

	<h1>REQUEST FOR BID</h1> <h2>PROFESSIONAL SERVICES</h2>	Form No: RW SCM 00049 F Revision No: 09 Effective Date: 04 Nov 2024
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BID NUMBER: RW10407116/25

**PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER
 COMPUTING SERVICES AT RAND WATER
 FOR A DURATION OF FIVE YEARS FOR A PANEL OF SERVICE PROVIDERS.**

ISSUE DATE:	TUESDAY, 24 JUNE 2025	
NON-COMPULSORY BRIEFING SESSION DATE:	THURSDAY, 03 JULY 2025	
BRIEFING SESSION VENUE:	MS TEAMS	
CLOSING DATE:	WEDNESDAY, 13 AUGUST 2025	AT 12H00 PM
SITE VIEWING DATE/S	N/A	

BIDDER INFORMATION				
BIDDER NAME				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS 1				
E-MAIL ADDRESS 2				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		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 SWORN AFFIDAVIT (EMEs and QSEs)	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			
BUYER		SOURCING MANAGER	
CONTACT PERSON	Stanley Govender	CONTACT PERSON	Tshepo Morare
TELEPHONE NUMBER	011 682 0410	TELEPHONE NUMBER	011 682 0410
E-MAIL ADDRESS	sgovend@randwater.co.za	E-MAIL ADDRESS	nradebe@randwater.co.za

TABLE OF CONTENTS

SECTION A: BID.....	3
PART T1: BIDDING PROCEDURES	3
T1.1. BID NOTICE AND INVITATION TO BID.....	3
T1.2. BID DATA	4
T1.3. EVALUATION CRITERIA.....	7
PART T2: RETURNABLE DOCUMENTS.....	11
T2.1. LIST OF RETURNABLE DOCUMENTS.....	11
T2.2. RETURNABLE SCHEDULES	12
SECTION B: CONTRACT	38
PART C1: AGREEMENT AND CONTRACT DATA.....	39
C1.1. FORM OF OFFER AND ACCEPTANCE.....	Error! Bookmark not defined.
C1.2. CONTRACT DATA	39
PART C2: PRICING DATA	51
C2.1. PRICING ASSUMPTIONS.....	51
C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)	51
PART C3: SCOPE OF WORK	52
C3.2. SCOPE OF WORK.....	Error! Bookmark not defined.
PART C4: SITE INFORMATION.....	Error! Bookmark not defined.
C4. SITE INFORMATION.....	Error! Bookmark not defined.

SECTION A: BID

PART T1: BIDDING PROCEDURES

T1.1. BID NOTICE AND INVITATION TO BID

RAND WATER INVITES BIDS FOR THE PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER COMPUTING SERVICES AT RAND WATER	
Procurement Procedure	Rand Water uses a single volume approach.
Awarding Strategy	The number of suppliers to be awarded this bid is up to Two (2) .
Access to the Bid Documents	<p>The bid documents are downloadable on the National Treasury e-Tender Publication portal which can be accessed through the following link: http://www.etenders.treasury.gov.za.</p> <p>No bid documents will be issued to Contractors at site meetings. Please ensure that bid documents have been downloaded from the National Treasury e-Tender Publication portal prior to the site meeting date.</p> <p>Bids shall only be submitted on the bid documentation that is issued by the Employer. This bid document (as issued through the National Treasury e-Tender Publication portal) must be submitted in full together with the returnable documents.</p>
Bid Clarifications	<p>Bidders can seek clarification by no later than fifteen (15) calendar days before the bid closing date.</p> <p>Rand Water will provide a final response on clarifications by no later than ten (10) calendar days before the closing date.</p>
Bid Addenda	Rand Water shall issue addenda, where applicable, by no later than ten (10) calendar days before the closing date. Bid addenda will be published on the eTender Publication Portal.
Bid Submission Location	<p>Bids must be submitted before or on closing date and time at the following address:</p> <p><i>Rand Water Head Office 522 Impala Road Glenvista 2058 (in the Bid Submissions Box at the Main Gate)</i></p>
Bid Validity	<p>To be valid for 180 days after closing date</p> <p>Rand Water reserves the right to extend the validity period for a period reasonable for business requirements.</p>

T1.2. BID DATA

The Standard Conditions for Bidding are outlined below and must be read in conjunction with the applicable procurement legislative prescripts:

CLAUSE NUMBER	BID DATA
T1.2.1	The Employer is Rand Water.
T1.2.2	The bid documents issued by the Employer are detailed on the contents page of this bid document.
T1.2.3	The Employer's Representative/s is stated on the cover page of this bid document.
T1.2.4	The Employer shall evaluate this bid in accordance with the evaluation criteria stated in this bid.
T1.2.5	The arrangement for a non-compulsory site meeting (where applicable) is as stated in the Notice and Invitation to Bid.
T1.2.6	The due date for seeking clarification is as stated in the Bid Notice and Invitation to Bid.
T1.2.7	<p>Bidders may propose alternative bid offer only if the main tender offer, strictly in accordance with all the requirements of this bid document, is also submitted as well as a schedule that compares the requirements of this bid document with the alternative requirements that are proposed.</p> <p>An alternative bid offer will only be considered if the main bid offer is the winning bid. Additionally, the following statements shall apply:</p> <ul style="list-style-type: none"> • Calculations, drawings and all other pertinent technical information and characteristics as well as modified or proposed Pricing Data must be submitted with the alternative bid offer to enable the Employer to evaluate the efficacy of the alternative and its principal elements, to take a view on the degree to which the alternative complies with the Employer's standards and requirements and to evaluate the acceptability of the pricing proposals. • Calculations must be set out in a clear and logical sequence and must clearly reflect all design assumptions. • Pricing Data must reflect all assumptions in the development of the pricing proposal. • <i>The pricing of the alternative bid offer may not exceed the pricing of the main bid offer.</i> <p>Acceptance of an alternative bid offer will mean acceptance in principle of the offer. In the event that the alternative bid offer is accepted, it will be a contractual obligation for the Contractor to accept full responsibility and liability that the alternative bid offer complies in all respects with the Employer's standards and requirements.</p>
T1.2.8	<p>Bidders must submit one (1) original bid document and returnables.</p> <p>USB flash drive with pdf format of the bid document and returnables may be provided in addition of the required document.</p>

	<p>The Employer's address for delivery of the bid offers is stated in the Bid Notice and Invitation to Bid.</p> <p>The bid submission must be sealed and endorsed with both the bid number and the description of the bid, as it appears on the front cover of this bid.</p>
T1.2.9	Telephonic, telegraphic, telex, facsimile or e-mailed bid offers will not be accepted.
T1.2.10	The closing time for submission of bid offers is as stated in the Bid Notice and Invitation to Bid.
T1.2.11	<p>The bid offer validity period is as stated in the Bid Notice and Invitation to Bid.</p> <p><i>No bid substitutions will be allowed after the closing date and time.</i></p>
T1.2.12	See 2.1 List of Returnable Documents for a comprehensive list of certificates and additional documents required for submission with this bid.
T1.2.13	<p><i>Rand Water's evaluation process comprises of the following steps. Specific criteria to be utilised for this bid are contained in <u>T1.3 Evaluation Criteria</u></i></p> <p>a) Test for responsiveness/Pre - qualification <i>Refer to the criteria as stated in T1.3 of this bid document. All test for responsiveness must be met in order for the bid submission to be considered further.</i></p> <p>b) Functionality evaluation <i>Refer to the criteria as stated in T1.3 of this bid document. A minimum score of 70 points must be obtained for the bid submission to be considered further.</i></p> <p>c) Preference Point System <i>The (80/20 or 90/10) Preferential Point System will be used to evaluate price and specific goal on received written price quotations. Where 80/ 90 will be allocated for Price and 20 / 10 for the Specific goals.</i></p> <p>i. Price Analysis</p> <p>ii. Specific Goal</p> <p>Rand Water specific goal is to empower previously disadvantaged designated groups. This specific goal will be evaluated and measured by using the SANAS accredited B-BBEE certificate or sworn affidavit for QSE or EME or the dtic B-BBEE certificate.</p> <p>Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:</p> <p>WHERE PROCUREMENT VALUE IS R0 < R50 000 000 (INCL. VAT):</p> $P_s = 80 * \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$ <p>WHERE PROCUREMENT RAND VALUE IS >= R50 000 000 (INCL. VAT):</p> $P_s = 90 * \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$

BID DESCRIPTION: PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER COMPUTING SERVICES AT RAND WATER FOR A DURATION OF FIVE YEARS FOR A PANEL OF SERVICE PROVIDERS.

Where:

Ps = Points scored for comparative price of bid or offer under consideration

Pt = Comparative price of bid or offer under consideration

Pmin = Comparative price of lowest acceptable bid or offer.

Rand Water does not bind itself to accept the bid with the lowest price

BBBEE STATUS (P_p = 10/20 maximum)

Quantification of procurement contribution to B-BBEE

Points will 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 point (90/10 system)	Number of point (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

Bidders will not be disqualified from the bidding process for not submitting a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. ***Such a bidder will score zero (0) out of maximum of 10/20 for B-BBEE***

d) Objective Criteria

Refer to the criteria as stated in [T1.3 Evaluation Criteria](#) of this bid document.

A bid must be awarded to the bidder who scored the highest total number of points in terms of the preference point systems (price and B-BBEE points), unless objective criteria in terms of section 2(1)(f) of the Act justify the award of the bid to another bidder.

SUMMARY

The total number of functionality/ quality (P_F) shall be the sum total of the product of quality criteria by weight allocated.

The total number of adjudication points (P_T) shall equal the sum of the bid price points (Ps) and the BBBEE status points (P_p) i.e.

$$P_T = P_s + P_p$$

Rand Water does not bind itself to accept the bid with the highest number of adjudication points.

T1.2.14

Rand Water shall provide to the successful bidder the signed copy of the contract after completion and signing of the form of offer and acceptance.

T1.3. EVALUATION CRITERIA

T1.3.1. TEST FOR RESPONSIVENESS

1. Fully completed and signed Form of Offer.
2. The use of correction fluid or any other similar substance to make corrections is not permitted.
3. Submit a letter from the Original Equipment Manufacturer (OEM) confirming their partner status.
4. Submit a letter from the Original Equipment Manufacturer confirming that they are an authorised warranty service provider.

T1.3.2. FUNCTIONALITY EVALUATION

Bid submissions will be evaluated on the criteria outlined in items (A-F) below. Each Item (A to F) has an assigned "Weight" and "Rating" scale. During the evaluation process, Bidders shall be assigned a "Rating" for each item in A to F.

The maximum "Score" that a Bidder can achieve will be equal to the "Weight" for a particular item. The Total Scores of each functionality criterion will be multiplied by its weight and then the total score summed up to a total score out of 100.

Responses are required to meet a minimum of 70 percent to be further evaluated.

	CRITERION	RETURABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
A.	<p><u>Record of Previous Experience relevant to the current scope/ work (with contactable client ref.)</u></p> <p>This is based on contractor history and managing projects of the supply, delivery and maintenance of end user computing equipment. The reference must be written confirmation from clients and may include a completion certificate.</p>	T2.2.7	15	<p>3-point scale</p> <p>Weak – 33.3%</p> <ul style="list-style-type: none"> - Two client/customer reference letters with details as per NOTE. <p>Moderate – 66.7%</p> <ul style="list-style-type: none"> - Three clients/customer reference letters with details as per NOTE. <p>Good – 100%</p> <ul style="list-style-type: none"> - Four or more client/customer reference letters with details as per Note. <p>NOTE: The below is applicable to all the above rating scales. A company reference must have details of the projects with a project name and a detailed scope of work. Each letter or affidavit must be signed, dated, and written on a client/customer letterhead with the following indicated:</p> <ul style="list-style-type: none"> - Client/customer name and physical address.

	CRITERION	RETURABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
				<ul style="list-style-type: none"> - Customer contact person's name, telephone number and email address. - Project or service scope of work. Project start and end-date.
B.	<u>Human Resource Capacity</u> Adjudicated based on technical Human Resource Capacity with a minimum of four years relevant experience. On the following: <ul style="list-style-type: none"> - Degree/National Diploma in IT - 3 Years Experience Desktop Support - OEM Hardware Support Engineer Certificate - 5 Years experienced Account Manager 	T2.2.8	25	3-point scale Weak – 33.3% Three or less CV's with four years relevant experience with on onsite warranty support. CV and qualifications of the Account Manager. Moderate – 66.7% Four CV's with five years relevant experience with on onsite warranty support and Qualifications of the Account Manager. Good – 100% Five or more CV's with six years relevant experience with on onsite warranty support. CV and Qualifications of the Account Manager.
C.	<u>Equipment Resource Capacity</u> Adjudicated based on Equipment Resource Capacity (Warehouse to store end-user equipment for purposes of holding stock, Suitable transportation for fragile end user equipment, Security for end-user equipment, office space and requisite tools (e.g. Torque screwdrivers, electrical screwdrivers, light), vehicles and warranty support working tools). The purpose is to establish an overall picture of the company's equipment resource capacity and ability to undertake the work. Rand Water will confirm the information submitted when conducting due diligence.	T2.2.9	20	3-point scale None – 0% No submission Moderate – 66.7% Truck with tailgate for transporting fragile end user equipment, insurance for end-user equipment in transition, and requisite tools, vehicles and warranty support working tools). Good – 100% Truck with tailgate for transporting fragile end user equipment, insurance for end-user equipment in transition, and requisite tools, vehicles and warranty support working tools). Warehouse with capacity to hold up to 500 boxes of end user equipment purposes of holding stock for Rand

	CRITERION	RETURABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
				Water on an ongoing basis as stock will be withdrawn as per demand,
D.	<u>Risk Introduced by Bid Qualifications (e.g. limitations, assumptions, limited liability etc.)</u>	T2.2.4	5	2-point scale Significant – 0% Bid qualifications submitted by the bidder adversely change the bid scope. Significant qualifications may result in bid submissions being deemed non-responsive, should the bidder/s opt to retain such qualifications after consultation by Rand Water. None – 100% No bid qualification/s submitted
E.	<u>Project Risk Management</u> As per risk register provided.	T2.2.11	15	3-point scale None – 0% No response provided to Project Risk Management section or responses provided are not relevant to the identified risks. Moderate – 66.7% Relevant responses were provided to some of the risks outlined in this bid. Good – 100% Relevant responses were provided to the risks outlined in this bid and further risks were identified, classified and a response strategy and actions were provided by the bidder.
F.	<u>Method Statement</u> The tenderer shall submit a fully completed and signed ANNEXURE A Bidder to provide proven Methodology for Support & Maintenance	ANNEXURE A	20	4-point scale None – 0% No submission Weak – 33.3% Method Statement addressing up to 30% of the deliverables Moderate – 66.7% Method statement detailing 70% of the deliverables Good – 100% Method statement detailing all of the deliverables
TOTAL			100	

T1.3.4. PREFERENCE POINT SYSTEM

The **90/10** will be applied in this bid.

T1.3.5. OBJECTIVE CRITERIA

Rand Water shall apply objective criteria in accordance with the PPPFA.

Rotation of suppliers for bids will be done on the following conditions:

- a) *Aggregate value of R250 million (inclusive of all taxes) awarded.*
- b) *Where an award to be made to the supplier results in the cumulative value exceeding the rotation threshold for bids, that award can be made which will constitute the last award to the supplier in the financial year.*
- c) *As its objective criteria, Rand Water shall therefore not award to a Bidder that scores the highest points, if such Bidder has already exceeded the rotation threshold for bids.*

In making the determination on the aggregate value of work awarded to a supplier, Rand Water shall consider the supplier's relations and as such, where Rand Water had awarded work to entities and/or persons that are related and/or inter-related to the supplier, the value of such awards shall be used as a measure of assessing the aggregate value of the work awarded to the supplier.

PART T2: RETURNABLE DOCUMENTS

T2.1. LIST OF RETURNABLE DOCUMENTS

T2.1. LIST OF RETURNABLE DOCUMENTS

T2.1.1 ALL RETURNABLES ARE REQUIRED FOR PURPOSES OF EVALUATION IRRESPECTIVE OF WHETHER THEY ARE DESIGNATED MANDATORY OR NOT.

T2.1.2 Returnable required at Tender closing (disqualifiable):

These returnables are required to be fully completed, signed (if required on the returnable) and submitted with the bid at Bid closing date and time. If not fully completed, signed (if required on the returnable) and/or submitted by Bid closing, the bidder will be disqualified.:

No.	Description	Action Required
1.	Test for responsiveness.	Submit documents as per T1.3.1 list.
2.	Fully completed and signed Form of Offer.	<ul style="list-style-type: none"> Complete C.1.1

T2.1.2 Returnable required at Tender Closing date and time for evaluation

These returnables are required to be submitted at bid closing date and time. A bidder that does not submit the required returnable at stipulated deadline or submits an incomplete returnable; will not be disqualified but will be scored accordingly.

No.	Description	Action Required
1.	<ul style="list-style-type: none"> Refer to Functionality evaluation T1.3.2 for required documents. 	<ul style="list-style-type: none"> Submit document as referenced in T1.3.2
2.	<ul style="list-style-type: none"> B-BBEE or Sworn affidavit certificate. 	<ul style="list-style-type: none"> Attach copy
3.	<ul style="list-style-type: none"> Qualifications to Bid 	<ul style="list-style-type: none"> Complete T2.2.4
4	<ul style="list-style-type: none"> Compulsory Enterprise Questionnaire SBD 6.1 Preference Points SBD 4 Bidder's Disclosure 	<ul style="list-style-type: none"> Complete T.2.2 Complete 6.1 Complete 4
5	<ul style="list-style-type: none"> Requirements with regard to fluctuations in the cost of labour and materials 	<ul style="list-style-type: none"> Complete T2.2.5
6	<ul style="list-style-type: none"> FOB Prices of imported equipment/materials for which foreign exchange would be required and importing charges. 	<ul style="list-style-type: none"> Complete T2.2.5
7	<ul style="list-style-type: none"> Resolution Letter for the Main Contractor (a letter authorising the person completing the bid to sign on behalf of the company) 	<ul style="list-style-type: none"> Attach copy

8	<ul style="list-style-type: none"> Pricing Schedule 	<ul style="list-style-type: none"> Complete Annexure C2.2
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T2.1.3 Returnable required at Tender closing (non-disqualifiable)

These returnables are required to be fully completed, signed (if required on the returnable) and submitted with bid at Bid closing date and time; however, if not submitted by Bidder or submitted with incomplete information or without a required signature, the Senior Buyer / Sourcing Manager will, in writing, request the bidder to submit the returnable within 5 working days. If the returnable is not fully completed, signed if required and/or received by the Senior Buyer / Sourcing Manager within 5 working days of the request, the bidder will be disqualified.

No.	Description	Action Required
1	Declaration of Insurance	Complete T2.2.6 (attach proof)
2	3-year financial statements (audited in accordance with the organisation's relevant PI score, however limited to a minimum assurance level of an Independent Review). In addition, the current year's management report must be submitted i.e. (Income statement, Balance sheet and cash flow statement)	Attach copies
3	Letter of Good Standing	Complete T2.2.5

T2.2. RETURNABLE SCHEDULES

T2.2.1. COMPULSORY ENTERPRISE QUESTIONNAIRE

The following particulars must be furnished. In the case of a joint venture, separate enterprise questionnaires in respect of each partner must be completed and submitted.

Section 1: Name of enterprise:

Section 2: VAT registration number, if any:

Section 3: CSD Number:

Section 4: Particulars of sole proprietors and partners in partnerships:

Name *	Identity Number *	Personal income tax number *

* Complete only if sole proprietor or partnership and attach separate page if more than 3 partners

Section 5: Particulars of companies and close corporations

Company registration Number:	
Close Corporation number:	
Tax reference number:	

Section 6: SBD 4 issued by National Treasury must be completed for this bid.

Section 7: SBD 6.1 issued by National Treasury must be completed for this bid.

I the undersigned, who warrants that he/she is duly authorized to do so on behalf of the enterprise:

- authorizes the employer to verify the Bidders tax clearance status from the South African Revenue Services that it is in order;
- confirms that the neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
- confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
- confirms that I / we are not associated, linked or involved with any other bidding entities submitting bid offers and have no other relationship with any of the Bidders or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest; and
- confirms that the contents of this questionnaire are within my personal knowledge and are to the best of my belief both true and correct.

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

SBD 4

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:

.....

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

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.

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.

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

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND

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.



COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name

SBD 6.1

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

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

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

1. GENERAL CONDITIONS

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

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The 90/10 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to

mean that preference points for specific goals are not claimed.

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 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
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 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.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
B-BBEE		
1	10	
2	9	
3	6	
4	5	
5	4	
6	3	
7	2	
8	1	
Non-compliant contributor	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:
.....

4.5. TYPE OF COMPANY/ FIRM

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

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

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

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

T2.2.2. PROPOSED SUBCONTRACTORS

We notify the Employer that it is our intention to employ the following Subcontractors for work in this contract.

If we are awarded a contract we agree that this notification does not change the requirement for us to submit the names of proposed Subcontractors in accordance with requirements in the contract for such appointments. If there are no such requirements in the contract, then on official award of Contract by the Employer to us, this list duly signed below shall be binding between us.

The appointment of the proposed Subcontractors shall be subject to the approval of the Employer.

Please note it is compulsory to declare the percentage of work to be completed by the Subcontractor.

Name and Address of Proposed Subcontractor	Nature and Extent of Work	Previous Experience with Subcontractor
1)		
2)		
3)		
4)		
5)		

Name of Bidder: _____

Signed by or on behalf
of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.3. ALTERNATIVE BID

- T2.2.3.1. Alternative bids will be accepted on the conditions described in [T1.2 Bid Data](#) (CIDB Clause C2.12)
- T2.2.3.2. Should the Bidder wish to submit an alternative bid he shall set out his proposals clearly hereunder or alternatively state them in a covering letter attached to his bid and referred to hereunder, failing which the bid will be deemed to be unqualified.
- T2.2.3.3. If no departures or modifications are described, the schedule shall be marked NIL and signed by the Bidder.

Page	Item	Proposed alternative	Price saving (if any) to the Employer if proposal is accepted

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official

Capacity: _____

Date: _____



Should the Bidder wish to qualify any aspect of the bid (e.g. limitations, assumptions, limited liability, etc.), he shall set out his terms clearly hereunder or alternatively state them in a covering letter attached to his bid and referred to hereunder, failing which the bid will be deemed to be unqualified.

This image shows a full page of white paper with horizontal black lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Official Capacity:

T2.2.5. REQUIREMENTS WITH REGARD TO FLUCTUATIONS IN THE COST OF LABOUR AND MATERIALS

T2.2.5.1. The Bidder shall delete whichever of the following statements are not applicable to the bid. *Where the Bidder has not indicated the applicability of fluctuations, Rand Water shall regard the fluctuations as not applicable.*

FLUCTUATIONS IN - Wages and allowances: *TO APPLY/NOT TO APPLY
Price of materials: *TO APPLY/NOT TO APPLY

* Delete whichever is not applicable.

FORMULAE OR BASIS FOR THE ADJUSTMENT OF THE BID PRICE

If firm prices are not quoted the Bidder shall supply the following information:

T2.2.5.2. Formula by which the bid price is to be multiplied in order to arrive at the adjusted price:

.....
.....

T2.2.5.3. Definition of all symbols used in the above formula:

.....
.....
.....
.....

T2.2.5.4. Any special materials or equipment to be excluded from the application of the formula stating the method and basis of price variation to be applied to such materials or equipment:

.....
.....
.....

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

T2.2.6. DECLARATION OF INSURANCES

I/We hereby declare that the insurance policies enumerated below have been effected by me/us in accordance with the Contract Data.

Cover effected	Insurer	Policy	Expiry date
COID			
Unemployment Insurance			
Employer's Liability			
Motor Vehicle Liability			
Contractor's Equipment			
Manufacturing/Fabrication Premises			
Professional Indemnity	as applicable		

Table T2.2.6: Declaration of Insurance

Copies of the abovementioned policies are attached.

In respect of COID, a copy of the current receipt and letter of good standing is attached.

Name of Contractor:

Signed by or on behalf of Contractor: _____ Official Capacity: _____

Date: _____

NOTE: This schedule shall be completed and submitted to Rand Water within 14 days from the commencement date of the contract and will serve as a condition precedent. The Contractor shall ensure that all policies are in place for the full period under the contract, and where policies need to be renewed and/or any changes effected, Rand Water is to be provided with the renewal confirmation and/or details of changes within 14 days of such renewal or changes.

T2.2.7. RECORD OF PREVIOUS EXPERIENCE, QUALITY OF WORKMANSHIP AND SAFETY

The Bidder shall provide details of **completed** works (similar to the work set out in this bid). Individuals listed as references must be contactable and willing to provide information relating to the performance of the Bidder (in terms of safety and health, workmanship, documentation, timeous completion, etc.). In order to verify the quality of workmanship, an inspection of the works may also be undertaken should Rand Water deem it necessary.

The Bidder must take into cognisance the functionality criteria in providing the record of previous experience. Information must be provided in the following format:

Description of Works	
Project Title :	
High level project description:	
Client :	
Contract No. :	
Contract Value (excl. VAT) :	
Role ^(Note 1) :	
Award Date :	
Completion Date :	
Location of Works :	
Project Manager :	
Construction Manager :	
Contact Details of Reference at Client Company	
Name :	
Position Held :	
Tel :	Cell :
Fax :	email :
<small>Note 1 – Role refers to the Contractor's responsibility w.r.t. the claimed experience. For example Single Contractor, Main Contractor but with electrical sub – contractor, Sub – contractor for civil construction etc.</small>	

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.7. RECORD OF PREVIOUS EXPERIENCE, QUALITY OF WORKMANSHIP AND SAFETY

The Bidder shall provide details of **completed** works (similar to the work set out in this bid). Individuals listed as references must be contactable and willing to provide information relating to the performance of the Bidder (in terms of safety and health, workmanship, documentation, timeous completion, etc.). In order to verify the quality of workmanship, an inspection of the works may also be undertaken should Rand Water deem it necessary.

The Bidder must take into cognisance the functionality criteria in providing the record of previous experience. Information must be provided in the following format:

Description of Works	
Project Title :	
High level project description:	
Client :	
Contract No. :	
Contract Value (excl. VAT) :	
Role ^(Note 1) :	
Award Date :	
Completion Date :	
Location of Works :	
Project Manager :	
Construction Manager :	
Contact Details of Reference at Client Company	
Name :	
Position Held :	
Tel :	Cell :
Fax :	email :
<small>Note 1 – Role refers to the Contractor's responsibility w.r.t. the claimed experience. For example Single Contractor, Main Contractor but with electrical sub – contractor, Sub – contractor for civil construction etc.</small>	

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

T2.2.7. RECORD OF PREVIOUS EXPERIENCE, QUALITY OF WORKMANSHIP AND SAFETY

The Bidder shall provide details of **completed** works (similar to the work set out in this bid). Individuals listed as references must be contactable and willing to provide information relating to the performance of the Bidder (in terms of safety and health, workmanship, documentation, timeous completion, etc.). In order to verify the quality of workmanship, an inspection of the works may also be undertaken should Rand Water deem it necessary.

The Bidder must take into cognisance the functionality criteria in providing the record of previous experience. Information must be provided in the following format:

Description of Works	
Project Title :	
High level project description:	
Client :	
Contract No. :	
Contract Value (excl. VAT) :	
Role ^(Note 1) :	
Award Date :	
Completion Date :	
Location of Works :	
Project Manager :	
Construction Manager :	
Contact Details of Reference at Client Company	
Name :	
Position Held :	
Tel :	Cell :
Fax :	email :
<small>Note 1 – Role refers to the Contractor's responsibility w.r.t. the claimed experience. For example Single Contractor, Main Contractor but with electrical sub – contractor, Sub – contractor for civil construction etc.</small>	

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.8. HUMAN RESOURCE CAPACITY SCHEDULE

The aspects covered by T2.2.8.1, T2.2.8.2 and T2.2.8.3 will be viewed in conjunction with each other to establish an overall picture of the Bidder's capacity and ability to undertake the work specified in this document.

T2.2.8.1. Project Team Organogram vs. Company Organogram

The Bidder shall detail in the block below their company organogram and the Resources dedicated to this contract must be clearly indicated. In addition, sub-contractor and Joint-Venture arrangements must be clearly indicated:

cont.

[illegible]

Doc No. RW SCM 00049 F

T2.2.8.3. List of Current Contracts (Work Load)

Contract or Work Title	Client	Contract Value (excl. VAT)	Role ^{NOTE 1}	Progress
				Award Date: Completion Date: % Complete: Stage ^{NOTE2} :
				Award Date: Completion Date: % Complete: Stage ^{NOTE2} :
				Award Date: Completion Date: % Complete: Stage ^{NOTE2} :
				Award Date: Completion Date: % Complete: Stage ^{NOTE2} :
				Award Date: Completion Date: % Complete: Stage ^{NOTE2} :

NOTES

1. Role refers to the Contractor's responsibility w.r.t. the claimed experience for example Single Contractor, Main Contractor but with Electrical subcontractor, Sub-contractor for civil construction etc.
2. Stage refers to the current stage of the work (example design, procurement, construction, installation, commissioning, handed over, in Defects Liability Period etc.)
3. Attach additional signed copies of this schedule if insufficient space is available.

Name of Bidder: _____

Signed by or on behalf of Bidder: _____ Official Capacity: _____

Date: _____

T2.2.9. EQUIPMENT RESOURCE CAPACITY (PLANT AND EQUIPMENT)

The following are lists of major items of relevant equipment that are presently owned / leased / hired or planned to be purchased / leased / hired and will be available for this contract if the bid is accepted:

Qty	Equipment Description (including capacity/size etc)	Currently Own / Currently Lease or Hire / Plan to Purchase / Plan to Lease or Hire	% Utilisation	
			On other Contracts / Work	On this Contract/ Work

I, the Bidder, guarantee that all the above listed plant and equipment is readily available and/or will be provided when required on the works and maintained on the site in good condition and working order.

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.10. SAFETY, HEALTH, AND ENVIRONMENT

1. Safety and Health Policy

Bidders shall submit a copy of their company's internal Safety and Health Policy.

2. Safety, Health and Environment (SHE) Plan

Bidders shall submit the project specific SHE plan as per the project specific SHE Specification

3. Safety, Health and Environment (SHE) Risk assessment

Bidders shall submit the project specific SHE risk assessment.

4. DIFR Status

Bidders shall furnish their DIFR Status for 2 years in the table below, based on the following formula.

$$DIFR \text{ (annual)} = \frac{(\text{Number of Disabling Injuries})(200000)}{(\text{Number of Hours Worked})}$$

Number of Hours Worked (annual) = Total Number of Employees x Average Hours Worked per Employee per Year

	Current Year	Last Year
Number of Disabling Injuries		
Total Number of Employees		
Average Hours Worked per Employee per Year		
Number of Hours Worked per Year		
Calculated DIFR		

Table T2.2.17: Safety, Health, and Environment

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

T2.2.11. PROJECT RISK MANAGEMENT

PROJECT RISK MANAGEMENT REGISTER FOR CONTRACT									
Please fill in the blank columns labelled Response Strategy and Response Action for each Risk Event listed in the table below:									
RISK IDENTIFICATION						QUALITATIVE RISK ASSESSMENT		RISK RESPONSE PLAN	
#	RISK CATEGORY	RISK EVENT	CAUSE	EFFECT	THREAT OR OPPORTUNITY	PROBABILITY	IMPACT	RESPONSE STRATEGY	RESPONSE ACTIONS
1	Dead on Arrival of the Equipment	Disruptions	Products damage during transportation	Project exaction delays	Threat				
2	Delay on arrival of the Equipment	Disruptions	Shipping and logistics issues such as transportation delays, customs clearance problems and incorrect addressing	Financial Position	Threat				

PROJECT RISK MANAGEMENT REGISTER FOR CONTRACT									
Please fill in the blank columns labelled Response Strategy and Response Action for each Risk Event listed in the table below:									
RISK IDENTIFICATION						QUALITATIVE RISK ASSESSMENT		RISK RESPONSE PLAN	
#	RISK CATEGORY	RISK EVENT	CAUSE	EFFECT	THREAT OR OPPORTUNITY	PROBABILITY	IMPACT	RESPONSE STRATEGY	RESPONSE ACTIONS
3	Transportation of the Equipment to Rand Water sites	Disruptions	Theft of Equipment during transit.	Technology	Threat				
4									
5									



BID DESCRIPTION: PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER COMPUTING SERVICES AT RAND WATER FOR A DURATION OF FIVE YEARS FOR A PANEL OF SERVICE PROVIDERS.

BID NUMBER. RW10407116/25

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

T2.2.12. PENALTY TABLE

The Bidder is required to acknowledge the penalty table by signing this schedule.

PENALTY TABLES					
DELAYS ON ITEMS ATTRACTING PENALTIES	Value of Contract (Excl. VAT.) in millions R				
	<1	≥1<5	≥5<20	≥20<50	≥50
Dead on Arrivals: Quality of new PC equipment and Peripherals on delivery <0.5% of non-functioning new PCs (Dead on arrival)	0	0	500	500	500
Repeat Hardware Failures: Repeated hardware failure incidents up to three break fix incidents per calendar year	5000	5000	5000	5000	5000
Warranty Hardware Break/Fix: The repair and return of PC unit to the users operational state in 4 hours	500	500	500	500	500
Warranty Hardware Break/Fix: Maximum time to repair and return faulty PC unit to service is 5 working days	0	0	500	500	500
Delivery: Delivery of ordered equipment to Rand Water within 3 working days	0	0	500	500	500
SED Implementation					
a. Failure to implement SED objectives (Rands per day delay)	1 000	5 000	10 000	10 000	10 000

Name of Bidder: _____

Signed by or on behalf of Bidder: _____ Official Capacity: _____

Date: _____

SECTION B: CONTRACT

PART C1: AGREEMENT AND CONTRACT DATA

C1.1. FORM OF OFFER AND ACCEPTANCE

LETTER OF TENDER

DESCRIPTION: PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER COMPUTING SERVICES AT RAND WATER FOR A DURATION OF FIVE YEARS FOR A PANEL OF SERVICE PROVIDERS.

TENDER NO: RW10407116/25

TO: The Tender Box
Rand Water Head Office
522 Impala Road
Glenvista
Johannesburg
Attention: Tshepo Morare

We have examined the Conditions of Contract, Specifications, Drawings, Schedules, the attached Appendix and Addenda No.'s for the execution of the above named Works. We offer to execute and complete the Works and remedy any defects therein in conformity with this Tender which includes all said documents, for the total sum of in **South African Rand (ZAR _____)**
(_____ **Amount in Words inclusive of all taxes**) or such other sum as may be determined in accordance with the Conditions of Contract.

The total ZAR value quoted above, to include the sum of imported equipment/material sourced directly from outside South Africa. The applicable currency of origin/s must be converted to South African Rand (ZAR) using the closing rate of exchange as published by SARB on the date, one week (7 day calendar days) prior to the closing date for the Tender.

The Tenderer shall further complete the offer/letter and stipulate the sum in the currency of origin (i.e. Euro, USD, GBP or any other currency) as noted below.

for the sum of in **Euro** (€ _____)
(_____ **Amount in Words inclusive of all taxes***)
or such other sum as may be determined in accordance with the Conditions of Contract.

for the sum of in **USD** (\$ _____)
(_____ **Amount in Words inclusive of all taxes ***)
or such other sum as may be determined in accordance with the Conditions of Contract.

for the sum of in **GBP** (£ _____)
(_____ **Amount in Words inclusive of all taxes ***)
or such other sum as may be determined in accordance with the Conditions of Contract.

for the sum of in **any other currency** _____
(_____ **Amount in Words inclusive of all taxes ***)
or such other sum as may be determined in accordance with the Conditions of Contract.

***Applies to international suppliers that are registered for all taxes in South Africa**

We accept your suggestions for the appointment of the DAB, as set out in the Appendix to Tender.

We agree to abide by this Tender for a period of 180 days from the Submission Date and Time for Tenders and it shall remain binding upon us and may be accepted at any time before that date. We acknowledge that the Appendix forms part of this Letter of Tender.

If this offer is accepted, we will provide the specified Performance Security, commence the Works as soon as is reasonably practicable after the Commencement Date, and complete the Works in accordance with the above-named documents within the Time for Completion.

Unless and until a formal Agreement is prepared and executed this Letter of Tender, together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature..... in the capacity of.....

duly authorized to sign tenders for and on behalf of.....

Address:

Date:.....

Signature of Witness: _____

Signature of Witness: _____

Name of Witness: _____

Name of Witness: _____

Date : _____

Date : _____

C1.1.2. CONTRACT AGREEMENT

This Agreement made on the _____ day of (month) _____ (year) _____
between

RAND WATER
(hereinafter called “the Employer”)

And

(hereinafter called “the Contractor”).

Whereas the Employer desires that the Works known as **PROVISION OF SUPPLY, DELIVER AND MAINTENANCE OF END USER COMPUTING SERVICES AT RAND WATER FOR A DURATION OF FIVE YEARS FOR A PANEL OF SERVICE PROVIDERS** should be executed by the Contractor, and has accepted a bid by the Contractor for the execution and completion of these Works and the remedying of any defects therein,

The Employer and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement:
 - a. The Letter of Award
 - b. The Letter of Bid (incorporating the Appendix to Tender)
 - c. The Conditions of Contract
 - d. The Employer’s Requirements
 - e. The Returnable Schedules
 - f. The Contractor’s Proposal
 - g. The Bid Addenda (where applicable)
 - h. Additional Information Provided by Contractor (where applicable)

3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein, in conformity with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor, in consideration of the execution and completion of the Works and the remedying of defects therein, the Contract Price at the times and in the manner prescribed by the Contract.

Authorised signature of Employer

Authorised signature of Contractor

for and on behalf of the Employer

for and on behalf of the Contractor

Name:

Designation: **GROUP CHIEF EXECUTIVE**

Date: _____

Name:

Designation: _____

Date: _____

In the presence of the undersigned witnesses:

Name:

Signature: _____

Date: _____

Name:

Signature: _____

Date: _____

C1.2. CONTRACT DATA

C1.2.1. GENERAL CONDITIONS

The General Conditions of Contract are based on the “Client/Consultant Model Services Agreement” as published by the Federation Internationale des Ingenieurs-Conseils (FIDIC).

Fourth Edition 2006

As published by the Federation Internationale des Ingenieurs-Conseils (FIDIC)

C1.2.2. PARTICULAR CONDITIONS OF CONTRACT

The General Conditions shall be amended by the Particular Conditions of Contract as detailed herein.

The following clauses – of the “Client/Consultant Model Services Agreement”, Fourth Edition 2006, as published by the Federation Internationale des Ingenieurs-Conseils (FIDIC) shall be amended as stated below:

1 GENERAL PROVISIONS

1.1 Definitions

The following words and expressions shall have the meanings assigned to them except where the context otherwise requires:

1.1.1 “**Accepted Contract Amount**” means the amount recorded in the Letter of Acceptance unless otherwise defined in the Contract Agreement; which amount may be adjusted under the terms of the Agreement.

1.1.2 “**Agreed Compensation**” means additional sums as defined in Annexure1 [*Remuneration and Payment Schedule*] which are payable under the Agreement.

1.1.3 “**Agreement**” means the terms and conditions comprising the documents listed in the Letter of Acceptance, unless otherwise defined in the Contract Agreement.

1.1.4 “**Client**” means Rand Water which is a body corporate established in terms of Section 83 of the Water Services Act 107 of 1997, who employs the Consultant, and legal successors to the Client and permitted assignees, to perform the Services.

1.1.5 “**Commencement Date**” means the date recorded in the Letter of Acceptance, unless otherwise defined in the Contract Agreement.

1.1.6 “**Consultant**” means the professional firm or individual named in the Agreement, who is employed by the Client to perform the Services.

1.1.7 “**Contract Documents**” means the Contract Agreement as well as all the documents listed therein, or the documents listed in the Letter of Acceptance if there is no Contract Agreement.

1.1.8 “**Country**” means the Republic of South Africa.

1.1.9 “**day**” means a calendar day and a “**year**” means 365 days.

1.1.10 “**Letter of Acceptance**” means the letter of formal acceptance, signed by the Client, of the Consultant’s tender.

1.1.11 “**Party**” means the Client or the Consultant and “**Parties**” means the Client and Consultant collectively while “**third party**” means any other person or entity as the context requires.

1.1.12 “**Project**” means the project named in the Particular Conditions for which the Services are to be required.

1.1.13 “**Services**” means the services defined in Appendix 1 [*Scope of Services*] to be performed by the Consultant in accordance with the Agreement and comprise Normal Services, Additional Services and Exceptional Services.

1.1.14 “**Time for Completion**” means the time period stated for this purpose in the Particular Conditions.

1.1.15 “**Works**” means the permanent works (if any) to be executed (including the goods and equipment to be supplied to the Client) for the achievement of the Project.

1.1.16 “**written**” or “**in-writing**” mean hand-written, type-written, printed or electronically made, and resulting in a permanent un-editable record.

1.2 Interpretation

1.2.1 The headings herein shall not be taken into consideration in the interpretation of these Conditions.

1.2.2 The singular includes the plural and vice-versa where the context requires.

1.2.3 The documents forming this Agreement are to be taken as being mutually explanatory of one another, if there is a conflict between any

of the provisions contained in the contract documentation the precedence of such documents shall be in the order prescribed in the Contract Agreement.

1.2.4 Words indicating one gender include all genders.

1.2.5 Provisions including the word "agree", "agreed" or "agreement" require the agreement to be recorded in writing, and signed by both Parties.

1.3 Communications

Whenever provision is made for the giving or issue of any notice, instruction or other communication by any person, such communication shall be in writing in the language of the Agreement, which notice, instruction or other communication shall not be unreasonably withheld or delayed.

1.4 Governing Language and Law

1.4.1 The language of the Agreement is English.

1.4.2 The Agreement shall be governed, construed and interpreted in accordance with the law of the Republic of South Africa.

1.5 Changes in Legislation

If after the date of the Agreement the cost or duration of the Services is altered as a result of changes in or additions to the laws or regulations in any country in which the Services are required by the Client to be performed the agreed remuneration and time for completion shall be adjusted accordingly.

1.6 Whole Agreement

The Contract Documents constitute the whole agreement between the Parties and no prior representation, and/or previous agreement, and/or representation, and/or previous agreement, and/or negotiations whether oral or written, which is not incorporated in the Agreement shall be of any force or effect. In addition no representation or agreement or addendum varying, adding to, deleting or cancelling this Agreement shall be of any force or effect unless reduced to writing and signed non-electronically by both Parties.

1.7 Waiver

No grant by either Party to the other of any indulgences, condonation, waiver or allowance shall, in respect of any specific event or circumstance other than in respect of which the grant was made, constitute a waiver of the rights of the grantor in terms of the Agreement or an estoppel of the grantor's right to enforce the provisions of the Agreement.

1.8 Assignment

Neither the Client nor the Consultant shall, without the written consent of the other, assign the Contract or any part thereof or any obligation under the Contract.

1.9 Subcontracting

The Consultant shall not without the written consent of the Client initiate or terminate any sub-contract for performance of all or part of the Services.

1.10 Intellectual Property Rights

For the purposes of this Sub-Clause, Intellectual Property means statutory and common law proprietary rights in respect of patents, designs, copyright, knowhow, confidential information, domain names, drawings, data and all other rights in respect of Intellectual Property compiled, created or prepared in execution of the Services to be performed in terms of the Agreement.

As between the Parties, all rights, title and interest and copyright in and to any Intellectual Property, and other intellectual property rights in the

Consultant's documents and other design documents made by (or on behalf of) the Consultant and in and to any and all documents prepared in connection with the Agreement shall vest in the Client.

1.11 Notices

Notices to be served under the Agreement shall be in writing and will take effect from receipt at the addresses stated in the Particular Conditions. Delivery can be by email and/or registered post.

1.12 Publications

The Consultant, either alone or jointly with others, shall not publish any material relating to the Services or the Project without the prior written approval of the Client.

1.13 Conflict of Interest Corruption and Fraud

Notwithstanding any penalties that may be enforced against the Consultant under the Law, the Client will be entitled to terminate the Agreement in accordance Sub-Clause 4.6.2 and the Consultant shall be deemed to have breached Sub-Clause 3.3.1 if it is shown that the Consultant is guilty of:

- a) offering, giving, receiving or soliciting anything of value with a view to influencing the behaviour or action of anyone, whether a public official or otherwise, directly or indirectly in the selection process or in the conduct of the Agreement; or
- b) misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Client, including the use of collusive practices intended to stifle or reduce the benefits of free and open competition.

1.14 Confidentiality

Unless otherwise provided for in the Agreement, and with the exception of those matters set out hereinbelow, the Parties warrant that each shall keep confidential all matters relating to the Project, and that the Parties, their employees, agents and servants shall not divulge or disclose to any organisation or any person any information, data, documents, secrets, dealings, transactions or affairs relating to or incidental to the Works and/or the Project.

The obligation of confidentiality shall not apply to the following:-

- (a) any matter generally available in the public domain otherwise than as a result of a breach of this Sub-Clause;
- (b) any disclosure which may reasonably be required for the performance of that Party's obligations under the Agreement;
- (c) disclosure of information which is required by statute, regulation or any other law;
- (d) the provision of information to contractors, consultants, sub-contractors or suppliers for purposes of executing the Works and/or the Project, provided that the obligations of confidentiality herein shall be imposed mutatis mutandis upon such contractors, consultants, sub-contractors or suppliers in their respective contracts; or
- (e) the provision of information to any third person with the express written permission of the other Party.

2. THE CLIENT

2.1 Information

The Client shall timeously provide to the Consultant, free of cost, all information that may be reasonably required for the provision of the Services. The Consultant shall be entitled to rely on the accuracy and completeness of such information furnished by or on behalf of the Client.

2.2 Decisions

The Client shall give his decision on all matters properly referred to him in writing by the Consultant within a reasonable time so as not to delay the Services to be provided.

2.3 Equipment and Facilities

The Client shall make available, free of cost, to the Consultant for the purpose of the Services the equipment and facilities described in Annexure 2 [*Schedule of Personnel, Equipment, Facilities and Services of Others to be Provided by the Client*].

2.4 Client's Personnel

2.4.1 In consultation with the Consultant, the Client shall at his own cost arrange for the selection and provision of personnel in his employment to the Consultant in accordance with Annexure 2 [*Schedule of Personnel, Equipment, Facilities and Services of Others to be Provided by the Client*]. In connection with the provision of the Services such personnel shall take instructions only from the Consultant.

2.4.2 If the Client cannot supply Client's personnel for which he is responsible and it is agreed to be necessary for the satisfactory performance of the Services, the Consultant shall arrange for such supply as an Additional Service.

2.5 Client's Representative

2.5.1 The Client shall appoint a Client's Representative to carry out those duties delegated to him in terms of the Agreement and in addition shall monitor and report to the Client on conformance by the Consultant with the provisions of the Agreement. In addition the Client's Representative shall be authorised to receive, on behalf of the Client, all notices, correspondence and other communications issued pursuant to the Agreement.

2.5.2 The Client's Representative shall have no authority to relieve the Consultant of any of its duties, obligation or responsibilities under the Agreement or to amend any of the terms thereof.

2.5.3 All services to be provided by the Consultant shall be to the reasonable satisfaction of the Client's Representative. In addition the Client's Representative may instruct the Consultant to:-

- (a) appoint additional personnel at no cost to the Client where the Client's Representative considers that the Consultant is not complying with the provisions of the Contract and/or to
- (b) terminate the involvement of any person on the Contract where the Client's Representative considers the presence of such person to be contrary to the interests of the Agreement and/or the Project.

2.5.4 No approval given by the Client's Representative shall relieve the Consultant of its obligations under the Contract.

2.5.5 Where the Client's Representative is required to determine value, quantities, cost or extensions of time he shall consult and endeavour to reach agreement with the Consultant and in all cases shall determine such matters fairly, reasonably and in accordance with the Agreement.

2.5.6 The Client's Representative may from time to time delegate any of his duties to an assistant, and may at any time revoke any such delegation. Such delegation or revocation shall be in writing and shall not take effect until a copy of same has been delivered to both Parties.

2.5.7 Any determination, instruction, inspection, examination, test, consent, approval or other similar act by an assistant delegated in terms of Sub-Clause 2.5.6 shall have the same effect as if it had been given by the Client's Representative itself. However, in the event of the Consultant questioning or disputing any determination or instruction, given by the said assistant, the Consultant may refer such matter to the

Client's Representative, who shall confirm, reverse or vary such determination or instruction.

2.6 Services of Others

The Client shall at its cost arrange for the provision of services from others as described in Annexure 2 [*Schedule of Personnel, Equipment, Facilities and Services of Others to be Provided by the Client*] and the Consultant shall co-operate with the suppliers of such services but shall not be responsible for them or their performance.

2.7 Payment of Services

The Client shall pay the Consultant for the Services in accordance with Clause 5 [*PAYMENT*] hereof.

3. THE CONSULTANT

3.1 Scope of Services

The Consultant shall perform Services relating to the Project. The Scope of Services to be provided are as stated in Appendix 1 [*Scope of Services*].

3.2 Normal, Additional and Exceptional Services

3.2.1 Normal Services are those described as such in Appendix 1 [*Scope of Services*].

3.2.2 Additional Services are those described as such in Appendix 1 [*Scope of Services*] or which by written agreement of the Parties are otherwise additional to Normal Services.

3.2.3 Exceptional Services are those which are not Normal or Additional Services but which are necessarily performed by the Consultant in accordance with Sub-Clause 4.7 [*Exceptional Services*].

3.3 Duty of Care and Exercise of Authority

3.3.1 The Consultant shall exercise reasonable skill, care and diligence in the performance of its obligations under the Agreement.

3.3.2 Where the Services include the exercise of powers to certify or exercise discretion in terms of a contract between the Client and any third party the Consultant shall act in accordance with that contract, but as an independent professional acting with reasonable skill, care and diligence.

3.4 Client's Property

Anything supplied by or paid for by the Client for the use of the Consultant shall be the property of the Client and where practical shall be so marked.

3.5 Supply of Personnel

3.5.1 The personnel who are proposed by the Consultant to work in the Country shall be subject to acceptance by the Client with regard to their qualifications and experience; such acceptance shall not be unreasonably withheld.

3.5.2 Where the Client requires the Consultant to nominate key Personnel in Annexure 6 [*Schedule of Consultant's Key Personnel*] hereto, such Personnel shall not be removed from the Project without the Client's express permission. Substituted Personnel shall have equivalent qualifications and experience.

3.5.3 The Consultant shall furnish the Client and the Client's Representative with a list of addresses and telephone numbers of personnel in the Consultant's organisation who may be contacted in any emergency both during and outside normal working hours.

3.6 Consultant's Representative

3.6.1 The Consultant shall appoint a Consultant's Representative who shall give of his whole time to directing the execution of the Services to be provided by the Consultant in terms of the Agreement. In addition the Consultant's Representative shall be authorised to receive, on behalf of the Consultant, all notices, instructions, consents, approvals, certificates, determinations, correspondence and other communications issued pursuant to the Agreement.

3.6.2 The Consultant shall not revoke the appointment of the Consultant's Representative without the prior consent of the Client's Representative.

3.6.3 The Consultant's Representative may from time to time delegate any of his duties to any competent person, and may at any time revoke any such delegation. Such delegation or revocation shall be in writing and shall not take effect until the Client's Representative has received prior notice signed by the Consultant's Representative, specifying the powers, functions and authority being delegated or revoked.

3.7 Changes in Personnel

3.7.1 If it is necessary to replace any of the personnel provided by the Consultant, the Consultant shall arrange for replacement by a person of comparable competence as soon as reasonably possible.

3.7.2 The cost of such replacement shall be borne by the Consultant except where the replacement is requested by the Client, and in such case:

- (a) the request shall be in writing stating the reasons for it; and
- (b) the Client shall bear the cost of replacement unless it is agreed that misconduct or inability to perform satisfactorily is accepted as the reason for the replacement by the Consultant.

3.8 Co-operation with Others

The Consultant may be required to perform the Services in conjunction with other consultants or specialists who are providing services to the Project and he may make recommendations to the Client in respect of such appointments for certain parts of the Project. In such case the Consultant shall only be responsible for his own performance and the performance of his sub-consultants or specialists who have specifically been appointed by the Consultant to assist him with the Services to be provided under this Agreement.

3.9 Statutory Obligations, Notices Fees and Charges

3.9.1 The Consultant shall at all times conform in all respects with the provisions of any Act of Parliament, Regulations, Bye-law of any Local or any other Statutory Authority or other Enactment having the force of law which may be applicable to the performance of its obligations under the Agreement and shall indemnify, and keep indemnified the Client, against damages that it may suffer as a result of any breach by the Consultant, its agents or employees, including any hired labour, of any such Act, Regulation, Bye-law or other Enactment and including all legal costs on the attorney and client scale which may be payable as a result of any claims or proceedings in respect of the Agreement.

3.9.2 The Consultant shall be responsible for payment of all costs, taxes, duties, levies and charges arising out of compliance with such laws and regulations.

3.9.3 The Consultant shall be liable for, and shall indemnify the Client against any claim arising out of the Consultant's non-compliance with any laws and regulations applicable to the execution of this Agreement.

3.10 Progress Meetings

3.10.1 The Consultant shall arrange and attend meetings with the Client and/or its representatives at the request of the Client, but not less frequently than once every month during the currency of the Agreement, in order to monitor the progress of the Services to be provided.

3.10.2 The purpose of the meetings is also to raise and address matters of concern to the Client, and/or the Consultant. The Consultant shall be responsible for chairing the meetings, taking minutes and distributing minutes within one week of the date of each meeting.

3.11 Safety Procedures

At all times the Consultant shall:-

- (a) comply strictly with the Client's site SHE Specifications/Rules, applicable legislation, other requirements and regulations from time to time in force, a copy of which is deemed to be incorporated into and shall be read as part of the Agreement;
- (b) be responsible for the safety and welfare of all its employees and shall comply to all relevant SHE requirements;
- (c) familiarize himself with all the Client's internal SHEQ systems, regulations, policies and procedures and all legislative or statutory requirements with regard to the health and safety of the Consultant's employees;
- (d) ensure that all his personnel are fully briefed with regards to all relevant policies and safety procedures and that all personnel have attended any required inductions;
- (e) ensure that all personnel sign their acceptance of these procedures and regulations – which signed documents are to be kept in a register which is to be made available at all times for inspection;
- (f) at its own cost provide all of its employees with all necessary safety equipment, namely, safety boots, hard hats, overalls etc. and will at all times adhere to the Client's standards as well as the site rules and regulations, including his sub-consultants and their employees, the South African safety regulations in particular, the Occupational Health and Safety Act (No. 85 of 1993) and relevant regulations and their latest revisions;
- (g) be responsible for the discipline of its employees and shall, at the Client's request, remove from the site any incompetent or undesirable employees.

3.12 Security

The Consultant shall at all times remain responsible for the security of his own equipment. In addition the Consultant shall fully acquaint himself and strictly comply with all the Client's security regulations particularly with regard to personnel, plant, material and equipment entering or leaving the Client's property.

3.13 Health and Safety

3.13.1 The Consultant is responsible for the safety and welfare of its employees and Sub-consultants employed on the Project and shall provide medical facilities as such facilities shall only be provided for by the Client under special circumstances.

3.13.2 The Consultant's attention is directed to the requirements of the Occupational Health and Safety Act No. 85 of 1993 as amended, its Regulations and the site rules and regulations of the Client shall at all

times be adhered to by the Consultant, his employees and his Sub-consultants.

3.16 Protection of the Environment

The Consultant's attention is directed to Client's SHEQ Policy a copy of which is appended to the Agreement as Appendix 2 (Technical Part).

The Consultant shall comply with all requirements, stipulations and the like of any Environmental Impact Assessment undertaken and/or issued in respect of the Project and/or the Works.

4.COMMENCEMENT, COMPLETION, VARIATION AND TERMINATION

4.1 Effective Date

5. The Agreement is effective from the date of the Letter of Acceptance or on the effective date of the Contract Agreement whichever is the latter.

6.

7. 4.2 Commencement and Completion

The Services shall be commenced on the Commencement Date, shall proceed in accordance with the Time Schedule in Annexure 3 [*Time Schedule for Services*], and shall be completed within the Time for Completion, subject to extensions in accordance with the Agreement.

4.3 Variations

4.3.1 The Client may order variations to the Services in writing or may request the Consultant to submit proposals, including the time and cost implications, for variations to the Services.

4.3.2 The incorporation into the Agreement of any variations to the Services ordered by the Client, including any increase in the Consultant's fees and reimbursable costs, shall be agreed between the Consultant and the Client.

4.4 Delays

If the Services are impeded or delayed by the Client or his contractors so as to increase the scope, cost or duration of the Services:

- (a) the Consultant shall inform the Client of the circumstances and probable effects;
- (b) the increase in scope and/or costs shall be regarded as an Additional Service; and
- (c) the time for completion of the Services shall be increased accordingly.

4.5 Changed Circumstances

If circumstances arise for which neither the Client nor Consultant is responsible and which make it irresponsible or impossible for the Consultant to perform in whole or in part the Services in accordance with the Agreement he shall promptly dispatch a notice to the Client.

In these circumstances:

- (a) if certain Services have to be suspended, the time for their completion shall be extended until the circumstances no longer apply plus a reasonable period not exceeding 42 days for resumption of them; and
- (b) if the speed of performing certain Services has to be reduced, the time for their completion shall be extended as may be made necessary by the circumstances.

4.6 Abandonment, Suspension or Termination

4.6.1 The Client may suspend all or part of the Services or terminate the Agreement by notice of at least 30 days to the Consultant who shall immediately make arrangements to stop the Services and minimise further expenditure.

4.6.2 If the Client considers that the Consultant is without good reason not discharging his obligations he can inform the Consultant by notice stating the grounds for the notice. If a satisfactory reply is not received within 14 days the Client may by a further notice terminate the Agreement provided that such further notice is given within 35 days of the Client's former notice.

4.6.3 After giving at least 14 days notice to the Client, the Consultant may by a further notice of at least 42 days terminate the Agreement, or at his discretion without prejudice to the right to terminate, may suspend or continue suspension of performance of the whole or part of the Services:-

- (a) when 28 days after the due date for payment of an invoice he has not received payment of that part of it which has not by that time been contested in writing, or
- (b) when Services have been suspended under either Sub-Clause 4.5 [*Changed Circumstances*] or Sub-Clause 4.6.1 and the period of suspension has exceeded 182 days.

4.7 Exceptional Services

4.7.1 Upon the occurrence of circumstances described in Sub-Clause 4.5 [*Changed Circumstances*] or abandonment or suspension or resumption of Services or upon termination of the Agreement otherwise than under the provisions of Sub-Clause 4.6.2 any necessary work or expense by the Consultant extra to the Normal and Additional Services shall be regarded as Exceptional Services.

4.7.2 The performance of Exceptional Services shall entitle the Consultant to extra time necessary for their performance and to payment for performing them.

4.8 Rights and Liabilities of Parties

4.8.1 Termination of the Agreement shall not prejudice or affect the accrued rights or claims and liabilities of the Parties.

4.8.2 After termination of the Agreement the provisions of Sub-Clause 6.4 [*Limit of Compensation*] shall remain in force.

5. PAYMENT

5.1 Payment to the Consultant

5.1.1 The Client shall pay the Consultant for Normal Services in accordance with the Conditions and with the details stated in Annexure 1 [*Remuneration and Payment*], and shall pay for any Additional Services at rates and prices which are given in or based on those in Annexure 1 [*Remuneration and Payment*] so far as they are applicable but otherwise as are agreed in accordance with Sub-Clause 4.3 [*Variations*].

5.1.2 Unless otherwise agreed in writing the Client shall pay the Consultant in respect of Exceptional Services:

- (a) as for Additional Services for extra time spent by the Consultant's personnel in the performance of the Services, and
- (b) the net cost of all other extra expense incurred by the Consultant.

5.1.3 Where the Client has required the Consultant to appoint selected consultants as the Consultant's sub-consultants, fees owed to those sub-consultants shall be due to the Consultant in addition to the Consultant's own fees.

5.2 Time for Payment

5.2.1 The Consultant shall submit monthly statements/invoices complete with all supporting documentation thereto to the Client by the 25th day of the month following the month in which the Services were rendered.

In the event that the Consultant fails to submit a statement by the 25th day of the month any late submission will only be evaluated in the next month.

Payment will be effected 30 days from date of statement.

5.2.2 If the Consultant does not receive payment by the due date in terms of Sub-Clause 5.2.1 he shall be paid Agreed Compensation at the rate defined in the Particular Conditions on the sum overdue reckoned from the due date for payment of the invoice until the actual date on which payment is received. Such Agreed Compensation shall not affect the rights of the Consultant stated in Sub-Clause 4.6.3.

5.3 Currencies of Payment

The currencies applicable to the Agreement are those stated in Annexure 1 [*Remuneration and Payment Schedule*]

5.4 Disputed Invoices

If any item or part of an item in an invoice submitted by the Consultant is contested by the Client, the Client shall give notice with reasons of his intention to withhold payment and shall not delay payment on the remainder of the invoice. Sub-Clause 5.2.2 shall apply to all contested amounts which are finally determined to have been payable to the Consultant.

5.5 Independent Audit

5.5.1 The Consultant shall maintain up-to-date records which clearly identify relevant time and expense and shall make these available to the Client on reasonable request.

5.5.2 Except where the Agreement provides for lump sum payments, not later than twelve months after the completion or termination of the Services, the Client can at notice of not less than 7 days require that a reputable firm of accountants nominated by him audit any amount claimed by the Consultant by attending during normal working hours at the office where the records are maintained.

6. LIABILITIES

6.1 Liability of the Parties

6.1.1 Neither Party shall be liable to the other for loss of profit or other special damages unless such loss of profit or other special damages was expressly contemplated at the time of entering into the Agreement.

6.1.2 In the event of the Client having a claim against the Consultant, the Client shall be entitled to set off such claim against any amounts due to the Consultant, or to deduct same from any security held by the Client, notwithstanding that such claim may be unliquidated.

6.2 Compensation

If it is considered that either party is liable to the other, compensation shall be payable only on the following terms:

- (a) Such compensation shall be limited to the amount of reasonably foreseeable loss and damage suffered as a result of such breach, but not otherwise;

In any event, the amount of such compensation will be limited to the amount specified in Sub-Clause 6.4 [*Limit of Compensation*].

6.3 Duration of Liability

Neither the Client nor the Consultant shall be considered liable for any loss or damage resulting from any occurrence unless a claim is formally made on him before the expiry of the relevant period stated in the Particular Conditions, or such earlier date as may be prescribed by law.

6.4 Limit of Compensation

6.4.1 The maximum amount of compensation payable by either party to the other in respect of liability under this Agreement is limited to the amount stated in the Particular Conditions. This limit is without prejudice to any Agreed Compensation specified under Sub-Clause 5.2.2 or otherwise imposed by the Agreement.

6.4.2 Each Party agrees to waive all claims against the other in so far as the aggregate of compensation which might otherwise be payable exceeds the maximum amount payable.

6.4.3 If either Party makes a claim for compensation against the other Party and this is not established the claimant shall entirely reimburse the other for his costs incurred as a result of the claim.

6.5 Indemnity

So far as the law governing this Agreement permits, the Client shall indemnify the Consultant against the adverse effects of all claims including such claims by third parties which arise out of or in connection with the Agreement including any made after the expiry of the period of liability referred to in Sub-Clause 6.3 [*Duration of Liability*], except insofar as they are covered by the insurances arranged under the terms of Clause 7 [*INSURANCE*].

6.6 Exceptions

Sub-Clauses 6.4 [*Limit of Compensation*] and 6.5 [*Indemnity*] do not apply to claims arising:

- (a) from deliberate default or reckless misconduct, or
- (b) otherwise than in connection with the performance of obligations under the Agreement.

7. INSURANCE

7.1 Professional Indemnity

The Consultant agrees to arrange and keep in force professional indemnity insurance cover in respect of the Services provided under this Agreement to the extent of the liability under Sub-Clause 6.4 [*Limit of Compensation*] until the time at which that liability shall cease in terms of Sub-Clause 6.3 [*Duration of Liability*]. The insurance cover may alternatively be provided by means of an equivalent performance bond.

7.2 Additional Insurances

The Consultant agrees to arrange and maintain at its own cost until the time at which liability shall cease in terms of Sub-Clause 6.3 [*Duration of Liability*], the following additional insurances:-

- (a) Third Party Liability Insurance;
- (b) Comprehensive Motor Vehicle Insurance;
- (c) Fidelity Guarantee;
- (d) Workers Compensation;
- (e) Group Personal Accident;

(f) Group Life Assurance;

8.3 Arbitration

8. SETTLEMENT OF DISPUTES

8.1 Amicable Dispute Resolution

The Parties shall seek to resolve in good faith any dispute or difference arising between them in respect of any matter connected with this Agreement, including the validity of the Agreement, and may not initiate any further proceedings until either Party has, by written notice to the other, declared that such negotiations have failed.

8.2 Mediation

Any such dispute or claim, which cannot be settled between the Parties, may be referred by the Parties, without legal representation, to mediation by a single mediator. The mediator shall be selected by agreement between the Parties and, failing such agreement, shall be nominated by the Chairman of the Association of Arbitrators of Southern Africa. The cost of the mediation shall be born equally between the Parties.

8.3.1 If either Party were unwilling to agree to mediation or be dissatisfied with the opinion expressed by the mediator or should the mediation fail then such Party may refer the dispute to arbitration by a single arbitrator to be mutually agreed upon or, failing agreement, to be nominated by the Chairman of the Association of Arbitrators (Southern Africa). The Arbitration shall be in terms of the Rules for the Conduct of Arbitrations as published by the said Association of Arbitrators. Referral to arbitration under this Sub-Clause shall take place within three months of the date of notice from either party declaring that the settlement negotiations under Sub-Clause 8.1 [*Amicable Dispute Resolution*] have failed, or, if mediation is agreed on, within three months of the date of the mediator's opinion or the date upon which the mediator declares that the mediation has failed. Claims not bought within the time periods set out herein will be deemed to be waived.

8.3.2 The said Rules shall be those Rules current at the date of declaration of the dispute.

8.3.3 The Arbitration shall be held in Johannesburg in the language of the Agreement.

CLAUSE	CLAUSE HEADING	CONDITION
5	PAYMENT 5.2 Time for Payment	Agreed compensation for overdue payment % per annum
6	LIABILITIES 6.3 Duration of Liability	Duration of liability is 5 years calculated from the commencement date.
	6.4 Limit of Compensation	Insert Rand Value

PART C2: PRICING DATA

C2.1. PRICING ASSUMPTIONS

1. These Bills of Quantities (C2.2) shall be used to assist both parties in administering and agreeing any changes/variations, which may arise during the course of the Contract.
2. These Bills of Quantities shall be used to calculate the value of work completed in the evaluation of interim/final payments.
3. The Contractor is deemed to have allowed opposite each item contained in these Bills of Quantities whatever costs and charges it may consider necessary for the carrying out, complying with and due observance of the provisions, conditions and requirements set out in the Contract.
4. No claim whatsoever will be entertained in respect of errors or omissions in pricing due to the brevity of a description of any item contained in these Bills of Quantities which items are fully described or can reasonably be inferred when read in conjunction with the relevant clauses provided for in the Conditions of Contract, Specifications, Drawings or other relevant documentation.
5. Any item left un-priced will be deemed to be provided for elsewhere and no claim for any extras arising out of the Contractor's omission to price any item will be entertained.

C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)

The Bidder must refer to **Annexure C2.2: Pricing Schedule / Bill of Quantities (BoQ)** provided with this bid document.

The Bidder is required to submit the following:

- **Excel® format of the completed pricing schedule or BoQ in a compact disc (CD) or USB flash drive.**
- **Printed format and signed version of the completed pricing schedule or BoQ.**

PART C3: SCOPE OF WORK

C3.1. DATES FOR DELIVERY AND COMPLETION

1. It is estimated that the Contract will be placed on or before November 2025 access to undertake work will only become available after the issue of the Site Access Certificate.
2. All equipment, plant, design documentation shall be handed over by November 2025 and the Bidder's programme shall comply with this requirement by the Employer.
3. The contract shall end upon the exhaustion of funds on the purchase order or after 5 years whichever occurs earlier **(Unless an EOT is granted by Delegated Authority)**.

C3.2. SCOPE OF WORK

To supply, deliver and maintain end user computing solution, devices, equipment, peripheral items, all handheld or mobile devices such as tablets, phones, rugged tablets, for the core business, computers, consumables for Rand Water for a period of five years. It is imperative that the panel of suppliers makes a comprehensive proposal with regards to local delivery, implementation, pre-sales and post-sales support, and onsite warranty support. The panel of suppliers must adequately state whether this involves direct supply to Rand Water, or via the suppliers' channel partners. The number of suppliers to be awarded this contract is recommended to be two.

The purpose of this RFP is to request proposals to supply, deliver and maintain end user computing to Rand Water for a period of 60 months. However, this agreement does not appoint the supplier as either an exclusive supplier or a preferred supplier and Rand Water's right to obtain the product from any other supplier is expressly reserved. The supplier will be required to maintain and support existing end user computing equipment still under warranty from the previous supplier.

The objective is to provide an excellent service to the business by reducing downtime, increasing availability of equipment and reducing the delivery time of new/replacement equipment, thereby increasing the return derived from our investment. There are several requirements pertaining to the procurement of computers that need to be met namely:

- Standardisation on brands of computers and the specification of computers
- Establishing an appropriate partnership with the supplier with regards to price, quality, service, configuration control, tailored pre-configuration, supply and support logistics. Etc.
- Contracting directly with the OEM to ensure that Rand Water retains adequate control over configuration of its desktop and notebook hardware.
- Reduce total cost of ownership.
- Enter a companywide contract for the supply of these computers and related peripheral products.

A package (works which have been grouped together for delivery under a single contract or a package order) is defined at any stage in the project delivery cycle by the package information i.e. the brief, design documentation, programme and cost plan.

Environment Description

This section provides an overview of the Rand Water computer environment that need to factor into responses.

Table: User Profile

User Profile	Brief Profile Description
Structured Task Worker	This profile is suited for users with minimal to moderate requirements typically only needing standard office personal and group productivity software and facilities. This software profile is the core image that is applicable to all workplaces and provides the foundation for other software profiles.
Advanced Task Worker	This profile is for users that need more than the standard office personal and group productivity tools in selected areas that require specialist workplace tools and applications. The specialist applications and tools are selectively deployed to a narrow band of users. Typical examples are when a user requires more advanced visual presentation tools, project management and decision support tools etc. Additionally, this class of user would also need more advanced or sophisticated groupware productivity tools.

Software Profiles

Table: Software Profiles

SW = Structured Task Worker
AW = Advanced Task Worker

Equipment Refresh Cycles

A staggered refresh policy has been adopted by Rand Water. This enables leveraging the computer assets longer by cycling down of computer equipment where the risk and cost of doing so makes sound business sense.

Table 1: PC Refresh Cycles

Hardware Device Category	Refresh Cycle Guidance
Desktop PCs	4 Years
Laptops	3 Years

Tablets	2 Years
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Warranty Period

Warranty on the hardware (should cover the whole computer system including keyboard, monitor, and mouse) should meet the following requirements:

Table: Warranty

Warranty Component	Minimum Hardware Warranty Period
Parts	2/3/4Years from date of delivery
Labour	2/3/4Years from date of delivery
Onsite	2/3/4Years from date of delivery

As detailed in the pricing schedule please provide the cost of extending the warranties as follows:

- Desktop equipment should come standard with a warranty of 3 years with additional one year warranty extended desktop 4 years
- Laptop equipment should come standard with a warranty of 2 years with additional one year warranty extended desktop 3 years
- Tablet equipment should come standard with a warranty of 1 year with additional 2 years

Note: Rand Water requires that the warrantee over the entire computer including mouse, keyboard, battery, and screen.

PC EQUIPMENT BRANDS AND SPECIFICATION

PC Equipment Brands

As stated earlier one of the goals of the RFP is for Rand Water to reassess their corporate computer standards. Given this Rand Water has evaluated leading computer vendors in the market based on the Gartner report.

PC configuration Guidelines

The following table provides guidance as to the minimum hardware specification for the different user profiles. These will change as agreed between the parties from time to time. Tenderers are to propose a product model that meets or exceeds these requirements. Configurations should match these minimum requirements as closely as possible to enable an accurate comparative pricing assessment.

Table: Minimum Desktops Hardware Configurations

DESKTOP SPECIFICATIONS

Structured Worker User Profile - Desktops, Workstation	
Form Factor	Tower Workstation + 23,8 " Mon
Size	35.6 x 16.9 x 38.5 cm
CPU	Intel® Core™ i7-14700K (3.4GHz P-Core base frequency, 2.5GHz E-Core base frequency, up to 4.3GHz E-Core Max Turbo frequency, up to 5.5 GHz P-core Max Turbo frequency, 33MB L3 cache, 8 P-cores and 12 E-cores, 28 threads)
Management	VPRO/AMT Enabled
Chipset	Intel® W680
Memory	16GB (1x16GB) DDR5 4800 UDIMM ECC Memory (Upgradeable to 128 GB DDR5-4800 SDRAM)
Video	Integrated HDMI
Graphics	Integrated: Intel® UHD Graphics 770
Audio	Realtek ALC3205-VA2-CG, 2.0W internal mono speaker
Network	Integrated Intel® I219LM PCIe GbE Controller (Intel® vPro® with Intel® AMT 16.0),
STORAGE	1 TB MANUFACTURER Z Turbo Drive PCIe® NVMe™ SED Opal 2 TLC M.2 SSD (Upgradeable to 4TB NVME SSD)
I/O Support	Front: 4 x SuperSpeed USB Type-A 10Gbps signaling rate (1 charging); 1 universal audio jack; Rear: 1 x audio-in; 1 x audio-out; 1 x RJ-45; 2 x DisplayPort™ 1.4; 2 x SuperSpeed USB Type-A 10Gbps signaling rate; 1 x SuperSpeed USB Type-A 5Gbps signaling rate; 3 x USB Type-A 480Mbps signaling rate. Optional Ports: Flex IO Front –SuperSpeed USB Type-C® 20Gbps signaling rate (1 charging), 1 x SD 4.0 card reader. Flex IO – choose one of the following options: 1 DisplayPort™ 1.4, 1 x HDMI 2.0b, 1 x VGA, 1 x 2nd 1GbE LAN, 1 x Dual SuperSpeed USB Type-A 5Gbps signaling rate, 1 x SuperSpeed USB Type-C® 10Gbps signaling rate (15W USB Power Delivery, Alt Mode DisplayPort™), 1 x Thunderbolt™ 3 with SuperSpeed USB4 Type-C® 40Gbps signaling rate (cabled to PCIe® AIC). Front: 1 x SuperSpeed USB Type-C® 20Gbps signaling rate (charging), 1x SD card reader. Flex IO Rear: choose one of the following options: 1 x SuperSpeed USB Type-C® 20Gbps signaling rate (charging), 2 x SuperSpeed USB Type-A 5Gbps signaling rate, 1 x serial. Flex IO Front: choose one of the following options: 1 SuperSpeed USB Type-C® 20Gbps signaling rate (charging), 1 x SD 4.0 card reader
Keyboard and Mouse	USB Keyboard and USB Mouse

Structured Worker User Profile - Desktops, Workstation	
Display	23.8" Monitor, IPS, FHD (1920 x 1080), 72% NTSC, Ports, Display port 1.2, HDMI 1.4 port, VGA port, Height Adjustable, Security Lock slot, 3 Year Onsite Warranty
Stand	Height adjustable Monitor
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications I.e. Red Plug
Warranty	3 Year OEM Next Business Day Onsite Warranty with Disk Media Retention (DMR)
Optical Storage	SuperMulti DVD-Writer 9.5mm Slim ODD
Wireless	Intel® Wi-Fi 6 AX211 (2x2) and Bluetooth® 5.3 wireless card with internal antenna
Physical Security	Desktop Security Lock, and Monitor Security Lock
Software	Windows 11 Professional OEM must be supplied (Imaged in accordance with Rand Water MS Enterprise Agreement) SITA Certificate must be supplied
PSU	; 450 W 90% efficient, wide-ranging, active PFC

Advanced Worker User Profile - Desktops, Workstation	
Form Factor	Tower Workstation + 23,8 "Mon
Size	16.89 x 46.48 x 44.45 cm;
CPU	Dual Intel® Xeon® Silver 4410Y (2.0 GHz base frequency, up to 3.9 GHz with Intel® Turbo Boost Technology, 30 MB L3 cache, 12 cores, 24 threads)) (Note 2 CPU's to be supplied)
Management	VPRO/AMT Enabled
Chipset	Intel® C741
Memory	16GB DDR5 4800 UDIMM ECC Memory (Upgradeable to 1TB DDR5-4800 ECC SDRAM) Dual CPU configuration
Video	Integrated HDMI
Graphics	NVIDIA RTX™ A2000 (12 GB GDDR6 dedicated) (4 Mini Display port to Display ports adapters to be supplied
Audio	Realtek ALC3205-CG
Network	Integrated Intel® I219LM PCIe GbE Controller (Intel® vPro® with Intel® AMT 16.0),
Expansion Slots	1x PCIe 3 x16; 1 x PCIe 3 x8; 2 x PCIe 3 x4; 1 x PCIe 5 x16; 2 x PCIe 4 x16; 2 x PCIe 4 x8 (Rear bulkhead access can be achieved through all slots but 2 PCIe 4 x8 are internal access only for M.2 (1 x PCIe 4 x16 available when 2nd CPU is not installed; 1 PCIe 3 x16 available only when 2nd CPU is installed).)
STORAGE	1 TB MANUFACTURER Z Turbo Drive PCIe® NVMe™ SED Opal 2 TLC M.2 SSD (Upgradeable to 4TB NVME SSD)
I/O Support	Front: 4 x SuperSpeed USB Type-A 5Gbps signaling rate; 1 x headphone/microphone combo ; Rear: 6 x SuperSpeed USB Type-A 5Gbps signaling rate; 1 x audio-in/out; 2 x RJ-45 (1 GbE AMT, 1GbE, optional 10GbE) ; Optional Ports: 2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4)
Keyboard and Mouse	USB Keyboard and USB Mouse

Advanced Worker User Profile - Desktops, Workstation	
Display	23.8" Monitor, IPS, FHD (1920 x 1080), 72% NTSC, Ports, Display port 1.2, HDMI 1.4 port, VGA port, Height Adjustable, Security Lock slot, 3 Year Onsite Warranty
Stand	Height adjustable Monitor
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications I.e. Red Plug
Warranty	3 Year OEM Next Business Day Onsite Warranty with Disk Media Retention (DMR)
Optical Storage	SuperMulti DVD-Writer 9.5mm Slim ODD
Wireless	Intel® Wi-Fi 6E AX210 (2x2) and Bluetooth® 5.3 wireless card
Physical Security	Desktop Security Lock, and Monitor Security Lock
Software	Windows 11 Professional OEM must be supplied (Imaged in accordance with Rand Water MS Enterprise Agreement)
	SITA Certificate must be supplied
PSU	1125 W internal power supply, up to 90% efficiency, active PFC

Table: Minimum Laptops Hardware Configurations

Structured Worker User Profile - 13 Inch	
Display	33.8 cm (13.3") diagonal, WUXGA (1920 x 1200), Bent, LCD, UWVA, anti-glare, LED, 300 nits, NTSC 45%
CPU	Intel® Core™ Ultra 7 165U (up to 3.8 GHz E-core Max Turbo frequency, up to 4.9 GHz P-core Max Turbo frequency, 12 MB L3 cache, 2 P-cores and 8 E-cores, 14 threads)
Chipset	Intel Ultra Series 1
Memory	16GB LPDDR5X-7500 MHz RAM (Factory Upgradable to 32GB)
Camera	IR Camera for Windows Hello
Video Onboard	Intel® Graphics, HDMI
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network Onboard	Gigabit Ethernet Controller
	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro®
	Bluetooth 5.3 WW with 2 Antennas
Communication WLAN	4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Storage	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
	1 TB PCIe® Gen4x4 NVMe™ M.2 SSD TLC
I/O Support	2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 x USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 x HDMI 2.1; 1 x stereo headphone/microphone combo jack; (HDMI cable sold separately.); 1 x External Nano SIM slot for WWAN
Security	Integrated Biometric - Finger Print Security
Imaging	YES, Rand Water Image to be Supplied
Keyboard	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications I.e. Red Plug (65 W USB Type-C® slim adapter)

Structured Worker User Profile - 13 Inch	
Battery	Long Life 3-cell, 56 Wh Li-ion polymer, 3 Year Battery Warranty
Warranty	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Physical Security	Security Cable Lock
Accessories	Executive 16 " Backpack
Adapters to be supplied	RJ45, VGA, Portable dock
VPro	Must VPro/AMT Enabled
Software	Windows 11 Professional OEM License must be supplied (Upgrade in accordance with Rand Water MS Enterprise Agreement) Sita Certificate to be supplied

Structured Worker User Profile - 14 Inch	
Display	14" diagonal, WUXGA (1920 x 1200), IPS, anti-glare, 300 nits, 45% NTSC
CPU	Intel® Core™ Ultra 7 165U (up to 3.8 GHz E-core Max Turbo frequency, up to 4.9 GHz P-core Max Turbo frequency, 12 MB L3 cache, 2 P-cores and 8 E-cores, 14 threads)
Chipset	Intel Ultra Series 1
Memory	16GB DDR5-5600 (Factory Upgradable to 64 GB)
Camera	IR Camera for Windows Hello
Video Onboard	Intel® Graphics, HDMI
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network	Gigabit Ethernet Controller
Onboard	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro® Bluetooth 5.3 WW with 2 Antennas 4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Communication WLAN	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
Storage	1 TB PCIe® Gen4 x4 NVMe™ M.2 2280 TLC SED OPAL 2 SSD
I/O Support	Left side: 2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 x USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 x HDMI 2.1; 1 x stereo headphone/microphone combo jack ; Right side: 1 x headphone/microphone combo; 1 x SuperSpeed USB Type-A 5Gbps signaling rate ; 1 x external Nano SIM slot for WWAN
Security	Integrated Biometric - Finger Print Security
Imaging	YES, Rand Water Image to be Supplied
Keyboard	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications i.e. Red Plug (65 W USB Type-C® slim adapter)
Battery	Long Life 3-cell, 56 Wh Li-ion polymer, 3 Year Battery Warranty
Dimensions and Weight	31.57 x 22.44 x 1.92 cm; 1.41 kg;

Structured Worker User Profile - 14 Inch	
Warranty	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Physical Security	Security Cable Lock
Accessories	Executive 16 "Backpack
Adapters to be supplied	RJ45, VGA, Portable dock
VPro	Must VPro/AMT Enabled
Software	Windows 11 Professional OEM License must be supplied (Upgrade in accordance with Rand Water MS Enterprise Agreement)
	Sita Certificate to be supplied

Structured Worker User Profile - 16 Inch	
Display	40.6 cm (16") diagonal, WUXGA (1920 x 1200), Bent, LCD, UWVA, anti-glare, WLED, 300 nits, NTSC 45%
CPU	Intel® Core™ Ultra 7 165U (up to 3.8 GHz E-core Max Turbo frequency, up to 4.9 GHz P-core Max Turbo frequency, 12 MB L3 cache, 2 P-cores and 8 E-cores, 14 threads)
Chipset	Intel Ultra Series 1
Memory	16GB DDR5-5600 (Factory Upgradable to 64 GB)
Camera	IR Camera for Windows Hello
Video Onboard	Intel® Graphics, HDMI
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network Onboard	Gigabit Ethernet Controller
	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro®
	Bluetooth 5.3 WW with 2 Antennas
Communication WLAN	4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Storage	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
	1 TB PCIe® Gen4 x4 NVMe™ M.2 2280 TLC SED OPAL 2 SSD
I/O Support	Left side: 2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 x USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 x HDMI 2.1; 1 x stereo headphone/microphone combo jack ; Right side: 1 x headphone/microphone combo; 1 x SuperSpeed USB Type-A 5Gbps signaling rate ; 1 x external Nano SIM slot for WWAN
Security	Integrated Biometric - Finger Print Security
Imaging	YES, Rand Water Image to be Supplied
Keyboard	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications i.e. Red Plug (65 W USB Type-C® slim adapter)
Battery	Long Life 6-cell, 76 Wh Li-ion polymer, 3 Year Battery Warranty
Dimensions and Weight	35.87 x 25.13 x 1.92 cm; 1.79 kg;
Warranty	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Physical Security	Security Cable Lock

Structured Worker User Profile - 16 Inch	
Accessories	Executive 16 "Backpack
Adapters to be supplied	RJ45, VGA, Portable dock
VPro	Must VPro/AMT Enabled
Software	Windows 11 Professional OEM License must be supplied (Upgrade in accordance with Rand Water MS Enterprise Agreement)
	Sita Certificate to be supplied

Structured Worker User Profile - 16 Inch	
Display	40.6 cm (16") diagonal, WUXGA (1920 x 1200), Bent, LCD, UWVA, anti-glare, WLED, 300 nits, NTSC 45%
CPU	Intel® Core™ Ultra 7 165U (up to 3.8 GHz E-core Max Turbo frequency, up to 4.9 GHz P-core Max Turbo frequency, 12 MB L3 cache, 2 P-cores and 8 E-cores, 14 threads)
Chipset	Intel Ultra Series 1
Memory	16GB DDR5-5600 (Factory Upgradable to 64 GB)
Camera	IR Camera for Windows Hello
Video Onboard	Intel® Graphics, HDMI
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network	Gigabit Ethernet Controller
Onboard	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro®
	Bluetooth 5.3 WW with 2 Antennas
Communication WLAN	4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Storage	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
	1 TB PCIe® Gen4 x4 NVMe™ M.2 2280 TLC SED OPAL 2 SSD
I/O Support	Left side: 2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 x USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 x HDMI 2.1; 1 x stereo headphone/microphone combo jack ; Right side: 1 x headphone/microphone combo; 1 x SuperSpeed USB Type-A 5Gbps signaling rate ; 1 x xternal Nano SIM slot for WWAN
Security	Integrated Biometric - Finger Print Security
Imaging	YES, Rand Water Image to be Supplied
Keyboard	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications I.e. Red Plug (65 W USB Type-C® slim adapter)
Battery	Long Life 6-cell, 76 Wh Li-ion polymer, 3 Year Battery Warranty
Dimensions and Weight	35.87 x 25.13 x 1.92 cm; 1.79 kg;
Warranty	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Physical Security	Security Cable Lock
Accessories	Executive 16 "Backpack
Adapters to be supplied	RJ45, VGA, Portable dock
VPro	Must VPro/AMT Enabled
Software	Windows 11 Professional OEM License must be supplied

Structured Worker User Profile - 16 Inch	
	(Upgrade in accordance with Rand Water MS Enterprise Agreement)
	Sita Certificate to be supplied

Advanced Task Worker User Profile - 16 Inch	
Display	40.6 cm (16") diagonal, WUXGA (1920 x 1200), IPS, anti-glare, eDP + PSR, micro-edge, 400 nits, 100% sRGB
CPU	Intel® Core™ i9-14900HX with Intel® UHD Graphics (1.6 GHz E-core base frequency, 2.2 GHz P-core base frequency, up to 4.1 GHz E-core Max Turbo frequency, up to 5.8 GHz P-core Max Turbo frequency, 36 MB L3 cache, 8 P-cores and 16 E-cores, 32 threads)
Chipset	Intel Ultra Series 1
Memory	32GB ECC DDR5-5600 (Upgradable to 128 GB)
Camera	IR Camera for Windows Hello
Video Onboard	NVIDIA RTX™ 2000 Ada Generation Laptop GPU (8 GB GDDR6 dedicated), HDMI
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network Onboard	Intel® I219-LM GbE, vPro®
	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro®
	Bluetooth 5.3 WW with 2 Antennas
	4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Communication WLAN	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
Storage	1 TB PCIe® Gen4 x4 NVMe™ M.2 2280 TLC SED OPAL 2 SSD
I/O Support	Right side: 1 x RJ-45; 1 headphone/microphone combo; 1 x SuperSpeed USB Type-A 5Gbps signaling rate (charging); 1 x SuperSpeed USB Type-A 5Gbps signaling rate ; Left side: 1 x power connector; 2 x Thunderbolt™ 4 with USB4™ Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4, MANUFACTURER Sleep and Charge); 1 x HDMI 2.1; 1 Mini DisplayPort™ 1.4
Security	Integrated Biometric - Finger Print Security
Imaging	YES, Rand Water Image to be Supplied
Keyboard	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Energy Compliance	Energy Star Compliance
Power	Wall Socket Plug to conform to Dedicated Power Specifications i.e. Red Plug (65 W USB Type-C® slim adapter)
Battery	Long Life 8-cell, 95 Wh Li-ion polymer3 Year Battery Warranty
Dimensions and Weight	36.3 x 25.0 x 2.86 cm; 2.4 kg;
Warranty	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Physical Security	Security Cable Lock
Accessories	Executive 16 "Backpack
Adapters to be supplied	RJ45, VGA, Portable dock
VPro	Must VPro/AMT Enabled
Software	Windows 11 Professional OEM License must be supplied

Advanced Task Worker User Profile - 16 Inch	
	(Upgrade in accordance with Rand Water MS Enterprise Agreement)
	Sita Certificate to be supplied

Executive User Profile - 13 Inch 2 in 1 Laptop/Tablet	
Display	33.8 cm (13.3") diagonal, WUXGA (1920 x 1200), touch, IPS, anti-glare, 400 nits, low power, 100% sRGB
CPU	Intel® Core™ Ultra 7 165U (up to 3.8 GHz E-core Max Turbo frequency, up to 4.9 GHz P-core Max Turbo frequency, 12 MB L3 cache, 2 P-cores and 8 E-cores, 14 threads)
Chipset	Intel Ultra Series 1
Memory	16GB LPDDR5X-7500 MHz RAM (Factory Upgradable to 32GB)
Camera	IR Camera for Windows Hello
Video Onboard	Intel® Graphics, HDMI
Form Factor	X360 Convertible Form Factor – 2 in 1
Audio	Integrated with Stereo Speakers, Microphone and a Combo audio/microphone jack, dual stereo speakers, dual array world-facing microphones
Network Onboard	Gigabit Ethernet Controller
	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 M.2 combo, vPro®
	Bluetooth 5.3 WW with 2 Antennas
Communication WLAN	4000 4G LTE Advanced Pro for SA Cellular Networks (built in)
Storage	Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card, vPro®
I/O Support	1 TB PCIe® Gen4x4 NVMe™ M.2 SSD TLC
Security	2 x Thunderbolt™ 4 with USB Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 2 x USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 x HDMI 2.1; 1 x stereo headphone/microphone combo jack; (HDMI cable sold separately.); 1 x External Nano SIM slot for WWAN
Imaging	Integrated Biometric - Finger Print Security
Keyboard	YES, Rand Water Image to be Supplied
Energy Compliance	Premium Keyboard – spill-resistant with optional backlit keyboard and Durakeys; Clickpad with multi-touch gesture support,
Power	Energy Star Compliance
Battery	Wall Socket Plug to conform to Dedicated Power Specifications i.e. Red Plug (65 W USB Type-C® slim adapter)
Dimensions and Weight	Long Life 3-cell, 56 Wh Li-ion polymer, 3 Year Battery Warranty
Warranty	30.01 x 21.5 x 1.61 cm 1.31 kg
Physical Security	3-Year OEM Next Business Day Onsite with Disk Media Retention (keep your hard drive) Warranty with battery and power supply unit
Accessories	Security Cable Lock
Adapters to be supplied	Executive 16 " Backpack + Mouse + Stylus Pen
VPro	RJ45, VGA, Portable dock , 120 W Thunderbolt Desk Dock
Software	Must VPro/AMT Enabled
	Windows 11 Professional OEM License must be supplied (Upgrade in accordance with Rand Water MS Enterprise Agreement)

Executive User Profile - 13 Inch 2 in 1 Laptop/Tablet	
	Sita Certificate to be supplied

Minimum Tablet Hardware Configurations

User Profile	Hardware Component	Minimum Requirement
Tablet for Structured Worker	Capacity	1TB
	Weight	Wi-Fi models 471 grams (1.04 pounds) Wi-Fi + Cellular models 473 grams (1.04 pounds) Wi-Fi models 641 grams (1.41 pounds) Wi-Fi + Cellular models 643 grams (1.42 pounds)
	Size 11"	247.6 mm (9.74 inches) 178.5 mm (7.02 inches) 5.9 mm (0.23 inches)
	Size 12.9"	280.6 mm (11.04 inches) 214.9 mm (8.46 inches) 5.9 mm (0.23 inches)
	Charger	USB-C Charge Cable (1 metre) 18W USB-C Power Adapter
	Display	11" Liquid Retina display 11-inch (diagonal) LED-backlit Multi-Touch display with IPS technology

User Profile	Hardware Component	Minimum Requirement
		<p>2388x1668-pixel resolution at 264 pixels per inch (ppi)</p> <p>ProMotion technology</p> <p>Wide colour display (P3)</p> <p>True Tone display</p> <p>Fingerprint-resistant oleophobic coating</p> <p>Fully laminated display</p> <p>Anti-reflective coating</p> <p>1.8% reflectivity</p> <p>600 nits brightness</p> <p>12.9"</p> <p>Liquid Retina display</p> <p>12.9-inch (diagonal) LED-backlit Multi-Touch display with IPS technology</p> <p>2732x2048-pixel resolution at 264 pixels per inch (ppi)</p> <p>ProMotion technology</p> <p>Wide colour display (P3)</p> <p>True Tone display</p> <p>Fingerprint-resistant oleophobic coating</p> <p>Fully laminated display</p> <p>Anti-reflective coating</p> <p>1.8% reflectivity</p> <p>600 nits brightness</p>
	Chip	<p>A12Z Bionic chip with 64-bit architecture</p> <p>Neural Engine</p> <p>Embedded M12 coprocessor</p>
	Mobile and Wireless	<p>UMTS/HSPA/HSPA+/DC-HSDPA (850, 900, 1700/2100, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz)</p> <p>Gigabit-class LTE (Models A2068 and A2069: bands 1, 2, 3, 4, 5, 7, 8, 12, 13, 14, 17, 18, 19, 20, 25, 26, 29,</p>

User Profile	Hardware Component	Minimum Requirement
		30, 34, 38, 39, 40, 41, 42, 46, 48, 66, 71)4 Data only5 Wi-Fi calling4 eSIM6
	Sim Card	Nano-SIM
	Carry Bag	Slim Protective Bag
Rugged Tablet for Advanced Task Worker	Physical Characteristics	Dimensions 280mm x 180mm x 20.5mm Weight 1068g Display 10.1 inch 1280*800 16:10 1000nits direct sunlight display Touch Panel Corning Gorilla Glass, 10 point Capacitive panel, Power 10000mAh Expansion Slot Dual SIM card slot, 1 slot for TF card, Interfaces 1*USB 3.0 , Pogo Pin, Mini HMDI -1.4 Audio Speaker, microphone Keypad 2 volume keys, 1 power key, 2 programmable keys Sensors Gravity, Accelerometer, Compass, Gyro
	Performance	CPU Intel Quad-Core Cherry Trail Z8350 RAM/ROM 4GB Ram/64GB Rom
	User Environment	Operating System Windows 10H optional Pro, IOT Security TPM 2.0 Expansion Supports up to 128GB Micro SD card Language Multi Language

User Profile	Hardware Component	Minimum Requirement
	Communication	WLAN IEEE802.11 a/b/g/n 2.4G/5G dual-band, internal antenna WWAN 2G: GSM/GPRS/EDGE: 900MHz, 1800MHz 3G WCDMA: 900MHz, 2100MHz 4G: FDD B1, B2,B3,B4, B5, B7, B8, B20(only on Z8350) Bluetooth Bluetooth 4.1 BLE GNSS U-Blox Neo-7, GLONASS, QZSS, GPS
	Data Collection (Camera)	Rear Camera 5MP Front Camera 2MP
	Additional	Barcode Scanning Scan Engine Zebra SE2707 1D Symbolologies UPC/EAN/JAN, Code 128, Code 39 , Code 11, Interleaved 2 of 5 (ITF), Discrete 2 of 5 (DTF) , Codabar (NW - 7), MSI, Chinese 2 of 5, Matrix 2 of 5, Inverse 1D, Composite Codes 2D Symbolologies PDF417, MicroPDF417, Code 128 Emulation, Data Matrix, Data Matrix Inverse , Maxicode , QR Code, MicroQR, Aztec ,Aztec Inverse , Han Xin , Han Xin Inverse, Macro PDF
	Additional	RFID HF/ NFC Frequency 13.56MHz *HF RFID is alternative to NFC.
	Accessories	Docking Station

User Profile	Hardware Component	Minimum Requirement
		Active Stylus Vehicle Mount

Table: Minimum Kiosk Hardware Configurations

Touch Digital Interactive Kiosk
<ul style="list-style-type: none"> -Size in 21.5" 32" 43" 50" 55" 65" or customized -Support Windows/Android operation system -Capacitive or infrared touch screen -IP65 certified front panel protection -Customized camera, printer, QR code scanner, NFC card reader

Table: Optional Components, upgrade and Accessories

Devices	Specifications
Desktop	
Screens	20"LCD monitor
	24"LCD monitor
Disk Drives	4TB
Memory Upgrades	32GB
Laptop	
Docking Station	For proposed Laptop Models
Memory Upgrades	32GB Upgrade
Carry Bag	Provide a catalogue detailing models and pricing
External Mouse	USB Optical Mouse
Cable Lock	Laptop Cable Lock

ANNEXURE A

Service Level Requirements (SLRs)

The following minimum Service levels are required and shall consistently meet or exceed these SLRs.

SLR Procurement

DEFINITION	The time taken to prepare the ordered PC unit(s) by loading the appropriate Rand Water software images and delivering the order to the respective Rand Water site.
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Delivery Metrics	Service Level Performance		
	Service Measure	Performance Target	Minimum Performance %
Delivery of ordered equipment to Rand Water	Time to deliver	≤ 3 business days from time of receiving an authorized order	100%
	Formula	Number of PCs delivered outside of the performance target for the measurement interval x Minimum Performance x Service Credit Fee	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Tool	PC supplier order management system	
	Service Credit	R500.00 per PC delivered outside of the performance target	

Bidder to indicate whether the Comply or Not Comply	Weighting	BEC to rate the Bidder's Score	Bidder to provide substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder
	33.3%		

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SLR PC Equipment Quality

DEFINITION	This is a measure of the quality of new PC units that are delivered and repeat hardware failures within a defined period.
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Dead on Arrivals Metrics	Service Level Performance		
	Service Measure	Performance Target	Minimum Performance %
Quality if new PC equipment and Peripherals on delivery	Percentage of non-functioning new PCs (Dead on Arrival)	≤ 0.5 % of delivered new equipment	100%
	Formula	Number of faulty PC units delivered within the performance target ÷ Total number of PC units delivered during Measurement Interval = “Percent (%) Attained”	
	Measurement Interval	Measure Monthly, Report Monthly	

	Measurement Tool	Rand Water installation team reports	
	Service Credit	Dead on Arrival (DOA) equipment to be replaced R5000 if Percentage (%) Attained > Performance Target	
Repeat Hardware Failures Metrics	Service Level Performance		
	Service Measure	Performance Target	Minimum Performance %
Repeated hardware failure incidents	Number of failures in a calendar year	≤ 3 hardware break/fix incidents in a calendar year	100%
	Formula	Number of PC units that have greater than 3 hardware break/fix incidents logged within the performance target x Minimum Performance	
	Measurement Interval	Measure Monthly, Report Monthly	
	Measurement Tool	Vendor incident and problem management system	
	Service Credit	Replacement of the PC at no charge	

Bidder to indicate whether the Comply or Not Comply	Weighting	BEC to rate the Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder
	33.3%		

SLR Warranty Repairs

DEFINITION	The time taken to perform hardware repairs of in warranty PC units that have been reported and logged with the vendors service centre
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Warranty Hardware Break/Fix Metrics	Service Level Performance			
	Service Measure	Service Quality	Performance Target	Minimum Performance %
The repair and return of PC unit to the users operational state	Mean Time to Repair (MTTR)	≤ 3 % of repaired units having repeated hardware faults within 1 calendar month of the initial repair	≤ 4 hours	95%
	Formula	Number of PCs not repaired in the performance target for the measurement interval x Minimum Performance x Service Credit Fee		
	Measurement Interval	Measure Monthly, Report Monthly		
	Measurement Tool	Vendor incident and problem management system		
	Service Credit	R500.00 per repair time exceeding the performance target		
Maximum time to repair and return	Maximum PC repair Time	≤ 3 % of repaired units having repeated	5 working days	100%

faulty PC unit to service		hardware faults within 1 calendar month of the initial repair		
	Formula	Number of PCs not repaired in the performance target for the measurement interval x Minimum Performance x Service Credit Fee		
	Measurement Interval	Measure Monthly, Report Monthly		
	Measurement Tool	Vendor incident and problem management system		
	Service Credit	R500.00 per repair time exceeding the performance target		

Bidder to indicate whether the Comply or Not Comply	Weighting	BEC to rate the Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder
	33.3%		

Name of Bidder:

Signed by or on behalf of Bidder:

Official Capacity:

Date:

PART C4: SITE INFORMATION

C4. SITE INFORMATION

Rand Water Head Office
522 Impala Road
Glenvista
Johannesburg
2058.