



BID NO: RFP02/22

THE APPOINTMENT OF AN EXPERIENCED PANEL OF ICT SERVICE PROVIDERS FOR A PERIOD OF 36 MONTHS FOR ITHALA DEVELOPMENT FINANCE CORPORATION IN KWAZULU-NATAL

CLOSING DATE: 02 September 2022 at 11:00 am

Issued by:

Ithala Development Finance Corporation Limited
29 Canal Quay Road (for GPS 29 Signal Road),
Point Waterfront
Durban

Procurement Enquires:

Supply Chain Management Unit
Email: tenders@ithala.co.za
Tel: 031 907 8911

Name of Bidder:

For any complaints regarding our supply chain management abuses please contact Larissa Warren at 031 907 8610 or email Complaints@ithala.co.za alternatively you can lodge an anonymous complaint at our toll-free hotline number 0800 0048 23

**ITHALA DEVELOPMENT FINANCE CORPORATION LIMITED, 29 CANAL QUAY ROAD, POINT, DURBAN
(FOR GPRS 29 SIGNAL ROAD) (Hereinafter referred to as (“Ithala”))**

BID NUMBER: **RFP02/22**

CLOSING DATE: **02 September 2022**

TIME: **11:00am**

DESCRIPTION: **THE APPOINTMENT OF AN EXPERIENCED PANEL OF ICT SERVICE PROVIDERS FOR A PERIOD OF 36 MONTHS FOR ITHALA DEVELOPMENT FINANCE CORPORATION IN KWAZULU-NATAL**

COMPULSORY BRIEFING:

Yes

No

Bid Enquiries

All bid enquiries can be sent by email to tenders@ithala.co.za

Table of Contents

C.1	TENDER NOTICE AND INVITATION TO TENDER	4
C.2	INTRODUCTION	10
C.3	CONDITIONS OF BID AND CONTRACT	11
C.4	CERTIFICATE OF AUTHORITY TO SIGN A BID	19
C.5	CERTIFICATE OF ATTENDANCE AT COMPULSORY BRIEFING	24
C.6	PROCUREMENT TIMELINES	25
C.7	TERMS OF REFERENCE	26
C.8	EVALUATION PROCESS & CRITERIA	43
C.10	TAX CLEARANCE REQUIREMENTS	51
C.11	DEVIATIONS FROM THE REQUEST FOR PROPOSAL	61
C.12	BID SUMMARY AND DETAILS	62

C.1 TENDER NOTICE AND INVITATION TO TENDER

The appointment of an experienced panel of ICT service providers for a period of 36 months for Ithala Development Finance Corporation in Kwazulu-Natal

Availability of documents: National Treasury E-tender portal and IDFC website

Submission of Bids:

One original and one soft (USB) copy of the bid document must be submitted,

The proposals shall be submitted in sealed envelopes delivered at Ithala Trade Centre, 29 Canal Quay Road (for GPS use 29 Signal Road), Point, Durban and should be deposited in the box located at the reception. The closing time for receipt of tenders is **on 02 September 2022 @11h00.**

Telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted. It is important to note that all bids lodged will be examined to determine compliance with the bidding requirements and conditions. Bids with obvious deviation from the requirements, will be eliminated.

Technical and administrative queries relating to these documents may be addressed in writing only quoting the Bid No. for attention: Supply Chain Management Unit by email to tenders@ithala.co.za

Tenders may only be submitted on the original tender documentation that is issued by Ithala written in black ink.

Ithala does not bind itself to accept the lowest or any bid and consider any bid for appointment.

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFP02/22	CLOSING DATE:	02 September 2022	CLOSING TIME:	11:00
DESCRIPTION	THE APPOINTMENT OF AN EXPERIENCED PANEL OF ICT SERVICE PROVIDERS FOR A PERIOD OF 36 MONTHS FOR ITHALA DEVELOPMENT FINANCE CORPORATION IN KWAZULU-NATAL				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Ithala Trade Centre					
29 Canal Quay Road					
Point Waterfront					
Durban					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SCM		CONTACT PERSON	SCM	
TELEPHONE NUMBER	031 907 8911		TELEPHONE NUMBER	031 907 8911	
E-MAIL ADDRESS	tenders@ithala.co.za		E-MAIL ADDRESS	tenders@ithala.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO

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

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE
2.4 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.5 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.6 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS WHO ARE PERSONS IN THE SERVICE OF THE STATE."

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

All bidders must furnish the following particulars and include it in their submission (returnable documents)

Name of bidder:

.....

Trading name

.....

Company registration number

VAT registration number

.....

Workman's compensation number

Tax Clearance Certificate
/CSD Report submitted

.....

Postal address:

.....

Street address:

.....

Telephone number:

Code

Number

.....

.....

Cellular number:

.....

Facsimile number:

Code

Number

.....

.....

e-Mail address:

.....

In case of a consortium/joint venture, full details on consortium/joint venture members:

Entity name	VAT registration number	Tax Clearance Certificate submitted	YES / NO
.....

Entity name	VAT registration number	Tax Clearance Certificate submitted	YES / NO
.....

Entity name	VAT registration number	Tax Clearance Certificate submitted	YES / NO
.....

Name of contracting entity in case of a consortium/joint venture

Entity name:

.....

Postal address:

.....

Street address:

.....

Contact details of responsible person who will act on behalf of the entity/consortium/joint venture for this bid

Name and Surname

.....

Telephone number:

Code

Number

.....

.....

Cellular number:

.....

Facsimile number:

Code

Number

.....

.....

e-Mail address:

.....

Contact details of alternative responsible person who will act on behalf of the person above should he/she not be available

Name and Surname

.....

Telephone number:

Code

Number

.....

.....

Cellular number:

.....

Facsimile number:

Code

Number

.....

.....

e-Mail address:

Confirmation

Are you the accredited representative in South Africa for the services offered by you: YES / NO

Declaration

I/We have examined the information provided in this bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. I/We confirm the availability of the proposed team members. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.

Are you duly authorised to commit the bidder: YES / NO

SIGNATURE:of person authorised to sign the tender)

C.2 INTRODUCTION

Ithala is a Development Finance Corporation operating within the confines of the Kwa-Zulu Natal Ithala Development Finance Corporation Act, No 5 of 2013.

Our VISION is “To be the catalyst for growth, economic development and empowerment” and our MISSION is “To drive economic development and empowerment whilst remaining financially sustainable”.

We enable, develop, promote and implement innovative investment and transformation solutions to advance sustainable Black Economic Empowerment.

The objectives of Ithala are to promote, support and facilitate social and economic development in the Province of Kwa-Zulu Natal (KZN) by:

1. Mobilising financial resources and providing financial and supportive services to persons domiciled, ordinarily resident, or carrying on business within the KZN Province
2. Planning, executing, financing and monitoring the implementation of development projects and programmes in the province of KZN
3. Promoting, assisting and encouraging the development of the Province’s human resources and its social, economic, financial and physical infrastructure
4. Promoting, encouraging and facilitating private sector investment in the Province and the participation of the private sector and community organisations in development projects and programmes and in contributing to economic growth and development generally
5. Acting as the Government’s agent for performing any development related tasks and responsibilities that the government considers may be more effectively performed by a corporate entity

Our primary mandate is implemented by our two operating divisions and a subsidiary with an external market focus, namely:

1. Properties
2. Business Finance
3. Ithala SOC Limited

The quality, price and service that we provide our customers can only be as good as what we receive from our service providers.

We strive for continuous improvement in our critical business areas and seek to establish relationships with suppliers that are equally passionate in their quest for better quality, price and service. By exceeding our requirements and expectations, you will not only ensure that you maintain the current business; you will be positioning yourself for future business within Ithala.

PROCUREMENT PHILOSOPHY

It is the policy of Ithala, when purchasing goods and obtaining services, to follow a course of optimum value and efficiency by adopting best purchasing practices in supply chain management, ensuring that open and fair competition has prevailed, with due regard being had to the importance of:

- a) The promotion, development and support of businesses from disadvantaged communities (small, medium, micro enterprises, as well as established businesses within those communities) in terms of its BBBEE Policy.
- b) The promotion of national and regional local suppliers and agents before considering overseas suppliers; and
- c) The development, promotion and support for the moral values that underpin the above, in terms of Ithala’s Business Ethics and Guidelines which requires that all commercial conduct be based on ethical and moral values and sound business practice. This value system governs all commercial behaviour within Ithala.

C3 CONDITIONS OF BID AND CONTRACT

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1.	GUIDELINE ON COMPLETION				
1.1	Bidders must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant bid requirements by marking the YES box and non-compliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The bidder must clearly state if a deviation from these requirements are offered and the reason, therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the bid submission. Bids not completed in the manner prescribed may be considered incomplete and rejected. Should bidders fail to indicate agreement/compliance or otherwise, Ithala will assume that the bidder is not in compliance or agreement with the statement(s) as specified in this bid.				
2.	CONTRACT AGREEMENT				
2.1	The Ithala Service Level Agreement will be the only contract signed by both parties and will form the basis of this contract. Ithala's standard terms and conditions will not be negotiated.				
3.	ADDITIONAL INFORMATION REQUIREMENTS				
3.1	During evaluation of the bids, additional information may be requested in writing from bidders. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to the bid being disregarded.				
3.2	Bidders will be evaluated on each main service category.				
4.	CONFIDENTIALITY				
4.1	The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid.				
4.2	All bidders are bound by a confidentially agreement preventing the unauthorised disclosure of any information regarding Ithala or of its activities to any other organisation				

	or individual. The bidders may not disclose any information, documentation, or products to other clients without written approval of the accounting authority or the delegate.				
5.	INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT	Yes	No	Noted	If no, indicate deviation
5.1	Copyright of all documentation relating to this assignment belongs to Ithala. The successful bidders may not disclose any information, documentation, or products to other clients without the written approval of the accounting authority or the delegate.				
5.2	All the intellectual property rights arising from the execution of this Agreement shall vest in Ithala and the service provider undertakes to honour such intellectual property rights and all future rights by keeping the know-how and all published and unpublished material confidential.				
5.3	In the event that the service provider would like to use any information or data generated in terms of the Services, prior written permission must be obtained from Ithala.				
5.4	Ithala shall own all materials produced by the service provider during the course of, or as part of the Services including without limitation, deliverables, computer programmes (source code and object code), programming aids and tools, documentation, reports, data, designs, concepts, know-how and other information whether capable of being copyrighted or not ("IP") which IP Ithala shall be entitled to freely cede and assign to parties nominated by Ithala.				
6	PAYMENTS				
6.1	Ithala will pay the service provider for the actual services rendered in line with the contract.				
6.2	The service provider shall from time to time during the duration of the contract, invoice Ithala for the services rendered. No payment will be made to the service provider unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to Ithala.				
6.3	Payment shall be made into the bidder's bank account or per cheque payment normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this bid is awarded).				
7	NON-COMPLIANCE WITH DELIVERY TERMS				

7.1	As soon as it becomes known to the service provider that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, Ithala must be given immediate written notice to this effect. Ithala reserves the right to implement remedies as provided for in the service level agreement to be entered into with service provider.				
8	WARRANTIES	Yes	No	Noted	If no, indicate deviation
8.1	The service provider warranties that: It is able to conclude this Agreement to the satisfaction of Ithala.				
8.2	Although the service provider will be entitled to provide services to persons other than Ithala, the service provider shall not without the prior written consent of Ithala, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
9.	PARTIES NOT AFFECTED BY WAIVER OR BREACHES				
9.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof				
9.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
10	SUBMITTING BIDS				
10.1	Supply Chain Management (SCM)				
10.2	An original and soft (usb) copy must be delivered to: ITHALA TRADE CENTRE 29 Canal Quay Road Point Waterfront, Durban And inserted into the Bid box Closing date: 02 September 2022 at 11h00am				

11	LATE BIDS				
11.1	Late submissions will not be accepted. A submission will be considered late if it arrived one second after 11:00 or any time thereafter. The bid (tender) box shall be locked at exactly 11:00 and bids arriving late will not be accepted under any circumstances. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.				
12.	BID CLARIFICATIONS				
12.1	Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (by email). Please make reference to Bid Notice and Invitation to Tender page of this bid pack for contact details. The bid number should be mentioned in all correspondence. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all bidders by e-mail only				
13.	FORMAT OF BIDS	Yes	No	Noted	If no, indicate deviation
13.1	Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.				
14.1	PART 1: INVITATION TO BID (FORM C1)				
14.2	PART 2: RFP SUMMARY AND DETAILS (FORM C5 & C16)				
14.3	PART 3: COMPLIANCE TO SPECIAL CONDITIONS OF BID AND NOTING OF EVALUATION CRITERIA (FORM C3)				
	Bidders must complete C3. Indicating compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
14.4	PART 4: SARS TAX CLEARANCE CERTIFICATE (FORM C10)				
	The bidder must be compliance with SARS and such information will be verified with Central Supplier Database (CSD). In case of a consortium/ joint venture, or where sub-contractors are utilised, each consortium/ joint venture member and/or sub-contractor (individual) must be in compliance with SARS and the information will be verified on Central Supplier Database (CSD).				

14.5	<u>PART 5: (FORM C4, C11)</u> Certificate of Authority to Sign a Bid Bidders Disclosure				
14.5.1	Bidders must complete and submit the Declaration forms. A bidder must complete the relevant part of the document and it must indicate who is delegated to communicate or deal with Ithala. Any other irrelevant sections to the tendering entity must be marked 'N/A'.				
14.5.2	Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation System (SANAS) or Sworn Affidavit (as attested by the Commissioner of Oaths.				
14.5.3	For a consortium or joint venture: A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity , provided that the entity submits their B-BBEE status level certificate. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity , provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid				
14.6	PART 6: JOINT VENTURE/CONSORTIUM AGREEMENT (FORM C4)	Yes	No	Noted	If no, indicate deviation
14.6.1	A copy of the joint venture/consortium agreement must be included.				
14.7	PART 7: TECHNICAL PROPOSAL/FUNCTIONALITY PROPOSAL (FORM C9)				
14.7.1	Bidders must, at least:				
14.7.1.1	Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. They should identify any possible problems that might hinder delivery and indicate how they will avoid or overcome such problems.				
14.7.2	The bidder must confirm, by providing letters of reference including contact details, for the previous, current or ongoing projects of similar nature. This will be verified by Ithala.				
14.7.3	The proposal of the bidders should be detailed to the bidders understanding of the scope of work and outline the proposed methodology approach and plan.				

14.8	PART 8: DEVIATIONS FROM REQUEST FOR BID (FORM C13)				
14.8.1	Please indicate deviations or modifications to this Request for Bid on form C13				
14.8.2	If no deviations are required, please mark the form “Nil” and sign				
14.9	PART 9: PRICING SCHEDULE (FORM C8)				
14.9.1	Any budget amount that may be indicated in this document shall be deemed to be a guide only and bidders are expected to submit a costing that is fair and reasonable.				
14.9.2	A proposed pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				
14.10	PART 10: PROCUREMENT TIMELINES (FORM C6)	Yes	No	Noted	If no, indicate deviation
14.10.1	This part of a bid documents informs bidders when the bid process is expected to be finalised. It may not necessarily be followed.				
14.10.2	Terms of reference (TOR) are the requirements by Ithala. When a proposal is submitted, a bidder must be certain that TOR are understood and has the capacity to offer a specified service.				
14.11	PART 11: ANNEXURES				
14.11.1	Bidder must insert all their additional annexures in part 11. This can include professional registrations, insurances etc.				
14.12	VAT				
14.12.1	Ithala is a VAT Vendor. Prices quoted must include VAT (where applicable).				
14.12.2	Ithala reserves the right to request the preferred bidder to register for VAT if the award is anticipated to be more than R1m for 12 consecutive months as the VAT Act requires. Kindly ensure the percentage/amount for VAT is included in your bid pricing at the bidding stage should you not be registered for VAT and your bid price equals to or exceeds R1m for 12 consecutive months				

15	NEGOTIATION				
15.1	Ithala has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
15.2	Ithala shall not be obliged to accept the lowest or any financial offer or proposal. Furthermore, Ithala reserve the right not to award the tender to highest ranking bidder in terms of PPPFA.				
15.3	All bidders will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
16	DOMICILIUM				
16.1	The parties hereto choose <i>domicilium citandi et executandi</i> for all purposes of and in connection with the final contract as follows:				
	Ithala Development Finance Corporation Limited Ithala Trade Centre 29 Canal Quay Road (for GPS 29 Signal Road) Point Waterfront Durban				
17	COST OF BID PREPARATION	Yes	No	Noted	If no, indicate deviation
17.1	Bidders shall prepare and submit a bid at their own expense.				
18.	SITE INSPECTIONS				
18.1	Ithala reserves the right to do site inspections of bidders to establish suitability of properties, vehicles, etc. to perform services effectively and efficiently				
19	BID VALIDITY PERIOD				
19.1	Bid will be valid for a period of 90 days				
19.2	Hold the tender offer(s) valid for acceptance by the employer at any time during the validity period stated in the tender data after the closing time stated in the tender data.				
19.3	If requested by the employer, consider extending the validity period stated in the tender data for an agreed additional period.				
20	ISSUE ADDENDA				

20.1	If necessary, issue addenda that may amend or amplify the tender documents to each tenderer during the period from the date that tender documents are available until seven days before the tender closing time stated in the Tender Data. If, as a result a tenderer applies for an extension to the closing time stated in the Tender Data, the Employer may grant such extension and, shall then notify those tendering entities appearing on the attendance list				
20.2	Tenderers must sign the attendance list in the name of the tendering entity. Addenda will be issued to and tenders will be received only from those tendering entities appearing on the attendance list				
20.3	Acknowledge receipt of addenda to the tender documents, which the employer may issue.				
21	SUBMITTING OF FRAUDULENT DOCUMENTS				
21.1	Ithala will disregard the bid of any bidder if that bidder or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.				
21.2	Ithala will list bidders/ directors in the list of restricted suppliers and they will not conduct any business with an organ of state.				

C.4 CERTIFICATE OF AUTHORITY TO SIGN A BID

Indicate the status of the tenderer by ticking the appropriate box hereunder. The tenderer must complete the certificate set out below for the relevant category.

(I) COMPANY	(II) CLOSE CORPORATION	(III) PARTNERSHIP	(V) SOLE PROPRIETOR	(VI) JOINT VENTURES

i. CERTIFICATE FOR COMPANY

I,, chairperson of the Board of Directors of, hereby confirm that by resolution of the Board (copy attached) taken on 20....., Mr/Ms, acting in the capacity of, was authorised to sign all documents in connection with this tender and any contract resulting from it on behalf of the company.

Chairman:

As Witnesses:

Date:

ii. CERTIFICATE FOR CLOSE CORPORATION

We, the undersigned, being the key members in the business trading as.....

..... Hereby authorise Mr/Ms..... acting in the capacity of

....., to sign all documents in connection with the tender for

Contract No: and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Note: This certificate is to be completed and signed by all of the key members upon whom rests the direction of the affairs of the Close Corporation as a whole.

iii. CERTIFICATE FOR PARTNERSHIP

We, the undersigned, being the key partners in the business trading as,
..... hereby authorize Mr/Ms.
acting in the capacity of, to sign all documents in
connection with the tender for Contract No and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Note: This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole.

iv. CERTIFICATE FOR SOLE PROPRIETOR

I,, hereby confirm that I am the sole owner of the business trading
as.....

Signature of Sole owner:

As Witnesses:

1.....

2.....

Date:

v. CERTIFICATE OF AUTHORITY FOR JOINT VENTURES

This Returnable Schedule is to be completed by **EACH member** of a joint venture submitting a tender.

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms....., authorised signatory of the Company.....acting in the capacity of lead JV partner, to sign all documents in connection with the tender offer and any contract resulting from it on our behalf as a joint venture.

NAME OF JV ORGANIZATION.....

ADDRESS:

.....

.....

DULY AUTHORISED SIGNATORY NAME

DESIGNATION:

SIGNATURE

DATE:.....

C.5 CERTIFICATE OF ATTENDANCE AT COMPULSORY BRIEFING SESSION

This is to certify that (Company Name).....

of (address)

..... was represented by the person(s)

named below at the compulsory meeting held for all bidders at:-

Date	Time	Site
N/A	N/A	N/A

I / We acknowledge that the purpose of the meeting was to acquaint myself / ourselves with the requirements and / or matters incidental to doing the work specified in the tender documents in order for me / us to take account of everything necessary when compiling our rates and prices included in the tender.

Bidder's representative attending the meeting:

Name: Signature:

Capacity:

Confirmed by the Ithala's representative:

Name: Signature:

Capacity:

C.6 PROCUREMENT TIMELINES

PROCUREMENT TIMELINE	DATE	TIME
RFP Release Date	25 July 2022	09:00
Written questions of clarification – closing date	17 August 2022	16:00
Written response to all clarifications	19 August 2022	16:00
Service Provider Proposals Due	02 September 2022	11:00
Completion of Bid Evaluations	25 October 2022*	16:00
Anticipated letter of Award	30 November 2022*	16:00
Commencement Date	01 December 2022*	09:00

***Indicative dates**

C.7 TERMS OF REFERENCE

1. PURPOSE

The purpose of this request for proposal (RFP) is for the appointment of an experienced panel of ICT service providers for a period of 36 months for Ithala Development Finance Corporation in Kwazulu-Natal

2. BACKGROUND

An ICT Panel is an arrangement whereby specific technology services suppliers have been pre-approved and selected through a single procurement process to supply services to IDFC.

To establish a panel, IDFC will need to enter contracts with various suppliers across a range of services. These contracts will set out the type of services each supplier will provide, a set of indicative pricing or pricing mechanism for each service or resource, the manner in which the IDFC will obtain the services, including any process of competition between panel members where appropriate.

Upon establishing the panel through the initial open bid process, Ithala can source directly from the panel without openly advertising and it can use a combination of various secondary procurement approach including but not limited to the following:

1. Competitive quotes based on value for money.
2. Competitive quotes based on the supplier's expertise, proposed solution and best value for money.
3. Direct sourcing.
4. Rotation – awarding opportunities to each supplier in turn to ensure equitable distribution of opportunities

3. PANEL SCOPE AND STRATEGY

3.1 Objectives and Goals

The overall objectives of the Ithala ICT Panel are to ensure quicker delivery of ICT services across the business as well as effectively contributing to realising the strategic objectives dependent on ICT. Specifically, it will aim to achieve the following goals:

1. Improvement in ICT underspending.
2. Improvement in delivering strategic or operational projects.
3. Supplement ICT internal capacity.
4. Improvement service delivery and customer satisfaction.
5. Reduction and/or elimination of audit findings.

This panel is for use within the Ithala Group and as such it is open to IDFC and its subsidiaries.

3.2 Principles

The ICT Panel will adopt the following principles:

1. The ICT Panel is a '**resource based**' panel. This means that approved suppliers will provide the required skilled people that will work with each service area to achieve a business objective. The provisioning of non-resource-based activities such as direct infrastructure, supplies or services will continue to be driven through the regular Ithala procurement processes.
2. **Deliverables based** – outcomes focused. A contract request could also be based on a clear set of deliverables and approved suppliers will only be paid when deliverables have been met and signed off.
3. Preference will be for **equitable distribution of opportunities** among all suppliers listed on the panel with particular attention to previously disadvantaged groups – women, youth, black people and physically disabled.
4. A **long-term contract approach** will be adopted to foster good relationships and continuous improvement. This will be a 3-year contract period.
5. Best practices will be adopted in the establishment and ongoing management of the panel.

3.3 Criteria for Selecting a Service Area for Inclusion in the Panel

The following criteria will be considered to determine if a current or future service or sub-service area will be included in the panel's scope of work.

1. There is strong alignment between the service area's objectives with Ithala's business and ICT strategies.
2. The service area is categorised as a 'specialised' to 'highly specialised' area.
3. The skills required to drive the required services within the area are not readily available internally.
4. The use of a panel will ensure faster response rate and delivery to the organisation.
5. The financial implications of using a panel will be more efficient and create value for money.
6. The service area has been identified as a 'volume' buying or spend area, that is there is ongoing high demand for the services related to the area.
7. The service area will have enough volume and/or value to support more than one supplier.
8. There are enough suppliers in the local market to support the service area.

3.4 ICT Service Landscape

The service landscape upon which the ICT Panel would be initially established is depicted below.

(These service areas have been successfully assessed against the criteria stated above.)

Service area	Strategy and Governance	Data Management	Enterprise Architecture & Process Improvement	Programme Management	Network & Communication	Application Management	Help Desk Management	Infrastructure	Information Management	
Sub-Service Area	IT strategy and support	Database	Enterprise architecture design and management	Project management	Wide area network (WAN)	System/application support	Hardware support	OS	Security (Cyber and information) management	
	IT governance	Data architecture	Business process design and management	Change management	Local area network (LAN)	System development	End user training	Cloud	ICT Risk management	
	Research and development	Configuration management		Quality assurance	Telephony	System/application lifecycle management	Technical support	Virtualisation/ Data centre		
	Business analysis	Enterprise content management		Project administration						Storage
	System analysis							Backup and recovery management		

3.5 List of Services and Roles Required per Area

3.5.1 Strategy and Governance

This service area defines, analyses and documents how current and future technology will be used to meet business goals. It also describes how technology should be governed within the organisation according to best practices.

Service area	Sub-Service Area	Services Required	Roles Required
Strategy and governance	IT strategy and support	<ol style="list-style-type: none"> 1. Develop, review and monitor the IT/digital strategy 2. Provide implementation support for the strategy 3. Provide IT environment gap analysis and assessments 4. Develop short to long term technology roadmaps 5. Provide relevant solutions/recommendations to strategic and operational challenges 6. Provide executive administration support 	<ol style="list-style-type: none"> 1. Strategy Analyst (3-5 years' experience) 2. Strategy Consultant (>5 years' experience) 3. Governance Specialist (>5 years' experience) 4. Technology Research Analyst (>5 years' experience) 5. Junior Business Analyst (3-5 years' experience) 6. Senior Business Analyst (>5 years' experience) 7. Junior System Analyst (3-5 years' experience) 8. Senior System Analyst (>5 years' experience)
	IT governance	<ol style="list-style-type: none"> 1. Assist with governance reviews and assessments (ITIL, COBIT, ISO etc) 2. Review, develop and align internal IT policies and procedures 	
	Research and development	<ol style="list-style-type: none"> 1. Conduct trend analysis and reporting 2. Define, manage and report on new technologies use-cases 	
	Business analysis	<ol style="list-style-type: none"> 1. Conduct business analysis (current and future) 2. Develop business requirements or specifications 3. Calculate cost benefit analysis 4. Conduct cost modelling and optimisation 	
	System analysis	<ol style="list-style-type: none"> 1. Conduct system analysis or assessment 2. Develop system requirements or specifications 3. Manage or support system implementation 	

3.5.2 Data Management

This service area focuses on acquiring, validating, storing, protecting and processing required data to ensure that it is accessible, reliable and readily available for its users.

Service area	Sub-Service Area	Services Required	Roles Required
Data management	Database	<ol style="list-style-type: none"> 1. Define database architecture and design 2. Manage and monitor database technology 3. Develop databases as per specifications 4. Conduct database audit and security management 5. Manage and monitor database software licencing 6. Perform database administration and provide support to business 	<ol style="list-style-type: none"> 1. Senior Database Administrator (>5 years' experience) 2. Data Architect (>7 years' experience) 3. Data Scientist (>5 years' experience) 4. Senior Database Developer (>5 years' experience)
	Data architecture	<ol style="list-style-type: none"> 1. Define data strategy and planning 2. Construct and monitor data warehouses 3. Perform data modelling 4. Perform data migration 5. Perform data integration 6. Conduct data analysis 7. Develop, implement and monitor the necessary policies and procedures to enable data governance 8. Ensure data privacy and security including establishing relevant policies and procedures 9. Perform data quality management 	<ol style="list-style-type: none"> 5. Data Migration Specialist (>7 years' experience) 6. Business Intelligence Analyst (>5 years' experience) 7. Data Governance Analyst (>5 years' experience) 8. ECM Administrator/Engineer (>3 years' experience)
	Configuration management	<ol style="list-style-type: none"> 1. Define and manage metadata including establishing relevant policies and procedures 2. Define and manage reference and master data including establishing relevant policies and procedures 	
	Enterprise content management	<ol style="list-style-type: none"> 1. Develop enterprise content management (structured and unstructured information) strategy 2. Perform enterprise content management administration 	

3.5.3 Enterprise Architecture & Process Improvement

This service area identifies, analyses and improves existing business architecture and processes to optimise performance, meet best practice standards or improve the quality of user experience for customers and end-users.

Service area	Sub-Service Area	Services Required	Roles Required
Enterprise architecture & process improvement	Enterprise architecture design and management	<ol style="list-style-type: none"> 1. Develop, monitor and optimise business architecture models to reflect business strategy and goals 2. Develop, monitor and optimise applications architecture to reflect business strategy and goals 3. Develop, monitor and optimise technology architecture to reflect business strategy and goals 4. Develop, monitor and optimise applications integration to reflect business strategy and goals 	<ol style="list-style-type: none"> 1. Enterprise Architect (>7 years' experience) 2. Business Architect (3-5 years' experience) 3. Senior Business Architect (>7 years' experience) 4. Senior Process Architect (>5 years' experience) 5. Solutions Architect (3-5 years' experience) 6. Security Architect (3-5 years' experience)
	Business process design and management	<ol style="list-style-type: none"> 1. Analyse business processes and recommend improvements 2. Perform process modelling, documentation and communicate to relevant stakeholders 3. Benchmark business processes against best practices to recommend improvements 	<ol style="list-style-type: none"> 7. Application Integration Architect (3-5 years' experience) 8. Senior Business Intelligence and Data Architect (5-10 years' experience)

3.5.4 Programme Management

This service area applies project management processes, methods, skills, knowledge and experience to achieve specific objectives, according to acceptable criteria and agreed parameters.

Service area	Sub-Service Area	Services Required	Roles Required
Programme management	Project management	<ol style="list-style-type: none"> 1. Deliver IT projects within scope, time and budget 2. Drive stakeholder management 3. Drive project risk management 4. Drive integration management 5. Compile/manage reports and project documentation 	<ol style="list-style-type: none"> 1. Senior Project Manager (7-10 years' experience) 2. Intermediate Project Manager (3-7 years' experience) 3. Change Manager (>5 years' experience) 4. Change Practitioner (>5 years' experience) 5. Quality Assurance Specialist (5-7 years' experience) 6. Senior Project Administrator (>5 years' experience) 7. Intermediate Project Administrator (3-5 years' experience)
	Change management	<ol style="list-style-type: none"> 1. Define or clarify change outcomes and objectives 2. Develop appropriate change management plans 3. Manage employee engagement 4. Ensure leadership enablement 5. Manage and mitigate resistance 6. Integrate change activities into the project plans 	
	Quality assurance	<ol style="list-style-type: none"> 1. Perform quality planning, assurance and control 2. Ensure projects comply with quality assurance processes, standards and appropriate metrics 3. Track, record and monitor complaints and non-conformance, including performing root cause analysis and providing corrective actions 4. Document quality assurance activities with internal reporting and audits 5. Develop new standards or improvements as needed, and create testing protocols during implementation 6. Identify training needs and take action to ensure company-wide compliance 7. Drive continuous improvement including continuing education on new solutions, technology and skills 	

	Project administration	<ol style="list-style-type: none"> 1. Schedule regular meetings, record decisions (e.g. assigned tasks and next steps) and track progress 2. Coordinate quality controls to ensure deliverables meet requirements 3. Provide support to the project team and act as the point of contact for all participants 	
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3.5.5 Network & Communication

This service area ensures the ongoing management and monitoring of all systems and infrastructure that support communications and the network.

Service area	Sub-Service Area	Services Required	Roles Required
Network & communication	Wide area network (WAN)	<ol style="list-style-type: none"> 1. Perform architecture planning and analysis 2. Perform infrastructure design/engineering planning 3. Oversee network infrastructure configuration, build, change, maintenance and repair 4. Manage network monitoring, operations and administration 5. Implement and/or monitor performance management 6. Implement and/or monitor capacity management 7. Implement and/or monitor network security services 8. Perform third level support and manage escalations 9. Manage disaster recovery operations and data backups when required 10. Maintain and manage 3rd party vendor relationships 11. Provide periodic documentation, updates and management reporting as and when required 	<ol style="list-style-type: none"> 1. Service Manager (>5 years' experience) 2. Network Manager (>5 years' experience) 3. Senior Network Engineer (>5 years' experience) 4. Junior to Mid-level Network Engineer (3-5 years' experience) 5. Security Specialist/Engineer (3-5 years' experience) 6. Solutions Architect (>5 years' experience) 7. Voice Engineer (3-5 years' experience)
	Local area network (LAN and WLAN)	<ol style="list-style-type: none"> 1. Perform architecture planning and analysis 2. Perform infrastructure design/engineering planning 	

Service area	Sub-Service Area	Services Required	Roles Required
		<ol style="list-style-type: none"> 3. Oversee network infrastructure configuration, build, change, maintenance and repair 4. Manage network monitoring, operations and administration 5. Implement and/or monitor performance management 6. Implement and/or monitor capacity management 7. Implement and/or monitor network security services 8. Perform third level support and manage escalations 9. Manage disaster recovery operations and data backups when required 10. Maintain and manage 3rd party vendor relationships 11. Provide periodic documentation, updates and management reporting as and when required 	
	Telephony	<ol style="list-style-type: none"> 1. Perform architecture planning and analysis 2. Perform voice network design and deployment documentation 3. Oversee voice solution configuration, deployment, change, maintenance and repair 4. Analyse, assign and escalate first and second line support calls 5. Maintain and manage 3rd party vendor relationships 6. Provide periodic documentation, updates and management reporting as and when required 	

3.5.6 Application Management

This service area manages the lifecycle process for software applications covering application development, operation, maintenance, version control and upgrades from cradle to grave.

Service area	Sub-Service Area	Services Required	Roles Required
Application management	System/application support	<ol style="list-style-type: none"> 1. Work with Ithala Enterprise Architecture and Business units to monitor and assess business requirements against existing systems and business models to detect inefficiencies and areas of improvement 2. Identify potential solutions and assess them for both technical and business suitability 3. Articulate and translate requirements into specific project briefs 4. Work closely with relevant stakeholders to ensure technical compatibility and user satisfaction across existing or future systems 5. Provide technical training and disseminate user manuals or relevant information to direct users, first and second level support, during the implementation of new systems or upgrades of existing systems 	<ol style="list-style-type: none"> 1. Senior Functional Consultant (>5 years' experience) 2. Senior Systems Configuration Specialist (>5 years' experience) 3. Junior System Analyst (3-5 years' experience) 4. Senior BI Consultant (>5 years' experience) 5. Senior Integration Specialist (>5 years' experience) 6. Senior Systems Engineer (>5 years' experience) 7. Junior Developer (frontend and backend) (3-5 years' experience) 8. Senior Developer (frontend and backend) (>5 years' experience)
	System/application development	<ol style="list-style-type: none"> 1. Define system requirements and develop wireframes 2. Conduct user interface and user experience design 3. Conduct technical design, determine system architecture and design the proposed solution 4. Develop / code the solution 5. Conduct appropriate testing of the solution such as unit testing, integration testing, functionality verification etc, according to approved testing frameworks 6. Release solution into production environment and monitor performance and user acceptance 	<ol style="list-style-type: none"> 9. DevOps Engineer (3-5 years' experience) 10. Data Engineer (3-5 years' experience) 11. Tester (3-5 years' experience) 12. UX/UI Designer (3-5 years' experience)

Service area	Sub-Service Area	Services Required	Roles Required
		7. Release patches, perform upgrades and maintenance work on the solution	
	System/application lifecycle management	<ol style="list-style-type: none"> 1. Define and implement the ALM framework, policies and processes by which all business applications will be deployed, maintained, upgraded, succeeded and decommissioned over their lifetime 2. Assess and ensure all business applications are managed against the defined application lifecycle framework 3. Monitor the total cost of ownership for all applications, provide technical input on the most cost-effective point for application upgrades and/or replacement as well as report on achieved ROI as per each system's business case 4. Perform market trends in application technology and functionality and socialise same with relevant areas within IT and the wider business 	

3.5.7 Help Desk Management

This service area provides a single point of contact for users to access centralised information and support services, in order to handle troubleshooting issues, solve technical problems and address external queries.

Service area	Sub-Service Area	Services Required	Roles Required
Help desk management	Hardware support	<ol style="list-style-type: none"> 1. Perform setup, configuration and provisioning of computer systems including but not limited to installation of authorised applications and up-to-date utilities, creation and deployment of desktop images, authentication to lthala domain, mapping of network shared drives where applicable, assigning passwords or pins and testing 2. Maintain and update the IT asset register 	<ol style="list-style-type: none"> 1. Help Desk Technicians (>3 years' experience) 2. Help Desk Agent (>2 years' experience) 3. Microsoft Certified Trainer (>3 years' experience) 4. Application Certified Trainer (>3 years' experience)
	IT training	<ol style="list-style-type: none"> 1. Perform basic operating system training 2. Perform Office applications training (basic-advanced) 3. Perform other specialised system training including ERP (Oracle JD Edwards), Enterprise Content Management, Business Intelligence and Payroll 	
	Technical support	<ol style="list-style-type: none"> 1. Respond to calls, allocate to appropriate person and manage work logs 2. Diagnose, troubleshoot and resolve first and second level support for hardware, software and communication issues (remotely or in-person) 3. Analyse, assign and escalate technical issues to third level support or service providers, ensuring resolution while providing progress updates until incidents/service requests are closed 4. Develop, maintain and/or update technical support processes and procedures 5. Analyse records and logs to spot underlying trends and potential issues 	

		6. Provide input into technical requirements and support the implementation of new solutions or applications where applicable	
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3.5.8 Infrastructure

This service area provides the hardware components and elements that support the storage, management and access to data and information.

Service area	Sub-Service Area	Services Required	Roles Required
Infrastructure	OS	<ol style="list-style-type: none"> 1. Setup, install and upgrade the relevant OS (Microsoft Server, Linux, VMware) 2. Troubleshoot and resolve any issues 3. Run latest patches on OS 	<ol style="list-style-type: none"> 1. Microsoft Server Engineer (>5 years' experience) 2. Linux Administrator (>5 years' experience) 3. Networker Specialist (>5 years' experience) 4. Microsoft Azure Specialist (>3 years' experience) 5. Microsoft Exchange Specialist (>3 years' experience) 6. EMC Storage Engineer (>3 years' experience)
	Cloud	<ol style="list-style-type: none"> 1. Setup, manage and administer new accounts 2. Monitor and report on cloud usage, errors and backups 3. Troubleshoot and resolve any issues 4. Implement exchange email in the cloud 	
	Virtualisation / Data centre	<ol style="list-style-type: none"> 1. Setup, configure and manage VM services (Linus, HyperV and VMware) 2. Monitor network switches 3. Monitor and manage any physical risks to the servers (e.g. fire, water etc) 4. Troubleshoot and resolve any issues 	
	Storage	<ol style="list-style-type: none"> 1. Monitor and report on space capacity and utilisation 2. Perform firmware upgrades 3. Troubleshoot and resolve any issues 	
	Backup and recovery management	<ol style="list-style-type: none"> 1. Perform networker backup (monitor and resolve failed backups including recoveries) 2. Perform fail overs in the event of disaster recovery 3. Perform periodic DR testing as per the policy 4. Monitor and resolve issues on data domain 5. Ensure backup tapes are properly catalogued and handed over to service provider 	

3.5.9 Information Management

This service area deals with the collection, protection and management of information from one or more sources to another.

Service area	Sub-Service Area	Services Required	Roles Required
Information management	Security (cyber and information) management	<ol style="list-style-type: none"> 1. Review information security controls and develop appropriate or additional policies, practices and controls to improve same 2. Perform periodic external pen-testing and vulnerability assessments 3. Perform other regular audits to ensure security practices are compliant 4. Provide technical support for security information and event management solution (EventLog Analyzer) 5. Develop materials and conduct organisation wide cyber-security training (e-learning and in-classroom training) 	<ol style="list-style-type: none"> 1. SIEM Engineer (3-5 years' experience) 2. Pentester and/or Certified Ethical Hacker (3-5 years' experience) 3. Cybersecurity Trainer (>5 years' experience) 4. Cybersecurity Expert (7-10 years' experience) 5. IT Risk Officer (>5 years' experience)
	ICT risk management	<ol style="list-style-type: none"> 1. Develop, implement and monitor appropriate ICT risk management policies, processes and appetite to guide the business 2. Identify and monitor potential ICT risks, including developing and implementing protocols to reduce or manage those risks 3. Facilitate the roll out of risk management programmes and practices across the business 	

4. SELECTION GUIDELINES FOR SERVICE PROVIDERS

4.1 Selection Process

The following specific criteria will be included:

- 4.1.1 There will be no limitation to the number of service/sub-service areas a service provider can select or participate in. Given the wide range of services required, the service provider may elect to participate in more than one sub-service area.

The selection and use of service providers will follow two stages:

- 4.1.2 Appointment of service providers into the panel.
- 4.1.3 Selection and use of service providers as required by IDFC.

4.2 Technical Evaluation Criteria

In addition to the Supply Chain Management requirements; the following technical mandatory requirements must be submitted:

- 4.2.1. The business should be able to demonstrate appropriate technical skills or expertise or relevant experience within the service area. A minimum of two (2) client reference letters for previous work done. This is to be provided for each service area that you are bidding for only. (3.5.1 to 3.5.9)
- 4.2.2 The business should have operational capacity or capability to deliver the required services. The bidder must have at least two (2) experienced resources per each service area that they are bidding for, a CV and qualification is required for each resource with relevant experience levels as specified in the roles required in tables below. Resources who do not meet the minimum requirements will be excluded.

Service area	Sub-service area	Indication of interest (YES /NO) <i>Indicate per sub-service area</i>	Company Resources <i>(Refer to 4.2.2. above)</i> <i>Kindly provide at least 2 CV's of resources per service area</i>	Company References <i>(Refer to 4.2.1. above)</i> <i>Kindly provide at least 2 client reference letters per service area</i>
1. Strategy and governance	1.1 IT strategy and support			
	1.2 IT governance			
	1.3 Research and development			
	1.4 Business analysis			
	1.5 System analysis			
2. Data management	1.1 Database			
	1.2 Data architecture			
	1.3 Configuration management			
	1.4 Enterprise content management			
3. Enterprise architecture and process improvement	1.1 Enterprise architecture design			
	1.2 Business process design & mgmt			
4. Programme management	1.1 Project management			
	1.2 Change management			
	1.3 Quality assurance			
	1.4 Project administration			
5. Network & communication	1.1 Wide area network (WAN)			
	1.2 Local area network (LAN and WLAN)			
	1.3 Telephony			
6. Application management	1.1 System/application support			
	1.2 System/ application development			
	1.3 System lifecycle management			
7. Help desk management	1.1 Hardware support			
	1.2 IT training			
	1.3 Technical support			
8. Infrastructure	1.1 OS			
	1.2 Cloud			
	1.3 Virtualisation / Data centre			
	1.4 Storage			
	1.5 Backup and recovery management			
9. Information management	1.1 Security management			
	1.2 ICT risk management			

4.3. Use of Service Providers from the Panel

4.3.1 Standard Request

This is the use of the panel on a normal basis. The selection of a service provider will be influenced by price and B-BBEE status level as per current Ithala policies, but rotation will be strongly encouraged to ensure fair and equitable distribution of opportunities among panel members as well as boost members' interest in the panel during the contract period, upon renewals or extension of contracts.

For a resource request, Ithala may request to interview proposed resources to ensure suitable resources are provided as part of the process to select a suitable supplier from the panel.

For a deliverables-based request, Ithala may evaluate responses based on a defined statement of work as part of the process to select a suitable supplier from the panel.

4.3.2 Emergency Use of Panel

The emergency use of the panel will be based on the delegated authority's approval.

C.8 EVALUATION PROCESS & CRITERIA

		Compliance			
		Yes	No	Noted	If no, indicate deviation
1.	EVALUATION PROCESS				
1.1	<u>STAGE ONE: ADMINISTRATION COMPLIANCE</u>				
1.1.1	<p>All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.</p> <p>Mandatory</p> <p>Bids will only be compliant if bidder has submitted the following documents:</p> <ul style="list-style-type: none"> • The bidder must registered as a vendor on the National Treasury Central Supply Database (CSD), which can be found at https://secure.csd.gov.za/ in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017 • The bidder must be in good standing with SARS and such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid; • SBD4 - A completed and duly signed declaration of Interest. Should a conflict of interest be declared or identified, the bid would be declared non-responsive. NB Bidder must ensure all pages are complete and all questions answered, you are to indicate not applicable (N/A) where appropriate. • The proposing entities are bona fide entities, registered in accordance with the laws of SA. 				
1.2	STAGE TWO FUNCTIONALITY REQUIREMENTS				
1.2.1	<p>Responsive bids will be evaluated according to the criteria indicated in C.9.</p> <p>Bids will be evaluated as per each service area</p>				

		Compliance			
		Yes	No	Noted	If no, indicate deviation
1.3	ADJUDICATION OF BID				
1.3.1	The Bid Adjudication Committee will consider the recommendations and make the final award.				
1.3.2	The bid shall be awarded at the sole and absolute discretion of Ithala. Ithala hereby represents that it is not obliged to award this bid to any bidder. Ithala is entitled to retract this bid at any time as from the date of issue. Ithala is not obliged to award this bid to the bidder that quotes the lowest.				
1.3.3	A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of Ithala regarding this bid from the date the offer is submitted until the date of award of the bid.				
1.4	Awarding of contract				
1.4.1	Ithala reserves the right to award this bid in full or part				

C.9. FUNCTIONALITY EVALUATION CRITERIA

Technical Criteria	Description	Maximum Points	Score	Total
Contactable References	<p>The bidder must provide minimum of two (2) letters of positive reference for each service area that there are bidding for 3.5.1 to 3.5.9 selected on the table above (page 42):</p> <ul style="list-style-type: none"> 3.5.1 Strategy and governance 3.5.2 Data management 3.5.3 Enterprise architecture and process improvement 3.5.4 Programme management 3.5.5 Network & communication 3.5.6 Application management 3.5.7 Help desk management 3.5.8 Infrastructure 3.5.9 Information management <p>Scoring guide:</p> <p>More than 2 client reference letters = 40 points</p> <p>2 client reference letters = 30 points</p> <p>Less than 2 client reference letter or No client reference letter = 0 point</p>	40		

Company Resources				
The bidder should have operational capacity or capability to deliver the required services. The bidder must have at least two (2) experienced resources for service area that they are bidding for, a CV and qualification is required for each resource with relevant experience levels as specified in the roles.		60		
Strategy and governance	More than four resources provided	60		Minimum of two experience resources (based in years of experience) a) Strategy Analyst (3-5 years' experience) b) Strategy Consultant (>5 years' experience) c) Governance Specialist (>5 years' experience) d) Technology Research Analyst (>5 years' experience) e) Junior Business Analyst (3-5 years' experience) f) Senior Business Analyst (>5 years' experience) g) Junior System Analyst (3-5 years' experience) h) Senior System Analyst (>5 years' experience)
	Three to four Resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		
Data management	More than four resources provided	60		Minimum of two experience resources (based in years of experience) a) Senior Database Administrator (>5 years' experience) b) Data Architect (>7 years' experience) c) Data Scientist (>5 years' experience) d) Senior Database Developer (>5 years' experience) e) Data Migration Specialist (>7 years' experience) f) Business Intelligence Analyst (>5 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		

				<ul style="list-style-type: none"> g) Data Governance Analyst (>5 years' experience) h) ECM Administrator/Engineer (>3 years' experience)
Enterprise architecture and process improvement	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Enterprise Architect (>7 years' experience) b) Business Architect (3-5 years' experience) c) Senior Business Architect (>7 years' experience) d) Senior Process Architect (>5 years' experience) e) Solutions Architect (3-5 years' experience) f) Security Architect (3-5 years' experience) g) Application Integration Architect (3-5 years' experience) h) Senior Business Intelligence and Data Architect (5-10 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		
Programme management	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Senior Project Manager (7-10 years' experience) b) Intermediate Project Manager (3-7 years' experience) c) Change Manager (>5 years' experience) d) Change Practitioner (>5 years' experience) e) Quality Assurance Specialist (5-7 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		

				<ul style="list-style-type: none"> f) Senior Project Administrator (>5 years' experience) g) Intermediate Project Administrator (3-5 years' experience)
Network communication &	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Service Manager (>5 years' experience) b) Network Manager (>5 years' experience) c) Senior Network Engineer (>5 years' experience) d) Junior to Mid-level Network Engineer (3-5 years' experience) e) Security Specialist/Engineer (3-5 years' experience) f) Solutions Architect (>5 years' experience) g) Voice Engineer (3-5 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		
Application management	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Senior Functional Consultant (>5 years' experience) b) Senior Systems Configuration Specialist (>5 years' experience) c) Junior System Analyst (3-5 years' experience) d) Senior BI Consultant (>5 years' experience) e) Senior Integration Specialist (>5 years' experience) f) Senior Systems Engineer (>5 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		

				<ul style="list-style-type: none"> g) Junior Developer (frontend and backend) (3-5 years' experience) h) Senior Developer (frontend and backend) (>5 years' experience) i) DevOps Engineer (3-5 years' experience) j) Data Engineer (3-5 years' experience) k) Tester (3-5 years' experience) l) UX/UI Designer (3-5 years' experience)
Help management desk	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Help Desk Technicians (>3 years' experience) b) Help Desk Agent (>2 years' experience) c) Microsoft Certified Trainer (>3 years' experience) d) Application Certified Trainer (>3 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		
Infrastructure	More than four resources provided	60		Minimum of two experience resources (based in years of experience) <ul style="list-style-type: none"> a) Microsoft Server Engineer (>5 years' experience) b) Linux Administrator (>5 years' experience) c) Networker Specialist (>5 years' experience) d) Microsoft Azure Specialist (>3 years' experience) e) Microsoft Exchange Specialist (>3 years' experience) f) EMC Storage Engineer (>3 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		

Information management	More than four resources provided	60		Minimum of two experience resources (based in years of experience) a) SIEM Engineer (3-5 years' experience) b) Pentester and/or Certified Ethical Hacker (3-5 years' experience) c) Cybersecurity Trainer (>5 years' experience) d) Cybersecurity Expert (7-10 years' experience) e) IT Risk Officer (>5 years' experience)
	Three to four resources provided	50		
	Meet minimum requirements	40		
	Do not meet the minimum requirements	0		
Total		100		
Failure to obtain the minimum of 70% of the maximum score on functionality will result in disqualification. Service providers will be awarded on the service area where they have obtained the minimum score of 70% for functionality.				

C.10 TAX CLEARANCE REQUIREMENTS

IT IS A CONDITION OF BIDDING THAT

- The taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with the Receiver of Revenue to meet his/her tax obligations.
- In bids where Consortia/Joint Ventures/Sub-contractors/Partners are involved, each party must be in compliance with SARS and such information will be verified through central supplier database (CSD).

C 11. BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

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

Full Name	Identity Number	Name of State institution

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

2.2.1 If so, furnish particulars:

.....
.....

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

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

2.3.1 If so, furnish particulars:
.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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

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

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

C.12 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- 80/20 system for requirements with a Rand value equal to or above R30 000 and up to R50million (all applicable taxes included); and
- 90/10 system for requirements with a Rand value above R50m (all applicable taxes included).

1.2 The value of this bid is estimated to below R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution.

1.3.1 The maximum points for this bid are allocated as follows:

POINTS

1.3.1.1 PRICE

.....

1.3.1.2 B-BBEE STATUS LEVEL OF CONTRIBUTION

.....

Total points for Price and B-BBEE must not exceed 100

1.4 Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.5 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser

2. DEFINITIONS

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

2.2 **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

2.3 **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

2.4 **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an

organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;

- 2.5 **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.6 **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.7 **“consortium or joint venture”** means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;
- 2.8 **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.9 **“EME”** means any enterprise with an annual total revenue of R5 million or less,
- 2.10 **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 2.11 **“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.12 **“non-firm prices”** means all prices other than “firm” prices;
- 2.13 **“person”** includes a juristic person;
- 2.14 **“rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.15 **“sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.16 **“total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
- 2.17 **“trust”** means the arrangement through which the property of one person is made over or Bequeathed to a trustee to administer such property for the benefit of another person; and
- 2.18 **“trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

3. ADJUDICATION USING A POINT SYSTEM

- 3.1 The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 3.3 Points scored must be rounded off to the nearest 2 decimal places.
- 3.4 In the event that two or more bids have scored equal total points, the successful bid

must be the one scoring the highest number of preference points for B-BBEE.

3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.

3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4. POINTS AWARDED FOR PRICE

4.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or 90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

5. Points awarded for B-BBEE Status Level of Contribution

5.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5.2 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor.

Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.

- 5.3 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- 5.4 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 5.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 5.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

6. BID DECLARATION

6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.3.1.2 AND 5.1

7.1 B-BBEE Status Level of Contribution: =(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA).

8 SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted? YES / NO (delete which is not applicable)

8.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted?%
- (ii) the name of the sub-contractor?
- (iii) the B-BBEE status level of the sub-contractor?
- (iv) whether the sub-contractor is an EME? YES / NO (delete which is not applicable)

9 DECLARATION WITH REGARD TO COMPANY/FIRM

- 9.1 Name of company/firm :
- 9.2 VAT registration number :
- 9.3 Company registration number

9.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

9.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

9.7 Total number of years the company/firm has been in business?

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- (i) The information furnished is true and correct;
- (ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- (iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- (iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from any organ of state for a period not exceeding 10 years, after the audi

alteram partem (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution

WITNESSES:

1.

2.

..... SIGNATURE(S) OF BIDDER(S)

DATE:.....

C.13 DEVIATIONS FROM THE REQUEST FOR PROPOSAL

Should the bidder desire to make any departures from, or modifications to this Request for Proposal or to qualify its bid in any way, it shall clearly set out its proposals hereunder or alternatively state them in a covering letter attached to its bid and referred to hereunder, failing which the bidder shall be deemed to be unqualified and conform exactly with the requirements of this Request for Proposal.

If no departures or modifications are desired, the Schedule hereunder is to be marked "NIL" and signed by the bidder.

Unless otherwise specified specifically and stipulated in writing, the Contract constitutes the sole memorial of the Contract between the parties and any terms and conditions forming part of the bidder's Bid or other documentation shall not form part of the Contract and shall be of no force or effect.

PAGE NUMBER	CLAUSE NUMBER	DEVIATION

SIGNATURE OF BIDDER

DATE

C.14 BID SUMMARY AND DETAILS

We the undersigned submit this bid in accordance with the conditions contained in the referenced RFP document and attach the documents required:

No.	Description in detail	Documents Attached
A. Commercial Documents		(Yes/ No/ N.A.)
1.	Deviations from Request for Proposal	
2.	Cover letter	
3.	Entire Bid Document	
4.	CC or Company Registration Documents or copy of ID if sole propriety	
5.	Registered as a vendor on CSD	
6.	In good standing with SARS and such information will be verified through Central Supply Database (CSD);	
7.	Declaration of Interest and Declaration of past SCM Practices	
8.	Joint Venture Agreement where applicable	
9.	BBBEE Certificate/Affidavit	
B. Technical Documents		
10.	Reference Letters x 2 per service area responding to	
11.	CVs of Resources x 2 per service area responding to	

Name

Date

Signature

CLIENT REFERENCE LETTER

As part of the functionality component of the tender process feedback is required from current or previous clients to rate the performance of _____ (tendering organisation). The referee is further requested to rate the tendering organisation for services rendered as indicators of either excellent or good or poor or no ratings.

(PLEASE TICK TO SELECT THE RELEVANT SUB SERVICE AREA/S)

Services Rendered	Sub Service Areas	Contract Value	Start Date	End Date	Performance Rating (Excellent/ Good/ Poor)
Strategy and Governance	<input type="checkbox"/> IT Strategy and Support <input type="checkbox"/> IT Governance <input type="checkbox"/> Research and development <input type="checkbox"/> Business analysis <input type="checkbox"/> System analysis				
Data Management	<input type="checkbox"/> Database <input type="checkbox"/> Data architecture <input type="checkbox"/> Configuration Management <input type="checkbox"/> Enterprise Content Management				
Enterprise Architecture & Process Improvement	<input type="checkbox"/> Enterprise architecture design and management <input type="checkbox"/> Business process design and management				
Programme Management	<input type="checkbox"/> Project Management <input type="checkbox"/> Change Management <input type="checkbox"/> Quality assurance <input type="checkbox"/> Project administration				
Network Communication	<input type="checkbox"/> Wide area network (WAN) <input type="checkbox"/> Local area network (LAN) <input type="checkbox"/> Telephony				
Application Management	<input type="checkbox"/> System/application support <input type="checkbox"/> System development <input type="checkbox"/> System application Lifecycle management				
Help Desk Management	<input type="checkbox"/> Hardware support <input type="checkbox"/> End-user training <input type="checkbox"/> Technical support				
Infrastructure	<input type="checkbox"/> OS <input type="checkbox"/> Cloud				

	<input type="checkbox"/> Virtualisation / Data centre <input type="checkbox"/> Storage <input type="checkbox"/> Backup and recovery management				
Information Management	<input type="checkbox"/> Security (Cyber and information management) <input type="checkbox"/> ICT Risk Management				
	Contract Value				R

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

Signed		Date	
Name		Position	
Company Name			
Contact details	Email:		
	Telephone:		