and detracts from the ability of PRASA to effectively evaluate and understand the responses to RFP. The use of numbered headings, bullet points, sections, appendices and schedules are encouraged.
- 8.11 Information submitted as part of a responses to RFP should as far as possible, be orderly according to the order of the required information requested by PRASA. All pages should be consecutively numbered.
- 8.12 Responses to RFP should ensure that each requirement contained in the RFP is succinctly addressed. Responses to RFP should as far as possible use the terms and definitions applied in this RFP and should clearly indicate its interpretation of any differing terminology applied.
- 8.13 Response to RFP documents are to be submitted to the address specified in this RFP, and Bidders should ensure that the original and copies (where applicable) are identical in all respects as PRASA will not accept any liability for having disqualified a bidder for failing to provide a mandatory returnable document.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

- 8.14 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- 8.15 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Respondent to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.
- 8.16 Bidders are required to review the Contract. Bidders may further amend and or delete any part of the Draft Contract where they deem fit to do so. Where Bidders have amended and or deleted any part of the Contract, it must be clearly visible by using track changes and must ensure that the disc copy of their bid submission for the Draft Contract is in word version and not password protected. **It must be noted that the marked up Contract will form part of contract negotiations processes with the preferred bidder.**

9 RFP TIMETABLE

PRASA may at its sole discretion amend any of the milestone dates indicated in the table below. Bidders will be informed of any amendments to the timeline through the issue of the Addendum.

RFP PROCESS	MILESTONE DATES
Bid issue date	28 July 2023
Briefing Session for Bidders at the]	04 August 2023 @09h00
Closing date for Questions	14 August 2023
Closing date for Responses	15 August 2023
Closing Date for Submission of final Bid	30 August 2023
Evaluation of Proposals (Bidders note that PRASA may call for Presentation of bidders offers at any stage of the evaluation process)	TBA
Appointment of the successful Bidder	TBA
Contract Negotiations	TBA
Signing of Contract	TBA
Contract Commencement	TBA

PRASA may at its sole discretion amend any of the milestone dates indicated in the table above. Bidders will be informed of any amendments to the timeline through the issue of briefing notes.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

10 LEGAL COMPLIANCE

Bidders should ensure that they comply with all the requirements of the RFP and if Bidders fail to submit any of the required documents, such Bids may, at the sole discretion of PRASA, be disqualified . PRASA reserves the right to call a Bidder to provide additional documents which may have not been submitted.

The successful Bidder [hereinafter referred to as the **Service Provider**] shall be in full and complete compliance with any and all applicable laws and regulations.

11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents 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. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za>. Respondents are required to provide the following to PRASA in order to enable it to verify information on the CSD:

Supplier Number: _____ **Unique registration reference number:** _____.

12 TAX COMPLIANCE

Respondents must be compliant when submitting a proposal to PRASA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

It is a condition of this RFP that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

The Tax Compliance status requirements are also applicable to foreign Respondents/ individuals who wish to submit bids.

Respondents are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 12 and the National Treasury shall verify the Respondent's tax compliance status through the Central Supplier Database (CSD).

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database (CSD) and their tax compliance status will be verified through the Central Supplier Database (CSD).

For this purpose, the attached SBD 1 marked Annexure4, must be completed and submitted as an essential returnable document by the closing date and time of the bid.

New Tax Compliance Status (TCS) System

SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.

Respondents are required to provide the following to PRASA in order to enable it to verify their tax compliance status:

Tax Compliance Status (TCS) Pin:_____.

13 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents. PRASA agrees that it shall only process the information disclosed by Respondents in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law. Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, PRASA requires Respondents to process any personal information disclosed by PRASA in the bidding process in the same manner.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1 INTRODUCTION AND BACKGROUND

Passenger Rail Agency of South Africa (“PRASA”) has identified the need to appoint a service provider for Professional Service to Design, Develop and Implement Shared Services Centre for Targeted Support Functions for A Period Of 90 Days /Once Off Service.

2 OVERVIEW

PRASA's current organisational structure is characterised by a surplus of employees, siloed business units, duplicated duties, varying business processes, and decreasing revenue from its primary business, passenger rail.

For PRASA to remain financially sustainable, there is a need to maximise “cash” from operations. This can be achieved, in part, by lowering “back-office” costs however, this must be done without negatively impacting service. In addition, it will be critical for PRASA to ensure that back-office costs are aligned to revenue growth. Flexible functional support structures must be introduced in order to adapt to constant and unanticipated change. The Shared Services Project must therefore find a workable solution between staffing costs and a high-level service with regards to back-office operations.

PRASA further recognises that implementing a shared services model will aid in reducing operating expenses and managing high labour costs, which are significantly higher than those of comparable organisations.

By transitioning support functions to a shared services model, core business units i.e., Rail, Technical, CRES and Autopax can prioritise and focus on their delivery targets.

Expected benefits from the shared services implementation are:

- Improving efficiencies and productivity by centralising the functions
- Streamlining and standardising business processes
- Improve service levels.
- Higher quality and reliability of services

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

- Knowledge sharing
- Implementation of best practice
- Cost benefit

2.1 STATUS QUO

The two tables below provide the current total employee numbers for each area targeted for design and implementation of a shared services model at PRASA. PRASA will further make available to the successful bidder all previous organisational diagnostic reports conducted.

Summary: Current total employee numbers for each area

Shared Services Area	EC	GP	WC	Corp	KZN	Total
ICT	5	23	19	66	16	129
HCM	18	121	94	28	20	281
Finance	23	113	47	24	31	238
SCM	13	109	39	21	21	194
Marketing/ Communications	1	122	6	14	7	150
Legal, Compliance, Risk and insurance	5	64	55	35	256	415
					Total	1407

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

Detail: Current total employee numbers for each area

Personnel Subarea	EC	GP	WC	Corporate	KZN	TOTAL
CA-Corp.Affairs	-	99	-	5	-	104
CA-Fleet Mng.	-	48	-	-	-	48
CA-GCA	-	-	-	2	-	2
EO-KAM	-	13	-	-	-	13
EO-Mrk&Comms	1	8	6	10	7	32
EO-PMO	-	-	-	1	-	1
FI-Acct.Rec.	-	1	-	-	-	1
FI-Adm	8	44	19	13	5	89
FI-BudgetMng.	4	7	3	-	3	17
FI-Cash Mng.	1	4	-	-	2	7
FI-Corporate Fi	-	-	-	10	-	10
FI-Creditors/De	1	19	11	-	9	40
FI-FareRev.	-	4	-	-	5	9
FI-Fin.Accounts	-	18	2	-	6	26
FI-MIS	-	1	-	-	-	1
FI-Mng.Acct.	4	6	1	-	1	12
FI-Regi.Finance	-	1	1	-	-	2
FI-Rev. Acc.	4	8	10	-	-	22
FI-Strat.Ast Mn	-	-	-	1	-	1
FI-System	1	-	-	-	-	1
HR-Admin	12	30	3	1	2	48
HR-Admin.	-	10	-	-	-	10
HR-Benefits.Mng	-	-	-	2	-	2
HR-Benf.Payroll	-	14	-	1	-	15
HR-Corp	-	-	-	4	-	4
HR-ER	1	13	5	1	1	21
HR-EWP	1	7	3	3	-	14
HR-EWP-Rpool	-	6	2	-	-	8
HR-HRIS	-	1	-	3	-	4
HR-O&D	-	3	-	3	-	6
HR-Payroll	3	11	16	2	9	41
HR-ProjectOffic	-	-	-	2	-	2
HR-Recr&Select.	1	10	5	2	4	22
HR-Reg.Mng.	-	-	2	-	-	2
HR-Talent Mng.	-	1	1	-	-	2
HR-Transact.Mng	-	2	-	-	-	2
HR-Transfm.Mng.	-	-	-	1	-	1
HR-Tm.&Dev.	-	13	58	3	6	80
ICT	3	4	9	-	5	21
ICT.Reg.Mng	-	-	1	-	-	1
ICT-BPM&Adm.	1	-	-	1	1	3
ICT-Corporate	-	-	-	5	-	5
ICT-GBI	-	-	-	52	-	52
ICT-INFOComs	-	-	-	1	-	1
ICT-Knowl.Mng.	-	-	-	2	-	2
ICT-MIS	-	4	-	2	-	6
ICT-Netw./LAN	-	13	5	1	5	24
ICT-OpsTMS	1	2	4	2	5	14
LR-Compl&Op.	-	4	5	2	-	11
LR-Corporate	-	-	-	7	1	8
LR-GrpLegalRisk	-	2	-	-	227	229
LR-Leg&RiskIns.	1	26	4	-	4	35
LR-LegalServ.	-	9	5	8	10	32
LR-RiskMng.	4	21	41	5	14	85
PR-Compliance	-	-	-	1	-	1
PR-Group	-	-	-	5	-	5
PR-SupplyChain	13	61	30	21	21	146
SM-Rg.Mrk&Com	-	2	-	2	-	4
	65	550	252	187	353	1,407

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

Total customer base by Personnel Area the targeted support functions are serving.

Division and Personnel Area	No. of Employees
Autopax ECEL	9
Autopax ECPE	13
Autopax FSP	1
Autopax GPN	219
Autopax GPS	125
Autopax HO	24
Autopax KZN	6
Autopax LMP	11
Autopax WCP	103
Autopax (Pty) Ltd	511
Metrorail ECEL	598
Metrorail ECPE	22
Metrorail GPN	1687
Metrorail GPS	3802
Metrorail HO	97
Metrorail KZN	2379
Metrorail WCP	3759
Metrorail	12344
Group Corporate Affairs	9
Group Finance	21
Group Human Capital Management	23
Group Information Management	54
Group Legal & Risk Management	24
Group Supply Chain Management	14
PRASA Board of Directors	7
PRASA Corporate	217
Strategic Asset Management	12
PRASA Head Office	381
Prasa Cres ECEL	125
Prasa Cres GPN	95
Prasa Cres GPS	201
Prasa Cres HO	92
Prasa Cres KZN	223
Prasa Cres WC	80

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

PRASA CRES	816
PRASA TECH GPN	1
PRASA TECH GPS	14
PRASA TECH HO	254
PRASA TECH KZN	4
PRASA TECH NC	12
PRASA TECH WCP	1
PRASA Technical Division	286
Shosholoza Meyl ECEL	32
Shosholoza Meyl ECPE	31
Shosholoza Meyl FSP	77
Shosholoza Meyl GPN	5
Shosholoza Meyl GPS	552
Shosholoza Meyl HO	38
Shosholoza Meyl KZN	25
Shosholoza Meyl LMP	7
Shosholoza Meyl MP	6
Shosholoza Meyl NC	1
Shosholoza Meyl NW	2
Shosholoza Meyl WCP	169
Shosholoza Meyl	945
Grand Total	15283

Total customer base by regions the targeted support functions is serving.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

Region	No. of Employees
East London	764
Port Elizabeth	66
Free State	78
Gauteng North	2007
Gauteng South	4694
Head Office/Corporate	886
Kwa-Zulu Natal	2637
Limpopo	18
Mpumalanga	6
Northern Cape	13
North-West	2
Western Cape	4112
	15283

2.2 PROBLEM STATEMENT

Support functions at PRASA are currently characterized by strong levels of fragmentation, duplication of efforts, unclear roles and responsibilities and lack of accountability and poor culture of performance.

2.3 OBJECTIVE OF THE PROPOSED PROJECT

- Support functions repositioned to contribute/increased organisational effectiveness, improved efficiencies and reduced cost of doing business whilst delivering on the organization's strategic objectives.

2.4 DESIRED OUTCOMES FOR CARRYING OUT THE PROPOSED PROJECT

- Fit-for-purpose organisational structures for targeted support functions with personnel costs aligned to the organisation resource envelope and financial capability and affordability.

2.5 PROJECT BENEFITS TO PRASA

PRASA as a business shall realise the following significant benefits after the implementation of the project:

- Improved efficiencies and productivity by centralizing the functions to realise economy of scale benefits.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- Reduced fragmentation and duplication of resources by streamlining and standardizing business processes.
- Opportunity for pooling of resources in shared services centres to enjoy benefit of scale, cost reduction enhance capacity to provide higher quality and reliability of services.
- Resources optimisation by centralizing the management of IT in the regions and divisions and consolidating disparate environments in telecoms and mobile telephony.

2.6 PRASA seeks to benefit from this partnership in the following ways:

- 2.6.1 PRASA must receive reduced cost of acquisition and improved service benefits resulting from the Service Provider's economies of scale and streamlined service processes.
- 2.6.2 PRASA must achieve appropriate availability that meets user needs while reducing costs for both PRASA and the chosen Service Provider(s).
- 2.6.3 PRASA must receive proactive improvements from the Service Provider with respect to provision of Services and related processes.
- 2.6.4 PRASA's overall competitive advantage must be strengthened by the chosen Service Provider's leading-edge technology and service delivery systems.
- 2.6.5 PRASA end users must be able to rely on the chosen Service Provider's personnel for service enquiries, recommendations and substitutions.
- 2.6.6 PRASA must reduce costs by streamlining its acquisition of Services, including managed service processes on a Group basis.

3 KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

- 3.1.1 To set out the rules of participation in the Bid process referred to in this RFP.
- 3.1.2 To disseminate information on the Project contemplated in this RFP.
- 3.1.3 To give guidance to Bidders on the preparation of their RFP Bids.
- 3.1.4 To gather information from Bidders that is verifiable and can be evaluated for the purposes of appointing a successful Bidder.
- 3.1.5 To enable PRASA to select a successful Bidder that is:
 - a) technically qualified and meet the empowerment criteria described in this RFP;
 - b) Carry all the obligations of the Contract.

4 SCOPE OF WORK

4.1 The scope of work for this project shall entail the following activities:

The service provider must have the capabilities to design and implement concurrently the Shared Services model for the below-mentioned functions with PRASA.

- ICT
- HCM
- Finance
- SCM
- Marketing and Communications
- Legal, Compliance, Risk, and Insurance

Technology enablement of the shared services or process design or redesign is excluded.

The main focus will be on organisation design.

4.2 REQUIRED PROFESSIONAL SERVICES

4.2.1 The appointed company will be required to provide the following professional services:

- Conduct a high-level accelerated desktop analysis of available reports and data -validate findings with cross-functional focused groups and / or top leadership as may be required.
- Design the operating model and principles and presentation of detailed options per each functional area in scope.
- Service identification and development for each shared service area
- Development of organisation structures
- Development of job profiles for all jobs within the targeted functions shared services functions.
- Job analysis and grading of all jobs on developed structure
- Comparison / identification existing employee's vs identified positions and reallocation of identified existing employees to the new structures.
- Recruitment or placement for identified vacant positions.
- Change Management
- Project Benefit report

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

4.3 TARGETED AREA BY THIS PROJECT

From a geographic perspective, the main regional offices of the PRASA Group are concentrated in the following geographic areas within the Republic of South Africa, namely:

PROVINCE	PRASA REPRESENTATION AND LEVEL
Gauteng	Johannesburg (Corporate and Regional Office)
KwaZulu Natal	Durban (Regional Office)
Western Cape	Cape Town (Regional Office)
Eastern Cape	East London (Regional Office)

From an operational perspective, the PRASA Group has operational presence directly or indirectly (through approved contractors) in the following areas:

	GAUTENG PROVINCE	KWAZULU NATAL PROVINCE	WESTERN CAPE PROVINCE	EASTERN CAPE PROVINCE
Autopax	• Harmony Depot (JHB) • Salvokop Depot (PTA)		• Epping Depot (CTN)	
PRASA Rail (Metro)	• Wolmerton (PTA) • Braamfontein (JHB)	• Durban Yard (DBN) • Springfield (DBN)	• Culemborg (CTN) • Fairgrove (CTN) • Paarden Island (CTN) • Salt River (CTN)	• East London (East LDN)
PRASA Rail (MLPS)	• Braamfontein • Bloemfontein • Kroonstad • Klerksdorp • Kimberly • Polokwane • Musina • Komatipoort	• Durban	• Culemborg • Worcester • Beaufort West • Noupoot	• East London • Port Elizabeth • Rosemead • Queenstown
PRASA approved	• Koedoespoort (PTA)	• Bayhead (DBN) • Edendale (PMB)	• Salt River (CTN)	• Cambridge (East London)

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

General Overhaul (GO) Contractors	• Elandsfontein (JHB) • Dunswart (Benoni) • Vorsterskroon (Nigel)		• Blackenfell (CTN) • Touws River (CTN)	
CRES	• Gauteng North NGR (59 stations) • Gauteng South (SGR 150 stations)	• KZN (102 stations)	• WC (123 stations)	• EC (23 stations)

4.4 PRASA'S RESPONSIBILITIES

The Consultant's to be provided with:

The successful service provider will be provided with all organisational diagnostic reports that have been undertaken at PRASA in the last 10 years.

PRASA will further assist the service provider in facilitating stakeholder engagements and focused group deep-dive sessions to validate key findings and "to-be" design principle as the case maybe.

PRASA will confirm at the beginning of the project, the project sponsor, project owner and internal resources to support the external consultants in accessing relevant documents and data critical to efficient execution of the project.

A project office at Umjantshi to house the project team for the duration of the project will be made available to the service provider.

Whereas physical meetings are the preferred mode of engaging internal stakeholders, internal stakeholders in remote areas from the head office can be engaged virtually to reduce and or contain travel related costs.

4.5 EXTENT AND COVERAGE OF THE PROPOSED PROJECT

The project will cover the following areas:

ICT

HCM

Finance

SCM

Risk

Marketing and Communications

Legal, Compliance, Risk and Insurance

4.6 MEASUREMENTS AND PAYMENT

The appointed service provider will be notified of a brief to render services for the design, development, and implementation of shared services for the functional areas as tabulated in section 4.6 of this document.

4.7 FORM OF CONTRACT

Milestone Based Performance contracting will form the basis of contractual agreement between PRASA and the appointed service provider.

5. SPECIFICATION OF THE WORK OR PRODUCTS OR SERVICES REQUIRED

PROFESSIONAL TECHNICAL STAFF REQUIREMENTS

5.1 KEY PROFESSIONAL STAFF

Experience key professional staff in relation to the scope of work – Professionals Services:

Team Leader

The desired minimum qualifications for the Team Leader are as follows:

- Post-graduate Degree qualification in Organisational Development, Behavioural Sciences, Industrial Engineering or Human Resources
- Ten (10) years of post-qualification experience

Project Manager

The desired minimum qualifications for the Project Manager are as follows:

- Reference letters indicating number of years of experience in managing and implementing OD projects in organisation(s) with more than 1000 employees affected.
- Relevant post graduate degree / qualification in OD or behavioural sciences.
- Ten (10) years of post-graduation experience

Specialists

- Labour Relations Specialist - The desired Labour Relations Specialist post qualification minimum experience to be not less than 7 years.
- Change Management Specialist – The desired Change Management Specialist post qualification experience to be not less than 7 years.

6. TECHNICAL INFORMATION TO BE PROVIDED WITH TENDER

- The Bidders shall submit Organisational Experience detailing contracts for similar work within the last 7 years.
- Contact details of a minimum of 3 organisations for which work was done.
- Provide names and attach CV.'s of team members who will work on the project as well as those staff members who will be responsible for project execution, planning, directing, and / or reporting.

- Provide a suitable number of full-time staff members who will be allocated to the project.
- Any changes in the project team or resources allocated to PRASA must request approval from PRASA.
- Provide the names and qualifications of any outside specialists and consultants who will assist the service provider's staff members.
- Team must demonstrate experience in design, development, and implementation of shared services projects.
- Ownership of working papers and generated reports shall remain the property of PRASA and shall at the conclusion of the assignment be handed over to PRASA.

7. TECHNICAL SPECIFICATIONS RELATED TO THIS PROJECT

The design for this project shall meet technical capabilities & performance requirements for delivering shared services centres for the targeted functions.

No.	Scope Deliverables	Description of the Deliverables
1.	Design the Operating Model and principles	• Define the shared services centre vision and strategy. • Define shared service principles with design options per functional area incorporating where applicable; • In-house vs outsources in line with the industry trends and the internal best practices. • Addressing a hybrid approach of creating a centre of excellence for its non-core activities in-house while outsourcing the other activities. • Determination of the appropriate shared services model – maturity level of each function area.
2.	Service identification and development for each shared service	• Identification of services and descriptions in each function
3.	Development of organisation structures	• Shared service organisational structures • Identification of critical positions from developed structures
4.	Development of job profiles	• Draft job profiles for each position
5.	Analysis and grading of job levels	• Evaluate and grade each position level
6.	Identification of job types and group	• Categorise positions for PRASA job type and groups for system access purpose.

7.	Lead with internal cross-functional team a comparison / identification existing employee's positions vs identified positions and reallocation of identified existing employees to the new structures	- This is a desk top evaluation-based process to compare new positions profile vs existing employee competence, experience previous job profile. - Develop criteria for how to evaluate existing employees against new positions. - Evaluate existing employees against new identified positions.
8.	Recruitment or placement for identified vacant positions	Recruitment for identified 35 critical vacant positions (5 critical positions for each shared service area)
9.	Project Management	Project management of the engagement
10.	Change Management	- Develop change management strategy and plan. - Implementation of the plan
11	Project Benefit report and Road Map	Project report that state what benefits (tangible and intangible benefits are achieved through this project with a roadmap and key activities and timelines for implementing the full project)

8. TIME FRAMES/PROGRAMS

Contract period :

The contract duration for the design and implementation of the shared service model for the target functional areas shall be for a period of Calendar days .

9. EVALUATION METHODOLOGY

The evaluation of Bids will be based on the information contained in Bids received in RFP and, which may be further supplemented by presentations and clarification information provided, if required. All Bids shall be equally evaluated by various committees involved in the evaluation process in accordance with stated Evaluation Criteria. Procurement integrity and fairness, transparency, competitiveness and full accountability will at all times be paramount.

9.1 EVALUATION AND SCORING METHODOLOGY

The evaluation of the Bids by the evaluation committees will be conducted at various levels.

The following levels will be applied in the evaluation:

LEVEL	DESCRIPTION
Verify completeness	The Bid is checked for completeness and whether all required documentation, certificates; verify completeness warranties and other Bid

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

	requirements and formalities have been complied with. Incomplete Bids may be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids may be disqualified.
Detailed Evaluation of Technical	Detailed analysis of Bids to determine whether the Bidder is capable of delivering the Project in terms of business and technical requirements. The minimum threshold for technical evaluation is [80% threshold] any bidder who fails to meet the minimum requirement will be disqualified and not proceed with the evaluation of Price and Specific Goals.
Specific Goals	Evaluate Specific Goals
Price Evaluation	Bidders will be evaluated on price offered.
Scoring	Scoring of Bids using the Evaluation Criteria.
Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders
Best and final Offer	PRASA may go into the Best and final Offer process in the instance where no bid meets the requirements of the RFP and /or the bids are to close in terms of points awarded.
Approval	Approval and notification of the final Bidder.

9.2 EVALUATION CRITERIA

Interested bidders for this project shall be evaluated in terms of their business credentials, financial standing, empowerment, technical capacity and experience. The evaluation committee shall use the following Evaluation Criteria depicted in Table below for the selection of the preferred bidder that shall render professional services and construction management work for the project.

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 2	
Technical/Functional Requirements	Threshold of 80
Stage 3	
Price	80
Specific Goals	20
TOTAL	100

Table : Evaluation Criteria for the selection of a potential bidder .

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

10. STAGE 1: COMPLIANCE REQUIREMENTS

Bidders must comply with the following requirements and failure to comply will lead to immediate disqualification.

Stage 1A – Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit/meet the following mandatory documents/requirements, your bid will be automatically disqualified:

No.	Description of requirement	
a)	Completion of ALL RFP documentation (includes ALL)	
b)	Signed Joint Venture, Consortium Agreement or Partnering Agreement (whichever is applicable)	

Stage 1B – Other Mandatory Requirements - (To be submitted in envelope 1)

If you do not submit/meet the following mandatory documents/requirements, PRASA may request the bidder to submit the information within five (5) working days. Should this information not be provided, your bid proposal will be disqualified.

No.	Description of requirement	Compliant
a)	Original or certified B-BBEE certificate issued by SANAS (Certificates issued by IRBA and Accounting Officers have been discontinued, however valid certificates already issued before 1 January 2017 may be used until they phase out completely by December 2017) Bidder to include Affidavit for QSEs and EMEs. In cases of JVs or consortiums, a combined B-BBEE certificate in the name of the JV/Consortium must be submitted	
b)	CSD supplier registration number (<i>should a bidder not registered on CSD, the bidder will be afforded 14 days after the closing date to register accordingly</i>)	
c)	A valid and Original Tax Clearance Certificate (valid as at the closing date of this RFP) Or supply SARS Pin	
d)	Company registration documents	
e)	Copies of Directors' ID documents	

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

STAGE 2: TECHNICAL / FUNCTIONALITY REQUIREMENTS - (To be submitted in envelope 1)

Bidders are evaluated based on the functional criteria set out in this RFP. Only those bidders which score (80) points or higher (out of a possible 100) during the functional evaluation will be evaluated during the next stage of the Bid.

Details of the technical / functional requirements are presented in Table below.

ITEM	CRITERIA	WEIGHT
1.	Experience and track record for Shared Services Design and Implementation	30
2.	Organisational design resources, skills, and knowledge	20
3.	Project management skills and experience	20
4.	Change management skills and experience	20
5.	Labour law knowledge	10
	TOTAL	100

Technical Evaluation Criteria

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

11. FUNCTIONAL EVALUATION CRITERIA

Details of the scoring methodology presented above are outlined in Table below

	Criteria	Weight	Scores
1 (i)	Experience and Track Record for Shared Service Design and Implementation NB. This item will be scored in two parts. That is 1(i) for track record and 1(ii) for experience. Note: The bidder must submit contactable letters from clients where the following information is provided: - Design and implementation shared services were provided in past 7 years in any of the service areas. - The letters must reference work done in the following areas:	15	0 – No responsive received
			1 – One contactable reference indicating work done within the last 7 years.
			2 – 2 contactable references indicating work done within the last 7 years.
			3 – 3 contactable references indicating work done within the last 7 years.
			4 – 4 contactable references indicating work done within the last 7 years.
			5 – 5 or more contactable reference indicating work done within the last 7 years.
1 (ii)	a) HCM b) ICT c) Finance d) SCM e) Marketing and Communications f) Legal, Compliance, Risk, and Insurance - The information provided must be on the client's letterhead and in addition to	15	0 – No response received
			1 – A resume of work successfully done in a shared services 1 area submitted
			2 – A resume of work successfully done in 2 shared services areas submitted
			3 – A resume of work successfully done in 3 shared services areas submitted
			4 – A resume of work successfully done in 4 shared services areas submitted
			5 – A resume of work successfully done in 5 or more shared services areas submitted

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

	the above information must include the following: a) Name of company. b) Contact person's name. c) Contact person's telephone numbers.		
2	Organisational Design Resources skills, knowledge, and experience Note: The lead consultant must show their knowledge and competence for each shared service area. The consultant's CV must include reference to the relevant shared service areas e.g.: a) IT Shared Services b) HCM Shared Services c) Finance Shared Services d) SCM Shared Services e) Marketing & Communications Shared Services	20	0 – No response received 1 – Zero to two years of experience in OD by lead consultant in at least one shared service area as covered in section 4.1 of this scope in an organisation with over 1000 employees affected. 2 – Three to four years of experience in OD by lead consultant in at least one shared service area as covered in section 4.1 of this scope in an organisation with over 1000 employees affected. 3 – Five to six years of experience in OD by lead consultant in at least two shared service areas as covered in section 4.1 of this scope in an organisation with over 1000 employees affected 4 – Seven to eight years of experience in OD by lead consultant in at least three shared service areas as covered in section 4.1 of this scope in an organisation with over 1000 or more employees affected 5 – Nine years or more of experience in OD by lead consultant in at least four shared service areas as covered in section 4.1 of this scope in an organisation with over 1000 or more employees affected
3	Project Management Skills and Experience	20	0 – No response received 1 -Zero to two years post qualification experience in the management of OD

	Note: The bidder is required to provide a detailed Curriculum Vitae of the Project Manager who will be assigned to the project who has acquired the following experience and qualifications I. Reference letters indicating number of years of experience in managing and implementing OD projects in organisation(s) of PRASA size. II. Relevant post graduate degree / qualification in OD or behavioural sciences.		projects in organisation with more than 1 000 employees affected in at least 1 shared service area 2 – Three to four years post qualification experience in the management of OD projects in organisation with more than 1000 employees affected in at least 2 shared services area 3 – Five to six years post qualification experience in the management of OD projects in organisation with employees more than 1000 affected in at least 3 shared services area 4 – Seven to eight years post qualification experience in the management of OD projects in organisation with more than 1000 employees affected in at least 4 shared services area 5 – Nine years or more post qualification experience in the management of OD projects in organisation with more than 1000 employees affected in at least 5 shared service areas
4	Change Management Skills and Experience Note: The bidder must submit the lead consultant CV The lead consultant must have led a change management team for the same size or larger shared service areas and total over 200 employees affected by	20	0 – No response received 1 – Zero to two years Change Management experience in the delivery of projects of organisation more than 1000 employees affected. In 1 shared service area. 2 – Three to four years Change Management experience in the delivery of projects of organisation with more than 1000 employees affected. In 2 shared service areas 3 – Five to six years Change Management experience in the delivery of projects in organisation of with more than 1000

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

	the shared services design project.		employees affected. In 3 shared service areas
			4 – Seven to eight years Change Management experience in the delivery of projects in an organisation with more than 1000 employees affected. In 4 shared service areas
			5 – Nine years or more Change Management experience in the delivery of projects in an organisation with more than 1000 employees affected. In 5 shared service areas
5	Labour Law Knowledge Note: The bidder must submit at least one labour law specialist for this project. And submit the consultant CV and submit this person role within this project.	10	0 – No response received
			1 – A labour law specialist has been proposed and has ER related qualification and experience in OD / Organisational restructuring projects in organisation with more than 1000 employees affected.
			2 – A labour law specialist (having a minimum of 2 years' experience) has been proposed and has ER related qualification and experience in OD / Organisational restructuring projects in organisation with more than 1000 employees affected.
			3 – A labour law specialist (having a minimum of 4 years' experience) has been proposed and has ER related qualification and experience in OD / Organisational restructuring projects in organisation with more than 1000 employees affected.
			4 – A labour law specialist (having a minimum of 5 years' experience) has been proposed and has ER related qualification and experience in OD / Organisational restructuring projects in organisation with more than 1000 employees affected.
			5 – A labour law specialist (having a minimum of 6 years or more experience) has been proposed and has ER related qualification

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

			and experience in OD / Organisational restructuring projects in organisation with more than 1000 employees affected.
Total		100	

STAGE 3: PRICING AND SPECIFIC GOALS - (To be submitted in envelope 2)

Bidders should provide their price proposal in envelope 2, which should include Form C (Financial Offer) and also provide proof of Specific Goals.

The following formula, shall be used by the Bid Evaluation Committee to allocate scores to the interested bidders:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE

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

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

11.1 POINTS AWARDED FOR SPECIFIC GOALS

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:

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 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of-

- (a) Any other invitation for tender, that either the 80/20 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 the 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

Specific Goals	Specific Goals Score	Score for 80/20	Score Allocated 80/20	Acceptable evidence that must be submitted by bidder
51% Black owned	At least 51% Black owned	4		CPIC Documents / B-BBEE Certificate / Affidavit
Black People Military Veterans	Any level of Black People who are Military Veterans - Ownership	4		Certified copy of ID Documents of the Owners and Military ID number /document

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Black Women Owned	Any Level of Black Women Ownership	4		Certified copy of ID Documents of the Owners
B-BEE Level	Level 2 B-BBEE	4		BEE Certificate / Affidavit (in case of JV, a consolidated scorecard will be accepted)
Black Youth Owned	Any Level of Black Youth Ownership	4		Certified copy of ID Documents of the Owners
TOTAL SCORE		20		

12. VALIDITY PERIOD

This RFP shall be valid for 90 working days calculated from Bid closing date.

13. THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME

13.1 National Industrial Participation Programme (NIPP) requirements:

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme. Bidders are therefore required to complete SBD 5 to give effect to the above.

14. POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Respondent(s). The shortlist could comprise of one or more Respondents. Should PRASA conduct post tender negotiations, Respondents will be requested to provide their best and final offers to PRASA based on such negotiations. A final evaluation will be conducted in terms of 80/20..

15. FINAL CONTRACT AWARD

PRASA will negotiate the final terms and condition the contract with the successful Respondent(s). This may include aspects such as Supplier Development, the B-BBEE Improvement Plan, price and delivery. Thereafter the final contract will be awarded to the successful Respondent(s).

16. FAIRNESS AND TRANSPARENCY

PRASA views fairness and transparency during the RFP Process as an absolute on which PRASA will not compromise. PRASA will ensure that all members of evaluation committees declare any conflicting or undue interest in the process and provide confidentiality undertakings to PRASA. The evaluation process will be tightly monitored and controlled by PRASA to assure integrity and transparency throughout, with all processes and decisions taken being approved and auditable.

SECTION 3

PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the Pricing Schedule **Annexure 4** and Form C (Volume 2 /Envelop 2)

1 PRICING

- 1.1. Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 1.2. Price offer is firm and clearly indicate the basis thereof.
- 1.3. Pricing Bill of Quantity is completed in line with schedule if applicable.
- 1.4. Cost breakdown must be indicated.
- 1.5. Price escalation basis and formula must be indicated.
- 1.6. To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 1.7. Please note that should you have offered a discounted price(s), PRASA will only consider such price discount(s) in the final evaluation stage on an unconditional basis.
- 1.8. Respondents are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Respondent. PRASA may:
 - 1.8.1. negotiate a market-related price with the Respondent scoring the highest points or cancel the RFP;

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- 1.8.2. if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points or cancel the RFP; and
- 1.8.3. if the Respondent scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the third highest points or cancel the RFP.
- 1.8.4. If a market-related price is not agreed with the Respondent scoring the third highest points, PRASA must cancel the RFP.

2 DISCLOSURE OF PRICES QUOTED

Respondents are to note that, on award of business, PRASA is required to publish the tendered prices and preferences claimed of the successful and unsuccessful Respondents inter alia on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za) , the other medium used to advertise the bid i.e CIDB as required per National Treasury Instruction Note 09 of 2022/2023.

3 PERFORMANCE AND BID BONDS (NOT APPLICABLE)

- 3.1. The preferred Bidder shall where applicable provide PRASA with a performance bond which shall be 10% of the value of the entire Project price offered and it shall be issued with 30 days of receipt of notice of appointment. The Performance Bond shall be valid for the Contract period. The format of the Performance Bond is attached as **Annexure(Not Applicable)**

Bidders are required to submit their Bid with a Bid Bond. The Bid Bond shall be due and payable if a bidder decides not to continue with the RFP process after submission of its Bid. The format of the Bid Bond is attached as Annexure ..(Not applicable)]

4 OWNERSHIP OF DESIGN

- 4.1. The plans and design developed and to be provided by PRASA shall at all times remain the property of PRASA.

5 SERVICE LEVELS

- 5.1. An experienced national account representative(s) is required to work with PRASA's procurement department. [No sales representatives are needed for individual department or locations]. Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- 5.2. PRASA will have quarterly reviews with the Service provider's account representative on an on-going basis.
- 5.3. PRASA reserves the right to request that any member of the Service provider's team involved on the PRASA account be replaced if deemed not to be adding value for PRASA.
- 5.4. The Service provider guarantees that it will achieve a 100% [hundred per cent] service level on the following measures:
- Random checks on compliance with quality/quantity/specifications
 - On time delivery.
- 5.5. The Service provider must provide a telephone number for customer service calls.
- 5.6. Failure of the Service provider to comply with stated service level requirements will give PRASA the right to cancel the contract in whole, without penalty to PRASA, giving 30 [thirty] calendar days' notice to the Service provider of its intention to do so.

Acceptance of Service Levels:

YES	
-----	--

6 TOTAL COST OF OWNERSHIP (TCO)

- 6.1. PRASA will strive to procure goods, services and works which contribute to its mission. In order to achieve this, PRASA must be committed to working with suppliers who share its goals of continuous improvement in service, quality and reduction of Total Cost of Ownership (TCO).
- 6.2. Respondents shall indicate whether they would be committed, for the duration of any contract which may be awarded through this RFP process, to participate with PRASA in its continuous improvement initiatives to reduce the total cost of ownership [TCO], which will reduce the overall cost of transportation services and related logistics provided by PRASA's operating divisions within South Africa to the ultimate benefit of all end-users.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

7 FINANCIAL STABILITY

Respondents are required to submit their latest financial statements prepared and signed off by a professional accountant for the past 3 years with their Proposal in order to enable PRASA to establish financial stability.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

BID NUMBER: HO/HCM/413/06/2023



8 VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [the Agreement] and fail to present PRASA with such renewals as and when they become due, PRASA shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which PRASA may have for damages against the Respondent.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

BID NUMBER: HO/HCM/413/06/2023



9 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS & CONDITIONS & APPLICABLE DOCUMENTS

By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP, including those contained in any printed form stated to form part hereof, including but not limited to the documents stated below and PRASA will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

1. PRASA's General Bid Conditions*

2. Standard RFP Terms and Conditions for the supply of Goods or Services or Works to PRASA

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by PRASA's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from the Standard terms or conditions could result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.

BID NUMBER: HO/HCM/413/06/2023



SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

10 GENERAL CONDITIONS

10.1 ALTERNATIVE BIDS

Bidders may submit alternative Bid only if a main Bid, strictly in accordance with all the requirements of the RFP is also submitted. The alternative Bid is submitted with the main Bid together with a schedule that compares the requirements of the RFP with the alternative requirements the Bidders proposes. Bidders must note that in submitting an alternative Bid they accept that PRASA may accept or reject the alternative Bid and shall be evaluated in accordance with the criteria stipulated in this RFP.

10.2 PRASA'S TENDER FORMS

Bidders must sign and complete the PRASA's Bid Forms and attach all the required documents. Failure by Bidders to adhere to this requirement may lead to their disqualification.

10.3 PRECEDENT

In case of any conflict with this RFP and Bidders response, this RFP and its briefing notes shall take precedence.

10.4 RESPONSE TO RFP-CONFIDENTIALITY

Response to RFPs must clearly indicate whether any information conveyed to or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing from a response to RFP, PRASA shall deem the response to RFP to have waived any right to confidentiality and treat such information as public in nature.

Where a Bidder at any stage during the RFP Process indicates to PRASA that information or any response to RFP requested from PRASA is or should be treated confidentially, PRASA shall treat such information or response to RFP confidentially, unless PRASA believes that to ensure the transparency and competitiveness of the RFP Process the content of the information or response to RFP should be conveyed to all Bidders, in which event it shall apply the following process:

- PRASA shall confirm with the Bidder whether the raising of confidentiality applies to the entire response to the RFP or only specific elements or sections of the response;
- Where confidentiality is maintained by the Bidder and PRASA is of the opinion that the information or response to RFP if made publicly available would affect the commercial interests of the Bidder

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

or is commercially sensitive information, PRASA shall not release such information to other Bidders if providing such information or response to the RFP would prejudice the competitiveness and transparency of the RFP Process;

- Where PRASA is of the opinion that information provided is not commercially sensitive or would have no impact on the commercial interests of the relevant Bidder if released and fairness and transparency requires that such information be released to all Bidders, PRASA may:
 - i. inform the relevant Bidder of the necessity to release such information and/or response to RFP and request the Bidder to consent to the release thereof by PRASA; or
 - ii. obtain legal advice regarding the confidentiality of the relevant information and/or response to RFP and the legal ability of PRASA to release such information; or
 - iii. refrain from releasing the information and/or response to RFP, in which event PRASA shall not take account of the contents of such information in the evaluation of the relevant response to RFP.

The above procedures regarding confidentiality shall not apply to any information which is already public knowledge or available in the public domain or in the hands of PRASA or is required to be disclosed by any legal or regulatory requirements or order of any competent court, tribunal or forum.

10.5 RESPONSE TO THE RFP – RFP DISQUALIFICATION

Responses to RFP which do not comply with the RFP requirements, formalities, terms and conditions may be disqualified by PRASA from further participation in the RFP Process.

In particular (but without prejudice to the generality of the foregoing) PRASA may disqualify, at its sole discretion and without prejudice to any other remedy it may have, a Bidder where the Bidder, or any of its consortium members, subcontractors or advisors have committed any act of misrepresentation, bad faith or dishonest conduct in any of its dealings with or information provided to PRASA.

10.6 CORRUPTION, GIFTS AND PAYMENTS

Neither the Bidders to RFPs, its equity members, the sub-contractors, consortium members nor any of their agents, lenders or advisors shall directly or indirectly offer or give to any person in the employment of PRASA or any other Government official or any of the Advisory Team any gift or consideration of any kind as an inducement or reward for appointing a particular Bidder, or for showing or omitting to show favour or disfavour to any of the Bidders, its equity members or the sub-contractors in relation to the Project.

In the event that any of the prohibited practices contemplated under the above paragraph is committed, PRASA shall be entitled to terminate any Response to RFP's status and to prohibit such Response to

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

RFP, its equity members, its SPV members, its Sub Contractors and their agents, lenders and advisors from participating in any further part of the procurement of the Project.

10.7 INSURANCE

Unless specifically provided for in this RFP or draft contracts, Bidders will be required to submit with their Bid for services professional indemnity insurance and works insurance to an extent (if any) if insurance provided by PRASA may not be for the full cover required in terms of the relevant category listed in this RFP. The Bidder is advised to seek qualified advice regarding insurance.

10.8 NO CONTACT POLICY

Bidders may only contact the bid administrator of PRASA as per the terms of the Communication Structure established by this RFP, except in the case of pre-existing commercial relationships, in which case contact may be maintained only with respect thereto and, in making such contact, no party may make reference to the Project or this RFP.

10.9 CONFLICT OF INTEREST

No Bidder member, subcontractor or advisor of the response to RFP may be a member of or in any other way participate or be involved, either directly or indirectly in more than one response to RFP or response to RFP during any stage of the Project procurement process, but excluding specialist suppliers of systems and equipment, non-core service providers or financial or commercial institutions whose role is limited purely to lending money or advancing credit to the response to RFP. Bidders are to sign the declaration of interest form. In order to prevent the conflict or potential conflict of interest between Lenders and Bidders to RFP, no advisors or the Contractor/s or Consortium/s to any response to RFP, consortium member or subcontractor may fulfil the role of arranger, underwriter and/or lead bank to the response to RFP. PRASA may disqualify the response to RFP from further participation in the event of a failure to comply with this provision. PRASA views the potential conflict of interest so great as to warrant the reduction of competition for advisory services.

10.10 COLLUSION AND CORRUPTION

Any Bidder shall, without prejudice to any other remedy available to PRASA, be disqualified, where the response to RFP –

- communicates to a person other than persons nominated by PRASA a material part of its response to RFP; or
- Enters into any Contract or arrangement with any other person or entity that it shall refrain from submitting a response to RFP to this RFP or as to any material part of its Response to RFP to

this RFP (refer the prohibition contained in Section 4(1)(b)(iii) of the Competition Act 89 of 1998).

. The Bidders represents that the Bidder has not, directly or indirectly, entered into any agreement, arrangement or understanding or any such like for the purpose of, with the intention to, enter into collusive Bidding or with reasonable appreciation that, collusive any agreement, arrangement or understanding or any such like may result in or have the effect of collusive Bidding. The Bidder undertakes that in the process of the Bid but prior to PRASA awarding the Bid to a preferred bidder become involved in or be aware of or do or caused to be done any agreement, arrangement or understanding or any such like for the purpose of or which may result in or have the effect of a collusive Bid, the Bidder will notify PRASA of such any agreement, arrangement or understanding or any such like.; or

- offers or agrees to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done, or causing, or having caused to be done any act or omission in relation to the RFP Process or any proposed response to RFP (provided nothing contained in this paragraph shall prevent a response to RFP from paying any market-related commission or bonus to its employees or contractors within the agreed terms of their employment or contract).

10.11 CONSORTIUM CHANGES

If exceptional circumstances should arise in which a after the submission to the bid and after closing date of submission of bids, there is change in the composition of the Bidder, either through substitution or omission of any member of the Bidder:

- The Response to RFP must notify PRASA in writing of the proposed changes supported by complete details of the material reasons for the changes, the parties impacted by the changes and the impact on the response to RFP.
- PRASA shall evaluate the reasons advanced by the Bidder for the requested changes to the Bidder structure and where PRASA is not satisfied that the reasons advanced are reasonable or material, refuse to accept the change and disqualify the response to RFP, or notify the Bidder in writing of its non-acceptance of the changes and require the Bidder to propose a suitable alternative to PRASA within 10 (TEN) days of its receipt of the decision of PRASA, upon receipt of which PRASA shall -
 - i. Evaluate the alternative proposed for suitability to PRASA, and where the alternative is accepted by PRASA, inform the Bidder in writing of such acceptance and PRASA shall reassess the response to RFP against the RFP requirements and criteria; or

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- ii. Where the alternative is not accepted by PRASA, inform the Bidder in writing of such non-acceptance as well as its disqualification from the RFP Process.
- iii. Where PRASA is satisfied that the changes requested under (i) above are reasonable and material, the response to RFP, shall be allowed to effect the required changes and PRASA shall reassess the response to RFP against the RFP requirements and criteria.

10.12 COSTS OF RESPONSE TO THE RFP SUBMISSION

All costs and expenses associated with or incurred by the Bidder in relation to any stage of the Project, shall be borne by the Bidder. PRASA shall not be liable for any such costs or expenses or any claim for reimbursement of such costs or expenses.

To avoid doubt, PRASA shall not be liable for any samples submitted by the Bidder in support of their Responses to RFP and reserves the right not to return to them such samples and to dispose of them at its discretion.

10.13 RESPONSE TO THE RFP WARRANTY

Bidders must provide a warranty as part of their Responses to RFP that their Responses to RFP are true and correct in all respects, that it does not contain a misrepresentation of any kind and that the taxes of all members of the Bidder company, consortium members and or subcontractors are in order and none of the members are undergoing corruption or any criminal-related investigations or have any past convictions for fraud or corruption.

11 CONDITIONS OF TENDER

General

Actions	1 PRASA's <i>Representative</i> and each <i>tenderer</i> submitting a tender shall act as stated in these Conditions of Tender and in a manner which is fair, equitable, transparent, competitive and cost-effective.
Interpretation	2 Terms shown in <i>italics</i> vary for each tender. The details of each term for this tender are identified in the Request for Tender / Scope of work/ specification. Terms shown in capital initials are defined terms in the appropriate conditions of contract.
	3 Any additional or amended requirements in the Scope of work/ specification, and additional requirements given in the Schedules in the

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

tender returnables are deemed to be part of these Conditions of Tender.

- | | | |
|---|---|--|
| | 4 | The Conditions of Tender and the Scope of work/ specification shall form part of any contract arising from this invitation to tender. |
| Communication | 5 | Each communication between PRASA and a <i>tenderer</i> shall be to or from PRASA's <i>Representative</i> only, and in a form that can be read, copied and recorded. Communication shall be in the English language. PRASA takes no responsibility for non-receipt of communications from or by a <i>tenderer</i> . |
| PRASA's rights to accept or reject any tender | 6 | PRASA may accept or reject any variation, deviation, tender, or alternative tender, and may cancel the tender process and reject all tenders at any time prior to the formation of a contract. PRASA or PRASA's <i>Representative</i> will not accept or incur any liability to a <i>tenderer</i> for such cancellation and rejection, but will give reasons for the action. PRASA reserves the right to accept the whole or any part of any tender. |
| | 7 | After the cancellation of the tender process or the rejection of all tenders PRASA may abandon the proposed work and services, have it performed in any other manner, or re-issue a similar invitation to tender at any time. |

Tenderer's obligations

The *tenderer* shall comply with the following obligations when submitting a tender and shall:

- | | | |
|-------------------|---|---|
| Eligibility | 1 | Submit a tender only if the <i>tenderer</i> complies with the criteria stated in the Scope of work/ specification. |
| Cost of tendering | 2 | Accept that PRASA will not compensate the <i>tenderer</i> for any costs incurred in the preparation and submission of a tender. |
| Check documents | 3 | Check the <i>tender documents</i> on receipt, including pages within them, and notify PRASA's <i>Representative</i> of any discrepancy or omissions in writing. |

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Copyright of documents	4	Use and copy the documents provided by PRASA only for the purpose of preparing and submitting a tender in response to this invitation.
Standardised specifications and other publications	5	Obtain, as necessary for submitting a tender, copies of the latest revision of standardised specifications and other publications, which are not attached but which are incorporated into the <i>tender documents</i> by reference.
Acknowledge receipt	6	Preferably complete the Receipt of invitation to submit a tender form attached to the Letter of Invitation and return it within five days of receipt of the invitation.
	7	Acknowledge receipt of Addenda / Tender Briefing Notes to the <i>tender documents</i> , which PRASA's <i>Representative</i> may issue, and if necessary apply for an extension to the <i>deadline for tender submission</i> , in order to take the Addenda into account.
Site visit and / or clarification meeting	8	Attend a site visit and/or clarification meeting at which <i>tenderers</i> may familiarise themselves with the proposed work, services or supply, location, etc. and raise questions, if provided for in the Scope of work/ specification. Details of the meeting are stated in the RFP document, <i>i-tender</i> website and CIDB website.
Seek clarification	9	Request clarification of the <i>tender documents</i> , if necessary, by notifying PRASA's <i>Representative</i> earlier than the <i>closing time for clarification of queries</i> .
Insurance	10	Be informed of the risk that needs to be covered by insurance policy. The <i>tenderer</i> is advised to seek qualified advice regarding insurance.
Pricing the tender	11	Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except VAT), and other levies payable by the successful <i>tenderer</i> . Such duties, taxes and levies are those applicable 14 days prior to the <i>deadline for tender submission</i> .
	12	Show Value Added Tax (VAT) payable by PRASA separately as an addition to the tendered total of the prices.
	13	Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the <i>conditions of contract</i> .

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

- | | | |
|--------------------------|----|---|
| | 14 | State the rates and Prices in South African Rand unless instructed otherwise as an additional condition in the Scope of work/ specification. The selected <i>conditions of contract</i> may provide for part payment in other currencies. |
| Alterations to documents | 15 | Not make any alterations or an addition to the tender documents, except to comply with instructions issued by PRASA's <i>Representative</i> or if necessary to correct errors made by the <i>tenderer</i> . All such alterations shall be initialled by all signatories to the tender. Corrections may not be made using correction fluid, correction tape or the like. |
| Alternative tenders | 16 | Submit alternative tenders only if a main tender, strictly in accordance with all the requirements of the <i>tender documents</i> is also submitted. The alternative tender is submitted with the main tender together with a schedule that compares the requirements of the <i>tender documents</i> with the alternative requirements the <i>tenderer</i> proposes. |
| | 17 | Accept that an alternative tender may be based only on the criteria stated in the Scope of work/ specification and as acceptable to PRASA. |
| Submitting a tender | 18 | Submit a tender for providing the whole of the works, services or supply identified in the Contract Data unless stated otherwise as an additional condition in the Scope of work/ specification. |
| NOTE: | 19 | Return the completed and signed <i>PRASA Tender Forms and SBD forms provided with the tender</i>. <u>Failure to submit all the required documentation will lead to disqualification</u> |
| | 20 | Submit the <u>tender as an original</u> plus 1 copy and an electronic version which should be contained in Memory Cards clearly marked in the Bidders name as stated in the RFP and provide an English translation for documentation submitted in a language other than English. Tenders may not be written in pencil but must be completed in ink. |
| | 21 | Sign and initial the original and all copies of the tender where indicated. PRASA will hold the signatory duly authorised and liable on behalf of the <i>tenderer</i> . |
| | 22 | Seal the original and each copy of the tender as separate packages marking the packages as "ORIGINAL" and "COPY". Each package |

shall state on the outside PRASA's address and invitation to tender number stated in the Scope of work/ specification, **as well as the tenderer's name and contact address**. Where the tender is based on a two envelop system tenderers should further indicate in the package whether the document is **envelope / box 1 or 2**.

- 23 Seal original and copies together in an outer package that states on the outside only PRASA's address and invitation to tender number as stated in the Scope of work/ specification. The outer package should be marked "CONFIDENTIAL"
- 24 Accept that PRASA will not assume any responsibility for the misplacement or premature opening of the tender if the outer package is not sealed and marked as stated.

Note:

PRASA prefers not to receive tenders by post, and takes no responsibility for delays in the postal system or in transit within or between PRASA offices.

PRASA prefers not to receive tenders by fax, PRASA takes no responsibility for difficulties in transmission caused by line or equipment faults.

Where tenders are sent via courier, PRASA takes no responsibility for tenders delivered to any other site than the tender office.

PRASA employees are not permitted to deposit a tender into the PRASA tender box on behalf of a tenderer, except those lodged by post or courier.

Closing time

- 25 Ensure that PRASA has received the tender at the stated address with the Scope of work / specification no later than the *deadline for tender submission*. Proof of posting will not be taken by PRASA as proof of delivery. PRASA will not accept a tender submitted telephonically, by Fax, E-mail or by telegraph unless stated otherwise in the Scope of work/ specification.
- 26 Accept that, if PRASA extends the *deadline for tender submission* for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	 prasa PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/413/06/2023	

Tender validity	27 Hold the tender(s) valid for acceptance by PRASA at any time within the <i>validity period</i> after the <i>deadline for tender submission</i> .
	28 Extend the <i>validity period</i> for a specified additional period if PRASA requests the <i>tenderer</i> to extend it. A <i>tenderer</i> agreeing to the request will not be required or permitted to modify a tender, except to the extent PRASA may allow for the effects of inflation over the additional period.
Clarification of tender after submission	29 Provide clarification of a tender in response to a request to do so from PRASA's <i>Representative</i> during the evaluation of tenders. This may include providing a breakdown of rates or Prices. No change in the total of the Prices or substance of the tender is sought, offered, or permitted except as required by PRASA's <i>Representative</i> to confirm the correction of arithmetical errors discovered in the evaluation of tenders. The total of the Prices stated by the <i>tenderer</i> as corrected by PRASA's <i>Representative</i> with the concurrence of the <i>tenderer</i> , shall be binding upon the <i>tenderer</i>
	Submit bonds, policies etc. 30 If instructed by PRASA's <i>Representative</i> (before the formation of a contract), submit for PRASA's acceptance, the bonds, guarantees, policies and certificates of insurance required to be provided by the successful <i>tenderer</i> in terms of the <i>conditions of contract</i>. 31 Undertake to check the final draft of the contract provided by PRASA's <i>Representative</i>, and sign the Form of Agreement all within the time required. 32 Where an agent on behalf of a principal submits a tender, an authenticated copy of the authority to act as an agent should be submitted with the tender.
Fulfil BEE requirements	33 Comply with PRASA's requirements regarding BBBEE Suppliers.

PRASA'S UNDERTAKINGS

PRASA, and PRASA's *Representative*, shall:

Respond to clarification	1 Respond to a request for clarification received earlier than the <i>closing time for clarification of queries</i> . The response is notified to all <i>tenderers</i> .
Issue Addenda	2 If necessary, issue to each <i>tenderer</i> from time to time during the period from the date of the Letter of Invitation until the <i>closing time for</i>

clarification of queries, Addenda that may amend, amplify, or add to the *tender documents*. If a *tenderer* applies for an extension to the *deadline for tender submission*, in order to take Addenda into account in preparing a tender, PRASA may grant such an extension and PRASA's *Representative* shall notify the extension to all *tenderers*.

Return late tenders	3	Return tenders received after the <i>deadline for tender submission</i> unopened to the <i>tenderer</i> submitting a late tender. Tenders will be deemed late if they are not in the designated tender box at the date and time stipulated as the deadline for tender submission.
Non-disclosure	4	Not disclose to <i>tenderers</i> , or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tenders and recommendations for the award of a contract.
Grounds for rejection	5	Consider rejecting a tender if there is any effort by a <i>tenderer</i> to influence the processing of tenders or contract award.
Disqualification	6	Instantly disqualify a <i>tenderer</i> (and his tender) if it is established that the <i>tenderer</i> offered an inducement to any person with a view to influencing the placing of a contract arising from this invitation to tender.
Test for responsiveness	7	Determine before detailed evaluation, whether each tender properly received • meets the requirements of these Conditions of Tender, • has been properly signed, and • is responsive to the requirements of the <i>tender documents</i>.
	8	Judge a responsive tender as one which conforms to all the terms, conditions, and specifications of the <i>tender documents</i> without material deviation or qualification. A material deviation or qualification is one which, in PRASA 's opinion would • detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Contract Data, • change PRASA's or the <i>tenderer's</i> risks and responsibilities under the contract, or • affect the competitive position of other <i>tenderers</i> presenting responsive tenders, if it were to be rectified.

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.	
BID NUMBER: HO/HCM/413/06/2023	

Non-responsive tenders	10 Reject a non-responsive tender, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
Arithmetical errors	11 Check responsive tenders for arithmetical errors, correcting them as follows: • Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. • If a bill of quantities applies and there is a discrepancy between the rate and the line item total, resulting from multiplying the rate by the quantity, the rate as quoted shall govern. Where there is an obviously gross misplacement of the decimal point in the rate, the line item total as quoted shall govern, and the rate will be corrected. • Where there is an error in the total of the Prices, either as a result of other corrections required by this checking process or in the <i>tenderer's</i> addition of prices, the total of the Prices, if any, will be corrected.
	12 Reject a tender if the <i>tenderer</i> does not accept the corrected total of the Prices (if any).
Evaluating the tender	13 Evaluate responsive tenders in accordance with the procedure stated in the RFP / Scope of work/ specification. The evaluated tender price will be disclosed only to the relevant PRASA tender committee and will not be disclosed to <i>tenderers</i> or any other person.
Clarification of a tender	14 Obtain from a <i>tenderer</i> clarification of any matter in the tender which may not be clear or could give rise to ambiguity in a contract arising from this tender if the matter were not to be clarified.
Acceptance of tender	15 Notify PRASA's acceptance to the successful <i>tenderer</i> before the expiry of the <i>validity period</i> , or agreed additional period. Providing the notice of acceptance does not contain any qualifying statements, it will constitute the formation of a contract between PRASA and the successful <i>tenderer</i> .
Notice to unsuccessful tenderers	16 After the successful <i>tenderer</i> has acknowledged PRASA's notice of acceptance, notify other <i>tenderers</i> that their tenders have not been accepted, following PRASA's current procedures.
Prepare contract documents	17 Revise the contract documents issued by PRASA as part of the <i>tender documents</i> to take account of

BID DESCRIPTION: PROFESSIONAL SERVICE TO DESIGN, DEVELOP AND IMPLEMENT SHARED SERVICES CENTRE FOR TARGETED SUPPORT FUNCTIONS FOR A PERIOD OF 90 DAYS /ONCE OFF SERVICE.



BID NUMBER: HO/HCM/413/06/2023

- Addenda issued during the tender period,
- inclusion of some of the *tender returnables*, and
- other revisions agreed between PRASA and the successful *tenderer*, before the issue of PRASA's notice of acceptance (of the tender).

Issue final contract	18	Issue the final contract documents to the successful <i>tenderer</i> for acceptance within one week of the date of PRASA's notice of acceptance.
Sign Form of Agreement	19	Arrange for authorised signatories of both parties to complete and sign the original and one copy of the Form of Agreement within two weeks of the date of PRASA's notice of acceptance of the tender. If either party requires the signatories to initial every page of the contract documents, the signatories for the other party shall comply with the request.
Provide copies of the contracts	20	Provide to the successful <i>tenderer</i> the number of copies stated in the Scope of work/ specification of the signed copy of the contracts within three weeks of the date of PRASA's acceptance of the tender.