

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE					
BID NUMBER:	RFQ019-2022	CLOSING DATE: 19 AUGUST 2022		CLOSING TIME:	16:00PM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL FOR THREE YEARS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Building 4 Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion					
THERE WILL BE A COMPULSORY VITRUAL BRIEFING SESSION ON 16 AUGUST 2022 AT 11H00AM Email Kholofelo.matsane@csos.org.za for the meeting link .					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Nonkululeko Mthethwa		CONTACT PERSON	Pabalelo Kgoetego	
TELEPHONE NUMBER	(010) 593 0533/ 060 524 5867		TELEPHONE NUMBER	(010) 593 0533/ 066 305 8303	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	Nonkululeko.mthethwa@csos.org.za		E-MAIL ADDRESS	Pabalelo.kgoetego@csos.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES

☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO

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

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE 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 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."

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION
AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL.**



REQUEST FOR QUOTATIONS (RFQ)

**SUPPLY, INSTALLATION AND SUPPORT OF NETWORK
OPTIMISATION AND MONITORING TOOL FOR THREE YEARS**

AUGUST 2022

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL

1. TERMS AND CONDITIONS

This Request for Quotation (RFQ) has been compiled by the CSOS and is made available to Bidders subject to the following terms and conditions, which Bidders are deemed to acknowledge and accept:

- 1.1 A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the CSOS.
- 1.2 Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder.
- 1.3 The CSOS reserves the right to amend, modify, withdraw or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.
- 1.4 Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.
- 1.5 It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.
- 1.6 The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.

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- 1.7 The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.
- 1.8 This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.9 Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.
- 1.10 No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in disqualification of both entities.
- 1.11 Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management ("SCM") Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may in its sole discretion disqualify the Bidder from any further participation in the bid process.
- 1.12 Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.
- 1.13 The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.14 All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.

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- 1.15 A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization, provided that any such waiver shall be applied consistently across all Bidders.
- 1.16 The CSOS reserves the right to accept or reject in part or whole any submitted Bid submitted.
- 1.17 The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.
- 1.18 In this RFP, the words “service provider”, “supplier” will be used interchangeably to refer to the Bidder.
- 1.19 All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.
- 1.20 All Bids must be formulated and submitted in accordance with the requirements of this RFP.
- 1.21 Bids received after the closing date and time as specified in this RFP shall be rejected.
- 1.22 The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken.
- 1.23 In this regard, CSOS may appoint the second-ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded.

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL

2. INTRODUCTION

- 2.1 The Community Schemes Ombud Services (CSOS) is established in terms of Community Schemes Ombud Services Act 2011 (Act 9 of 2011), to regulate the conduct of parties within community schemes and to ensure good governance within community schemes. To deliver on its mandate, key amongst the priorities of the organisation is:
- 2.1.1 To establish a world-class dispute resolution service within community schemes characterised by organisational excellence and a conducive organisational culture.
 - 2.1.2 To promote good governance of community schemes by developing and implementing appropriate guidelines to enhance stability and harmonious relations amongst the parties.
 - 2.1.3 To roll-out massive educational campaigns to educate and train stakeholders within community schemes and the public at large.
 - 2.1.4 To enhance community schemes as an alternative tenure option.
 - 2.1.5 To develop and implement appropriate organisational systems, controls, and measures to enhance financial, economic and organisational efficiency.

3 PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).

- 3.1 The purpose of this bid is to seek the services of a reputable service provider to supply, deploy and support a network optimization and monitoring tool on the CSOS internal and external network resources.
- 3.2 The aim is to give the CSOS ICT engineers a complete view of the status of network resources and allow for optimal management and support of those resources from a central application.
- 3.3 The tool should allow for network troubleshooting and optimization using best practice configurations and build in system templates.

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL

4 PROJECT BACKGROUND.

4.1 CURRENT CSOS OFFICES

4.1.1 The CSOS currently has three offices where these solutions will be installed, namely:

4.1.1.1 Head Office and Gauteng (GP) regional located at 8 Bauhinia Street, Berkeley Office Park, Highveld Technopark, Centurion.

4.1.1.2 Western Cape (WC) regional Office located at 8th Floor Constitution House, 124 Adderley Street, Cape Town.

4.1.1.3 Kwa-Zulu Natal (KZN) regional office located at 7th Floor Aquasky Towers, 275 Anton Lembede Street, Durban.

4.2 These three offices are connected via MPLS VPN interconnectivity, and each office is accessible to the other at layer 2 IP based level.

4.3 INFRASTRUCTURE (CURRENT ICT LANDSCAPE)

4.3.1 There are three CSOS regional offices each with an internal server room (Datacentre) and each regional office has a domain controller.

4.3.2 The entire CSOS network operates on a Microsoft operating system network.

4.3.3 There are three Microsoft Hyper-V hosts at the Head Office with twelve (12) Virtual Servers and three other physical servers (domain controllers).

4.3.4 Most applications are configured for single sign-on using Microsoft Azure AD.

4.3.5 The three offices are connected via a Hosted MPLS VPN with a central breakout protected by a dedicated firewall (Diagram provided).

4.3.6 The Gqeberha satellite office is not connected on the MPLS VPN, the users in this office utilise LTE connectivity.

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4.3.7 The CSOS messaging platform is hosted on the Microsoft Office 365 Platform and is currently running on the Exchange Online Plan 1 with Office 365 Business premium.

4.4 NETWORK TOPOLOGY

4.4.1 The CSOS utilises a single domain, csos.org.za, where the website is hosted.

4.4.2 The network is TCP/IP.

4.4.3 Internal Active directory platform is Microsoft Active Directory 2012R2.

4.4.4 The LAN is configured to auto (1000 Mbits full duplex) to workstations.

4.4.5 Remote access to internal applications and resources MPLS is via VPN connection through the FortiGate Firewall.

4.5 HARDWARE TO BE MONITORED BY THE SOLUTION

4.5.1 All the hardware and metrics to be monitored by the solution is detailed in **Annexure A**.

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4.6 WAN INFRASTRUCTURE OVERVIEW

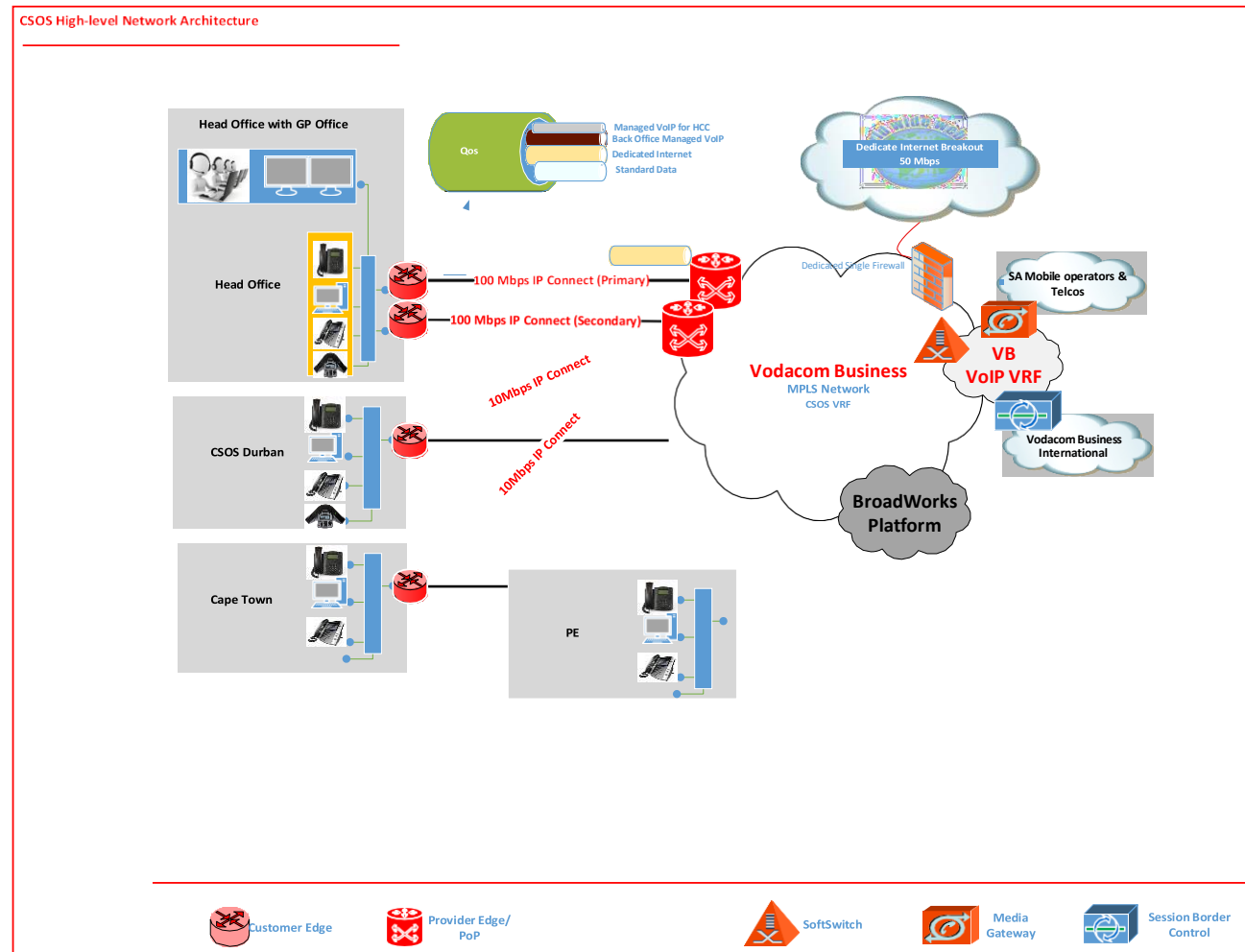


Figure 1: Current WAN architecture describes the WAN connections between the different region

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- 4.7 The solution must be a modern IP based solution with a web-based management console where the devices connect via the LAN.
- 4.8 The solution must cater for at least 500 devices (up to 5000 sensors/metrics).
- 4.9 The solution must be scalable to allow for the addition of future offices by the CSOS.
- 4.10 The solution must be able to be moved to new premises should the CSOS move offices.

5 SCOPE OF WORK

5.1 Full application setup in the cloud platform including:

5.1.1 Monitoring and management (Sensors)

5.1.1.1 Bandwidth analysis

5.1.1.2 Bandwidth overload detection

5.1.1.3 SNMP, WMI, Packet sniffing and NetFlow setup

5.1.1.4 Deployment via network discovery (with continuous discovery after)

5.1.2 Uptime and Availability Monitoring

5.1.2.1 Configuration on all servers

5.1.2.2 Website availability monitoring (up to 20 sites)

5.1.2.2.1 Website load testing

5.1.2.2.2 Website processes, content and events monitoring and alerts

5.1.2.3 Analysis and determination for cause of crash of sites

5.1.2.4 Sensors for Hyper-V, SQL, File Server,

5.1.2.5 Network availability (MPLS Sites)

5.1.3 Windows Performance threshold monitoring

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5.1.3.1 Configure thresholds using templates (customisable)

5.1.3.2 Limits for CPU, Memory and other performance counters

5.1.3.3 Centralised threshold monitoring

5.1.4 Performance and Bandwidth Monitoring

5.1.4.1 Server performance monitoring on Hyper-V hosts, Standalone Servers and Virtual Servers (Virtual server environment).

5.1.4.2 Server bandwidth and bottleneck performance monitoring

5.1.4.3 CPU, RAM, physical and logical storage

5.1.4.4 SQL database monitoring

5.1.4.5 Monitoring of distributed networks.

5.1.4.6 bandwidth consumption monitoring

5.1.4.7 Windows performance counters including IIS monitoring

5.1.4.8 Response Time Monitoring for servers and websites

5.1.4.9 Network performance tests

5.1.5 WIFI monitoring

5.1.5.1 Analyse all aspects of the wireless environment

5.1.5.2 Devices, load, traffic, availability and network strength

5.1.5.3 Last access and Wi-Fi analyser

5.2 Graphical User Interface

5.2.1 The proposed management solution should provide a high-quality graphical user interface with asynchronous view refreshing

5.2.2 The web console should allow multiple users to log in at the same time

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- 5.2.3 It should quickly highlight devices with issues, based on different properties like response time, CPU load, memory usage, high interface usage etc.
- 5.2.4 It should allow creation of custom dashboards and restrict views for users based on devices or interfaces, i.e., it should have role-based access
- 5.2.5 It should log user actions and events in the web console for audit purposes and they should be available for alerting and reporting
- 5.2.6 It should integrate with Azure Active Directory for Single Sign-On (SSO)
- 5.2.7 Run long-term analyses and obtain in-depth statistics
- 5.2.8 Be alerted immediately in the event of drops in performance
- 5.2.9 Quick view for performance metrics and other monitored metrics
- 5.2.10 Full reporting on all monitored aspects
- 5.2.11 Email and dashboard alerts as configured with thresholds and other metrics
- 5.3 Advanced Reporting
 - 5.3.1 The proposed monitoring solution should provide current and historical out-of-the-box reports for various statistics monitored
 - 5.3.2 Should be able to generate / create the report via the web console
 - 5.3.3 Should allow customization of reports by adding/removing columns, setting filters, specifying timeframes, grouping columns etc.
 - 5.3.4 Should allow reports to be sent out on schedule as daily, weekly, monthly reports
- 5.4 Support
 - 5.4.1 Full support for the solution as deployed with 24/ 7 technical support.
 - 5.4.2 Account management and escalation to OEM for any persistent issues.
 - 5.4.3 Solution of the deployed solution for the tenure of the agreement with the CSOS.

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5.5 Certified Training

5.5.1 Training for the following must be included:

5.5.1.1 Ten individuals at Head Office

5.5.1.2 One individual at Durban Office

5.5.1.3 One individual at Cape Town Office

5.5.1.4 Training can be conducted virtually

5.5.2 Ongoing Upskilling

5.5.2.1 Conduct one quarterly training session (uncertified) with the team to enhance the solutions adoption.

5.5.3 The solution installation must be completed within 30 days of received of the Purchase Order (even if running on trial still).

5.5.4 The bidder must be able to install and support the solution for all three CSOS offices and will be subject to service level terms as per the Service Level Agreement to be signed between the CSOS and the Bidder.

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6 SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

- 6.1 Bidders must comply with the following compliance requirements prior to evaluation in mandatory requirements.

Table1

Documents required	Submitted Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide CSD summary report or CSD number)	
Valid tax pin number/letter from SARS	
Fully completed SBD documents (SBD 1,3.3,4 and 6.1)	

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPRIMISATION AND MONITORING TOOL

7 MANDATORY REQUIREMENTS

7.1 The service providers must comply with the below requirements, failure to comply with this requirement will result into disqualification and not further evaluated on price and preference points..

Table 2

Mandatory Requirements	Comply	Not comply
<p>Proof of relevant experience in supply, installation and support of an ICT Network Performance and Monitoring tools/applications.</p> <p>Provide the Purchase Order for the appointment or the Reference letter pertaining to the service delivery not older than five (5) years.</p> <p>(Reference letter and/or Purchase Order from the Community Schemes Ombud Service will not be accepted)</p>		
<p>Training must be certified by the OEM and the individuals must receive certificates for the training.</p> <p>(Kindly select comply / not comply)</p>		
<p>The network performance and monitoring solution caters for:</p> <ul style="list-style-type: none"> • Bandwidth, network performance monitoring and management. • Uptime and availability monitoring. • Windows performance threshold Monitoring. • Hyper-V and VMware environment monitoring. • Website and SQL monitoring. • Graphical User Interphase and Reporting. 		

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<ul style="list-style-type: none"> Hosted solution (Cloud based) – all tenants registered with the CSOS. <p>(Supply device specification on a company letterhead)</p>		
<p>CSOS should be able to move the solution should it move offices (premises) and should be able to sale the solution on growth.</p> <p>(No substantiation required)</p> <p>(Kindly select comply or not comply)</p>		
<p>Attendance of compulsory virtual briefing session</p> <p>(Bidder need to provide contact details (email, Tel no. and the company name).</p> <p>Email: kholofelo.matsane@csos.org.za for the meeting link.</p>		

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL.

8 PRICING INSTRUCTIONS.

- 8.1 In order to facilitate a transparent selection process that allows equal opportunity to all bidders. Proposals will be evaluated using the 80/20 formulae (preference points system) for Price and B-BBEE as per the 2017 PPPFA Regulations.
- 8.2 All pricing must be in SA Rands and fixed for the duration of the contract.

Table 3

CRITERIA	SUB-CRITERIA	WEIGHTING/POINTS
Price	Detailed budget breakdown	80
B-BEE (Status Level Verification Certificate)	B-BEE Level Contributor	20
Total		100

Table 4

	Description	Qty	Unit Price	Amount
Year 1				
1.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
2.	Installation And Setup	1	R	R
3.	Support	11	R	R
4.	Training – Certified Training – as per the users specified	1	R	R
5.	One Quarterly Training Sessions – Uncertified.	4	R	R
6.	Subtotal		R	R
7.	VAT @ 15% (if applicable)		R	R
8.	Total inclusive of VAT (Y1)		R	R
	Description	Qty	Unit Price	Amount
Year 2				
9.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
10.	Support	12	R	R
11.	Training – Certified Training – as per the users specified	1	R	R
12.	One Quarterly Training Sessions Uncertified	4	R	R

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPRIMISATION AND MONITORING TOOL

13.	Subtotal		R	R
14.	VAT @ 15% (if applicable)		R	R
15.	Total inclusive of VAT (Y2)		R	R
	Description	Qty	Unit Price	Amount
Year 3				
16.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
17.	Support	12	R	R
18.	Training – Certified Training – as per the users specified	1	R	R
19.	One Quarterly Training Sessions Uncertified	4	R	R
20.	Subtotal		R	R
21.	VAT @ 15% (if applicable)		R	R
22.	Total inclusive of VAT (Y3)		R	R

	Description	Qty	Amount
23.	Year 1	1	R
24.	Year 2 (based on CPI escalation)	1	R
25.	Year 3 (based on CPI escalation)	1	R
26.	Total price for 3 years including VAT and CPI escalations		R

The pricing items on Table 4 above are a guide for the pricing of the solution. The bidder must add all items pertinent to the delivery of the solution as per the scope of work and also remove items that are not. Pricing must address your solution.

Signature (Bidder)

Date

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL

9 TIMELINE OF THE BID PROCESS

- 9.1 The validity period of RFQ's and the withdrawal of offers, after the closing date and time is 90 days.

10 DURATION OF THE CONTRACT

- 10.1 The appointed service provider/consultant will be contracted for three years.
- 10.2 The bidder **MUST** ensure that they have the resources to complete and support the solution for the tenure of the agreement.

11 PROJECT MANAGER RESPONSIBILITIES

- 11.1 The CSOS Project Manager's responsibilities will include:
- 11.2 Providing the service provider with all appropriate advice and information pertinent to the success of this project as well as assisting in setting up meetings with key management staff.

12 SERVICE PROVIDER RESPONSIBILITIES

- 12.1 The specialist service provider will, after signing an agreement to conduct the full scope of work for the CSOS, provide a line-item budget detailing each cost.
- 12.2 The service provider will sign a Service Level Agreement which will assure confidentiality of CSOS information and intellectual property.
- 12.3 The service provider undertakes to abide by the CSOS's policies and procedures and Code of Conduct whilst conducting work on behalf of the CSOS.

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13 SUPPLIER DUE DILIGENCE

- 13.1 CSOS reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include requests for additional information.

14 RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

- 14.1 The proposals must be submitted in the prescribed format. Standard bidding documents attached with Terms of Reference must be completed in full.
- 14.2 The bidder(s) are required to submit one (1) original copy of the bid document.
- 14.3 Failure to comply with the mandatory requirements will result in your bid being disqualified

15 LATE BIDS

- 15.1 Proposals received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidder(s).

16. COUNTER CONDITIONS

- 16.1 Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

17. FRONTING

- 17.1 Government supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemns any form of fronting.

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- 17.2 The Government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist.
- 17.3 Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies CSOS may have against the Bidder / contractor concerned.

18 CONTACT AND COMMUNICATION

- 18.1 A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Pabalelo Kgoetego via email: pabalelo.kgoetego@csos.org.za or Tel: 010 593 0533/ 066 305 8303.
- 18.2 Further information regarding Supply Chain Management matters can be sent via email to Ms. Nonkululeko Mthethwa: nonkululeko.mthethwa@csos.org.za or at Tel: 010 593 0533/ 060 524 5867.
- 18.3 The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 18.4 Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 18.5 All communication between the Bidder(s) and CSOS must be done in writing.
- 18.6 Whilst all due care has been taken in connection with the preparation of this bid, CSOS

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makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. CSOS, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.

- 18.7 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).
- 18.8 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 18.9 All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

19 PROPOSAL SUBMISSION REQUIREMENTS

- 19.1 The service provider must present CSOS management with a comprehensive proposal and model outlining how they intend to address our specific needs and a line-item budget thereof together with a detailed project plan.

20 SUBMISSION OF PROPOSALS

- 20.1 Proposal documents should be submitted to the following email address: quotations@csos.org.za on or before the closing date and time.
- 20.2 Proposal documents will only be considered if received by the CSOS before the closing date and time at 16h00:

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21 ANNEXURE A

21.1 Routers and Wi-Fi

LOCATION	DEVICES	QTY	NOTES
Head office	CISCO Router 4321	1	Main Internet Breakout
	CISCO Router 4321	1	Redundant Internet
	CISCO Router C1111-8PLTE	1	Dedicated internet for Application
	Huawei ATN 905-V	1	
	Aruba 2530 Switch	14	LAN
	Unifi AP- UAP-AC- HD	6	Wi-Fi
	Unifi AP -UAP-AC-LR	17	Wi-Fi
Durban	CISCO Router 4321	1	MPLS Breakout
	Aruba 2530 Switch	5	LAN
	Unifi AP- UAP-AC-HD	3	Wi-Fi
	Unifi AP -UAP-AC-LR	2	Wi-Fi
Cape Town	CISCO Router 4321	1	MPLS Breakout
	Aruba 2530 Switch	5	LAN
	Unifi AP- UAP-AC-HD	3	Wi-Fi
	Unifi AP -UAP-AC-LR	2	Wi-Fi

21.2 SERVERS

All the servers listed below are located at Head Office.

PHYSICAL VIRTUAL	OR	Qty	OFFICE AND COMMENT
Physical		3x	Head Office: HP Servers

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Virtual	14x	Head Office – Hyper V
Physical	1x	Cape Town: Domain Controller, DHCP and File server Hp Server
Physical	1x	Durban: Domain Controller, DHCP and File server Hp Server
Physical	3x	Head Office: Hosts Server for Virtual Machines (In Cluster) <ul style="list-style-type: none">• Hyper-V Hosts• HP Server

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: BID NO: RFQ019-2022: APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL FOR THREE (3) YEARS.

CLOSING TIME 16:00PM ON 19 AUGUST 2022.

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

ITEM NO <u>TAX</u>	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED</u>
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DESCRIPTION: **APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND SUPPORT OF NETWORK OPTIMISATION AND MONITORING TOOL FOR THREE (3) YEARS.**

1. Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

	Description	Qty	Unit Price	Amount
Year 1				
1.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
2.	Installation And Setup	1	R	R
3.	Support	11	R	R
4.	Training – Certified Training – as per the users specified	1	R	R
5.	One Quarterly Training Sessions – Uncertified.	4	R	R
6.	Subtotal		R	R
7.	VAT @ 15% (if applicable)		R	R
8.	Total inclusive of VAT (Y1)		R	R
	Description	Qty	Unit Price	Amount
Year 2				
9.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
10.	Support	12	R	R
11.	Training – Certified Training – as per the users	1	R	R

	specified			
12.	One Quarterly Training Sessions Uncertified	4	R	R
13.	Subtotal		R	R
14.	VAT @ 15% (if applicable)		R	R
15.	Total inclusive of VAT (Y2)		R	R
	Description	Qty	Unit Price	Amount
Year 3				
16.	Network optimization and monitoring solutions (500 Devices – up to 5000 sensors) - License	1	R	R
17.	Support	12	R	R
18.	Training – Certified Training – as per the users specified	1	R	R
19.	One Quarterly Training Sessions Uncertified	4	R	R
20.	Subtotal		R	R
21.	VAT @ 15% (if applicable)		R	R
22.	Total inclusive of VAT (Y3)		R	R

	DESCRIPTION	QTY	AMOUNT
23.	YEAR 1	1	R
24.	YEAR 2 (BASED ON CPI ESCALATION)	1	R
25.	YEAR 3 (BASED ON CPI ESCALATION)	1	R
26.	TOTAL PRICE FOR 3 YEARS INCLUDING VAT AND CPI ESCALATIONS		R

The pricing items on Table 4 above are a guide for the pricing of the solution. The bidder must add all items pertinent to the delivery of the solution as per the scope of work and also remove items that are not. Pricing must address your solution.

Signature (Bidder)

Date

The financial proposal for this assignment should cover for all assignment activities as per terms of reference

2. Period required for commencement with project after acceptance of bid_____

3 Are the rates quoted firm for the full period? Yes/No

4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:

Pabalelo Kgoetego

Tel: (010) 593 0533

Cell: 066 305 8303

E-mail address: Pabalelo.kgoetego@csos.org.za

Supply Chain queries may be directed to:

Nonkululeko Mthethwa

Cell: 060 524 5867

Email address: Nonkululeko.Mthethwa@csos.org.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

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

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.

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;
- 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

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.

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 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).

1.21.2

a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **...80/20.....** preference point system shall be applicable; or

b) The 80/20 preference point system will be applicable to 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
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

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 PREFERENCE POINT SYSTEMS

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

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

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:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME 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 last 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		
OR		
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

.....

.....