

## NOTIFICATION OF TENDER ADVERT

**Bid Number:** SASSA: 16-22-HCM-HO

**BID DESCRIPTION:** Appointment of a suitable Service Provider/s to provide maintenance and support of the HPE server infrastructure

**Name of Institution:** South African Social Security Agency (SASSA)

**Place where goods, works or services are required:**

**National**

Physical Address: SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

**Date Published:** 07 September 2022

**Closing Date / Time:** 30 September 2022 @11:00am

**Enquiries:**

**Contact Person:** Mr Ramasekiwa Tshokwe

**Email:** HardwareBid@sassa.gov.za

**Telephone number:** 012 400 2413

**FAX Number:** N/A

**Where bid documents can be obtained:**

**Website:** <https://etenders.treasury.gov.za/>

<https://sassa.gov.za>

**Physical Address: Where bids should be delivered:**

Physical Address: SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

**Briefing Session** N/A



[ *paying the right social grant, to the right person,  
at the right time and place. NJALO!* ]

South African Social Security Agency  
Head Office

SASSA House • 18 Ferreira Street  
Nelspruit • Private Bag X55662 • Nelspruit. 1200  
Tel: +27 12 754 9346 • Fax: 086 656 4166  
[www.sassa.gov.za](http://www.sassa.gov.za)



## PART A INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SASSA)</b>					
BID NUMBER:	SASSA: 16-22-ICT-HO	CLOSING DATE:	30 September 2022	CLOSING TIME:	11:00 AM
DESCRIPTION	Procurement of Management and Leadership Training for Local Office Managers				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
SASSA HEAD OFFICE, GROUND FLOOR; 501 PRODINSA BUILDING, CNR. STEVE BIKO AND PRETORIUS, ARCADIA, 0083					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Mr Ramasekiwa Tshokwe		CONTACT PERSON	Mr Mpho Ramaphoko	
TELEPHONE NUMBER	012 400 2413		TELEPHONE NUMBER	012 400 2486	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	HardwareBid@sassa.gov.za		E-MAIL ADDRESS	HardwareBid@sassa.gov.za	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT  <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					



## PART B TERMS AND CONDITIONS FOR BIDDING

**sassa**  
SOUTH AFRICAN SOCIAL SECURITY AGENCY

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

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

DATE: .....

**SBD 3.1**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number SASSA: 16-22-ICT-HO
Closing Time 11:00	Closing date...30 September 2022.....

**OFFER TO BE VALID FOR...90 DAYS FROM THE CLOSING DATE OF BID.**

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
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- |   |  |                          |
|---|--|--------------------------|
| - | Required by:                                     | .....                    |
| - | At:  | .....                    |
| - | Brand and model                                  | .....                    |
| - | Country of origin                                | .....                    |
| - | Does the offer comply with the specification(s)? | *YES/NO                  |
| - | If not to specification, indicate deviation(s)   | .....                    |
| - | Period required for delivery                     | .....                    |
|   |  | *Delivery: Firm/not firm |
| - | Delivery basis                                   | .....                    |

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

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

\*Delete if not applicable

## STANDARD BIDDING DOCUMENT (SBD) 4

### BIDDER'S DISCLOSURE

#### 1. PURPOSE OF THE FORM

- 1.1** 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.
- 1.2** 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 interest<sup>1</sup> 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.

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<sup>1</sup> 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.



## STANDARD BIDDING DOCUMENT (SBD) 4

**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 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;



## STANDARD BIDDING DOCUMENT (SBD) 4

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 consortium<sup>2</sup> will not be construed as collusive bidding.

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

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

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

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for

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<sup>2</sup> 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.



**STANDARD BIDDING DOCUMENT (SBD) 4**

investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

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

### 1. GENERAL CONDITIONS

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

- 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

- a) The value of this bid is estimated to **not exceed/exceed** R50 000 000 (all applicable taxes included) and therefore the **.....80/20.....** preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

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

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

	POINTS
<b>PRICE</b>	<b>80</b>
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	<b>20</b>
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

## 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

## 3. POINTS AWARDED FOR PRICE

### 3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

**80/20**

**or**

**90/10**

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

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

## 4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

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

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

## 5. BID DECLARATION

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

## 6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: . = .....(maximum of 10 or 20 points)  
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

## 7. SUB-CONTRACTING

- 7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- 7.1.1 If yes, indicate:

- What percentage of the contract will be subcontracted.....%
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		

Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name \_\_\_\_\_ of  
company/firm:.....

8.2 VAT \_\_\_\_\_ registration  
number:.....

8.3 Company \_\_\_\_\_ registration  
number:.....

**8.4 TYPE OF COMPANY/ FIRM**

Partnership/Joint Venture / Consortium

One person business/sole propriety

Close corporation

Company

(Pty) Limited

[TICK APPLICABLE BOX]

**8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

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

**8.6 COMPANY CLASSIFICATION**

Manufacturer

Supplier

Professional service provider

Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1. ....

2. ....

.....  
SIGNATURE(S) OF BIDDERS(S)

DATE: .....

ADDRESS .....

.....

.....

## **CONTRACT FORM - RENDERING OF SERVICES**

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

### **PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)**

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)...**SOUTH AFRICAN SOCIAL SECURITY AGENCY**... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number... **SASSA: 16-22-ICT-HO** ..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - (i) Bidding documents, viz
    - Invitation to bid;
    - Tax clearance certificate;
    - Pricing schedule(s);
    - Filled in task directive/proposal;
    - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
    - Declaration of interest;
    - Declaration of bidder's past SCM practices;
    - Certificate of Independent Bid Determination;
    - Special Conditions of Contract;
  - (ii) General Conditions of Contract; and
  - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

#### **WITNESSES**

1 .....

2 .....

DATE: .....



SBD 7.2

**CONTRACT FORM - RENDERING OF SERVICES****PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I..... in my capacity as.....  
accept your bid under reference number .....dated.....for the rendering of  
services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract,  
within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

WITNESSES

1 .....

2 .....

DATE: .....

# **THE NATIONAL TREASURY**

**Republic of South Africa**



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## **GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**

**July 2010**

**GOVERNMENT PROCUREMENT**  
**GENERAL CONDITIONS OF CONTRACT**  
**July 2010**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

## **TABLE OF CLAUSES**

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

## **General Conditions of Contract**

### **1. Definitions**

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

**2. Application**

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

**3. General**

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)

**4. Standards**

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

**5. Use of contract documents and information; inspection.**

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

**6. Patent rights**

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.



**7. Performance security**

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

#### **9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

#### **10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

#### **11. Insurance**

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

#### **12. Transportation**

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

#### **13. Incidental services**

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
  - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
  - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

#### 14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

#### 15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

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|---|---|
| <b>16. Payment</b>                              | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p>   |
| <b>17. Prices</b>                               | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p>  |
| <b>18. Contract amendments</b>                  | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p>   |
| <b>19. Assignment</b>                           | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p>   |
| <b>20. Subcontracts</b>                         | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p>   |
| <b>21. Delays in the supplier's performance</b> | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the</p> |

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

**24. Anti-dumping  
and countervailing  
duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

- 25. Force Majeure**
- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 26. Termination for insolvency**
- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
- 27. Settlement of Disputes**
- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.
- 28. Limitation of liability**
- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and



- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

<b>29. Governing language</b>	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
<b>30. Applicable law</b>	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
<b>31. Notices</b>	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
<b>32. Taxes and duties</b>	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
<b>33. National Industrial Participation Programme (NIP)</b>	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
<b>34 Prohibition of Restrictive practices</b>	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)

# **Terms of Reference/Specification**



**sassa**

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**HPE HARDWARE MAINTENANCE AND SUPPORT**

1.	BUSINESS OVERVIEW .....	3
2.	OBJECTIVE AND SCOPE OF THE BID .....	5
3.	BID RESPONSE REQUIREMENTS .....	5
4.	BID PRICING .....	6
5.	EVALUATION OF THE BID .....	6
8.	BID ENQUIRIES .....	9

## **1. BUSINESS OVERVIEW**

- 1.1** South African Social Security Agency (SASSA) (also referred here-in as the 'Agency') was established in terms of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004) to administer social assistance in terms of Chapter 3 of the Social Assistance Act, 2004 (Act No. 13 of 2004). SASSA is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.
- 1.2** The Agency operates its functions through systems that are hosted in two Data Centres that are configured to provide high availability and taking into account business continuity requirements, this includes server hardware and core switches. The environment also has a number of HP servers in some of the offices nationally which are used for directory services, and office automation related services.
- 1.3** The Agency has National presence and is currently structured as follows:
- 1.3.1 Head Office (Pretoria);
  - 1.3.2 Regional Offices (in each Province);
  - 1.3.3 District Offices (in each Region);
  - 1.3.4 Local Offices (Under all District Offices) ; and
  - 1.3.5 Service Points (Under all Local Offices)
- 1.4** At a provincial level the Regional Offices are situated as follows:
- 1.4.1 Gauteng                      -Johannesburg, Marshalltown
  - 1.4.2 Western Cape              - Cape Town
  - 1.4.3 KwaZulu Natal            - Pietermaritzburg

- |       |               |                |
|-------|---------------|----------------|
| 1.4.4 | Eastern Cape  | - East London  |
| 1.4.5 | Free State    | - Bloemfontein |
| 1.4.6 | North West    | - Mafikeng     |
| 1.4.7 | Mpumalanga    | - Nelspruit    |
| 1.4.8 | Limpopo       | - Polokwane    |
| 1.4.9 | Northern Cape | - Kimberly     |

- 1.5** Each region has one Records Management Centre. This is a centre where all the Beneficiary Files are kept and maintained. The Records Management Centres are in the same city as the Regional Offices.
- 1.6** Each region has District Offices. A District Office, in an Agency perspective, will manage and administer the operations of the Local Offices within its jurisdiction. District jurisdictions are demarcated the same as with municipal district demarcations. District Offices will mainly be in the main city of that particular district. For an example, Chris Hani District Office in the Eastern Cape will be in Queenstown as Queenstown is the main city within the Chris Hani District
- 1.7** Each District has Local Offices and Service Points. A Local Office is the core of the Agency's business. This is where applicants receive service, and where applications are received, screened, verified, captured and approved. The jurisdiction of Local Offices is normally as per the municipal demarcations.
- 1.8** For purposes of this bid, the hardware that will require maintenance and support contract is located in two Data Centres which are in Gauteng and other servers are located in **86** offices located in all provinces.

## 2. OBJECTIVE AND SCOPE OF THE BID

- 2.1 The objective of this bid is to solicit proposals and to successfully contract an able and suitable Service Provider to:
  - 2.1.1 Provide hardware maintenance and support for a period of 24 months for all HP hardware as listed in **Annexure A**; All covered hardware should proactively log alerts/call for proactive management
  - 2.1.2 Provide hardware maintenance and support **SLA** cover for all hardware as detailed in **Annexure A**
  - 2.1.3 Provide firmware updates
  - 2.1.4 Align the term of the contracts since the existing hardware was procured at different intervals resulting in different contract terms (period).
- 2.2 The winning bidder will be required to conduct due diligence and verify servers to be covered (as per Annexure A) by the required hardware maintenance and support agreement
- 2.3 The Agency is in a process of reviewing the current HPE Hardware with the intent to replace it during year 2 of the proposed contract. It is therefore required that the Agency be given an exit option from the contract should the current HPE Hardware be replaced before the contract lapses. The winning bidder will be given a 90 Days' notice should the Agency exercise the exit option.

## 3. BID RESPONSE REQUIREMENTS

- 3.1. All responses must be prepared as per instructions set out in this bid document. All proposals should be well structured, accurate and unambiguous in their response to the requirements stipulated in the bid document.
- 3.2. An original response must be accompanied by a hard copy (original and a copy of the bid) and an electronic soft copy on flash drive or CD/DVD. All the contents of the copies must be in the exact same order as in the hard copy to make it easier to navigate, and evaluate the bid response.
- 3.3. The electronic soft copies must include the bill of materials on a pdf and excel format for ease of reference. The bill of material should be as per **Annexure A** inventory submitted with the bid document. NB: bidders are also to include cost per item

covered. Annexure A should be used as a template for the inventory as well as pricing.

- 3.4. All bidders are required to provide a letter from HPE confirming that all equipment is covered as per SASSA's requirements.

#### **4. BID PRICING**

- 4.1. The pricing of this bid should take into account all hardware to be covered, type of cover and the duration of the contract, the bid should be VAT inclusive and be priced as per Annexure A. Annexure A will be shared in pdf and excel, wherein the excel spreadsheet will serve as a template.

#### **5. EVALUATION OF THE BID**

- 5.1. The bid proposals shall be evaluated in accordance with the **80/20** principle. The evaluation shall be conducted in two stages:

##### **5.1.1. STAGE 1: PHASE 1 – PRE-QUALIFICATION CRITERIA**

- Only bidders who are between Level 1 and 4 of B-BBEE Status Level Contributor are eligible to apply for this bid
- Bidders must submit B-BBEE status level Verification Certificates from a Verification Agency accredited by the South African Accreditation System (SANAS).
- Bidders who qualify as EMEs or QSE can submit a sworn affidavit signed by the EME or QSE representative and attested by a Commissioner of oaths or B-BBEE certificate issued by CIPC.
- A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status level verification certificate

**NB: Failure to comply with these requirements will result in the bid being disqualified.**



#### 5.1.2. STAGE 1: PHASE 2 – SPECIAL CONDITIONS

- All bidders must have an existing partnership with the Original Equipment Manufacturer (OEM), and should submit a signed letter or certificate from HPE confirming their Platinum, Gold or Silver partnership level and status.

**NB: Failure to comply with these requirements will result in the bid being disqualified.**

#### 5.1.3. STAGE 1: PHASE 3 ADMINISTRATIVE COMPLIANCE

Administrative Compliance: The bid will be subjected to administrative compliance elements in line with the table below:

EVALUATION CRITERIA
Administrative Compliance
Bidders must submit the following: <ul style="list-style-type: none"><li>• Tax Compliance Status PIN</li><li>• Proof of registration with Central Supplier Database</li><li>• Fully completed and signed SBD forms (As per the bid advertisement)</li></ul>

**NB: Failure to comply with any of the administrative compliance may result in a bid being disqualified.**

#### 5.1.4. STAGE 2: PRICE AND B-BBEE STATUS LEVEL CONTRIBUTOR

- 6.1.2.1. This bid will be evaluated on Price and B-BBEE Status Level Contributor.
- 6.1.2.2. In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below

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

6.1.2.3. Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS).

6. Bidders who qualifies as EME or QSE can submit sworn affidavit signed by the EME or QSE representative and attested by commissioner of oaths or B-BBEE Certificate issued by CIPC.

## **7. BID CONDITIONS**

7.1. The following are bid conditions which all bidders should take note of:

- 7.1.1. The Agency will contract and also conclude Service Level Agreement(s) with the successful bidder(s).
- 7.1.2. The General Conditions as stipulated by the National Treasury will be applicable.
- 7.1.3. No briefing session will be conducted as part of this bid.
- 7.1.4. The Agency reserves the right to cancel or not to award the bid.

- 7.1.5. The Agency will not be responsible for any cost associated with the compilation of the response documents.
- 7.1.6. The Agency must be given an option to Exit the contract on year two should it replace the current HPE Hardware. A ninety days' notice to be given by the Agency should it exercise the option to exit the contract.
- 7.1.7. SASSA reserves the rights to negotiate price with the successful bidder.

## **8. BID ENQUIRIES**

- 8.1. All enquiries, questions and requests for clarification that may arise in relation to this Bid is to be done in writing and addressed to email address:  
[HardwareBid@sassa.gov.za](mailto:HardwareBid@sassa.gov.za)

No meetings or telephonic enquiries will be entertained or responded to with regards to this Bid.

**NB:** No questions will be taken five days before the bid closing date. Responses will be provided within 24 hours of receiving the question/enquiry. SASSA will respond as and when questions/enquiries are received once the bid is advertised.

It is important to note that for all questions you need to:

- 8.1.1. Ensure that you add the Bid Ref# in the subject line of your e-mail
- 8.1.2. The company's name, contact and telephone number is clearly stated in your e-mail
- 8.1.3. The question is clear and concise
- 8.1.4. Where applicable, reference be made to specific points within this Bid
- 8.1.5. The questions or any point of clarity will be responded to as and when received
- 8.1.6. Submitting of questions on the date of Closure will not result in the extension of the Bid closing date and time

# ANNEXURE A

## Sever inventory/Items list

Region	Site Name	Serial	Type of Cover	Start Period	End Period	Cost	
						Year 1 - 01 November 2022 to 31 October 2023	Year 2 - 01 November 2023 to 31 October 2024
FS	Bloemfontein RMC	CZ24400516	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7NJ	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ263500LN	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ263500LT	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ263500LR	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ263500LS	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7NT	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PD	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PJ	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PL	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PT	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PW	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7R3	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3440D7PR	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ244006NG	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ2440052C	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
ZA-SASSA	DC GALLO MANOR	CZ2440050F	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
ZA-SASSA	DC GALLO MANOR	CZ24400502	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
ZA-SASSA	DC GALLO MANOR	CZ244006N7	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ24400510	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ24400513	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ24400519	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ2440051R	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ263500LM	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ263500LQ	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7NL	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7P7	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7NN	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7NR	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		

SASSA PRI	DC GALLO MANOR	CZ3440D7NW	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7NY	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7P1	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7P3	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7P5	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7P9	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7PB	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7PF	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7PN	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7PY	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA PRI	DC GALLO MANOR	CZ3440D7R1	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3601VYYR	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3601VYYS	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3601VYYN	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ3601VYYP	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5V	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5R	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5T	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5N	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5S	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ21520L5Q	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC GALLO MANOR	CZ14140315	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RC	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500LY	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500LV	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500LW	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500M0	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500LX	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ263500LZ	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RH	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SK	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SS	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SV	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		

GP	DC SHC	CZ3440D7SA	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7S6	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7S4	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7S8	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SC	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SE	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SM	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SP	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SX	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7SH	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RM	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RK	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RS	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RX	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3440D7RV	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ3440D7S2	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ3440D7RE	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ3440D7RP	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ244006N1	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ24400512	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ2440051F	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
SASSA SEC	DC SHC	CZ3440D7S0	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYYT	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYXR	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYXS	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYXV	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYXT	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ3601VYXW	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
GP	DC SHC	CZ1437027J	Complete Care: Tech Care Critical(6 Hours)	01-Dec-22	30-Nov-24		
EC	DO ALFRED NZO	CZ24400526	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	DO AMATHOLE	CZ244006NT	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
WC	DO ATHLONE	CZ24400523	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NW	DO BOJANALA PLATIN	CZ24400514	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		

LM	DO CAPRICORN	CZ2440051P	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	DO CHRIS HANI	CZ244006NW	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NW	DO DR RUTH SEGOMOC	CZ2440052B	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	DO EKURHULENI	CZ2440050W	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
KZN	DO ETHEKWINI	CZ24400505	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	DO JOE QGABI	CZ24400511	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	DO KURUMAN	CZ244006NC	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
KZN	DO MIDLANDS	CZ2440050C	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	DO MOPANI	CZ24400518	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	DO NAMAQWA	CZ244006NF	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	DO NORTH RAND	CZ2440050L	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
KZN	DO PIETERMARITZBURG	CZ2440050J	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	DO PIXLEY KA SEME	CZ24400501	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
FS	DO QWAQWA	CZ24400507	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	DO SEKHUKHUNE	CZ24400527	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
KZN	DO ULUNDI	CZ24400529	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	DO UPINGTON	CZ244006NN	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	DO VHEMBE	CZ2440052H	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
WC	DO VREDENBURG	CZ2440051Z	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	DO WATERBERG	CZ24400521	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
FS	DO WELKOM	CZ2440050D	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	DO WEST RAND	CZ244006NH	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
FS	DO XHARIEP	CZ2440050H	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	HO PRETORIA	CZ2440051N	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	HO PRETORIA	CZ244100SL	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
SASSA EC	King Williams Town	CZ244006NL	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	Limpopo Regional Office	CZ2440051T	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	Limpopo RMC	CZ2440051M	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
WC	LO BELLVILLE	CZ2440052G	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	LO BETHELSDORP	CZ2440050B	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	LO BIZANA	CZ2440051W	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	LO BUTTERWORTH	CZ244006NY	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	LO CALVINIA	CZ2440052F	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		



EC	LO COFIMVABA	CZ244006N3	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NC	LO CORLESS ROAD	CZ24400506	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NW	LO DELAREYVILLE	CZ2440050K	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO FORT BEAUFORT	CZ244006NB	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NC	LO GASEGONYANA	CZ244006NV	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
WC	LO GUGULETHU	CZ24400520	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO HUMANSDORP	CZ244006NX	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
KZN	LO INANDA	CZ2440051S	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
GP	LO JOHANNESBURG	CZ2440051C	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NW	LO KAGISANO	CZ2440051Q	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO KHAYALETHEMBA	CZ244006N8	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
MP	LO KWAMHLANGA	CZ244004ZZ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NW	LO LEKWATEEMANE	CZ2440050N	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO LUSIKISIKI	CZ244006NM	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NW	LO MAMUSA	CZ2440051G	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO MATATIELE	CZ2440050Z	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
KZN	LO MATUBATUBA	CZ24400508	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
MP	LO MKOBOLA	CZ2440051Y	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO MOTHERWELL	CZ244006N9	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO MQANDULI	CZ244006NR	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO NGQELENI	CZ2440051D	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
WC	LO PIKETBERG	CZ2440050V	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NW	LO POTCHEFSTROOM	CZ24400515	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
NC	LO PRIESKA	CZ244006N4	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO QUMBU	CZ244006NQ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
GP	LO SEBOKENG	CZ2440050M	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
MP	LO SIYABUSWA	CZ244006NJ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
GP	LO SOSHANGUVE	CZ244006N0	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
GP	LO SOWETO	cz2440050y	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO STUTTERHEIM	CZ244006NK	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
WC	LO THEMBALETHU	CZ24400522	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
EC	LO UITENHAGE	CZ2440051B	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	
KZN	LO UMZUMBE	CZ24400524	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24	

NW	LO WOLMARANSTAD	CZ2440051L	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NW	LO ZEERUST	CZ2440050X	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	RMC EASTERN CAPE	CZJ63500MW	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
EC	RMC EASTERN CAPE	CZJ63500MR	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
FS	RMC FREE STATE	CZJ63500N4	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
FS	RMC FREE STATE	CZJ63500MX	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
GP	RMC GAUTENG	CZJ63500MV	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
GP	RMC GAUTENG	CZJ63500MS	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
GP	RMC GAUTENG	CZ2440050Q	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
KZN	RMC KWA-ZULU NATA	CZJ63500N7	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
KZN	RMC KWA-ZULU NATA	CZJ63500N3	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
KZN	RMC KWA-ZULU NATA	CZ24400504	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
LM	RMC LIMPOPO	CZ24400517	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
LM	RMC LIMPOPO	CZ2440050S	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
MP	RMC MPUMALANGA	CZ244006N2	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
MP	RMC MPUMALANGA	CZJ63500N6	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
MP	RMC MPUMALANGA	CZJ63500N5	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
NC	RMC NORTHERN CAPE	CZ24400500	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
NC	RMC NORTHERN CAPE	CZJ63500MY	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
NC	RMC NORTHERN CAPE	CZJ63500N1	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
NW	RMC NORTH-WEST	CZ2440051X	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
NW	RMC NORTH-WEST	CZ244006N6	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
WC	RMC WESTERN CAPE	CZJ63500MZ	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
WC	RMC WESTERN CAPE	CZJ63500MT	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
WC	RMC WESTERN CAPE	CZ2440052D	Tech Care Essensial(24*7)	01-Dec-22	30-Nov-24		
EC	RO EASTERN CAPE	CZ244100SP	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
EC	RO EASTERN CAPE	CZ2440051V	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
FS	RO FREE STATE	CZ244100SN	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
GP	RO GAUTENG	CZ244100SR	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
KZN	RO KWA-ZULU NATAL	CZ244100SJ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
LM	RO LIMPOPO	CZ244100SK	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
MP	RO MPUMALANGA	CZ244100SQ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		
NC	RO NORTHERN CAPE	CZ244100SG	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24		

NW	RO NORTH-WEST	CZ244100SM	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
WC	RO WESTERN CAPE	CZ244100SH	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-006	CZ2440050G	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-006	CZ2440050G	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-006	CZ24400503	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-005	CZ244006ND	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-005	CZ244006N5	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-004	CZ24400528	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-004	CZ2440051K	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	ZA-SASSA-004	CZ24400525	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZ2440050P	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZ2440050R	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZ2440050T	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZJ63500N0	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZJ63500N2	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZJ63500MQ	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
GP	SASSA PRIMARY DL	CZ244006NP	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24
EC	SASSA PRIMARY DL	CZ244006NS	Tech Care Basic ( 8*5 Best Effort Repair)	01-Dec-22	30-Nov-24