INVITATION TO BID

THE SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM

AUGUST 2026

BID NO:	**SANAS/ERP IMPLEMENTATION/2026-27/03**
BID DESCRIPTION:	**THE APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF SANAS's ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, SUPPORT AND MAINTENANCE FOR A PERIOD OF THREE (3) YEARS.**
CLOSING DATE:	**22 SEPTEMBER 2026 @11:00**

HAND DELIVER AT SANAS OFFICES

NB!!

- ***On the last page of this terms of reference, the bidder needs to declare and indicate that they have read and understood the document in full.***

- ***Faxed or emailed bids will not be accepted, only hand delivered and couriered original proposals will be accepted.***

ISSUED BY:	South African National Accreditation Systems: Supply Chain
ADVERTISEMENT DATE:	**27 August 2026**
CLOSING DATE AND TIME:	**22 September 2026 @ 11:00**
ONLINE COMPULSORY BRIEFING SESSION	**08 September 2026 @ 11:00** **Register in advance for this meeting:** **Zoom Link:** https://sanas.zoom.us/meeting/register/Z9lflXjaTN-jL3Vjlol4AQ
TENDER DOCUMENTS:	Not for sale. Copies of the bid documents are obtainable from the SANAS website: www.sanas.co.za and on the e-Tender portal of the National Treasury website, www.etenders.gov.za
BID VALIDITY PERIOD:	120 working days from the closing date. Bidders are to note that they may be requested to extend the validity period of their tender, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful Bidder (s), the validity of the successful Bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.

SUBMISSION OF BIDS	Sealed bids clearly stating the name of this bid and number must reach the offices of the **SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS),** located at Libertas Office Park, corner Libertas and Highway Streets, Equestria, Pretoria,0184, by **22 September 2026 @ 11:00** Tender document shall be submitted as one (1) hard copy (containing 2 envelopes / folders containing the original technical proposal and financial proposal) and one (1) USB stick containing all original proposals. The tender box will only be available for depositing proposals between 08:00 and 16:30 Mondays to Fridays excluding public holidays. Please note that this tender closes punctually at **11:00 on 22 September 2026.** No late submissions will be considered under any circumstances. **The SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS)** shall not disclose to any other participant(s) any details about the responses received, as this is regarded as confidential information. The envelope must not contain documents relating to any tender other than the one referred to in this request for the bid document. The responses to the tender will be opened immediately after **11:00 am on 22 September 2026.**
CONTACT PERSON:	Zanele Ngwenya
TELEPHONE:	(012) 740 8535
E-MAIL:	Zanelen@sanas.co.za

THE FOLLOWING PARTICULARS MUST BE FURNISHED

BIDDING STRUCTURE

Indicate the type of Bidding/Bidding Structure by marking with an 'X'	
Individual Bidder	
Joint Venture	
Consortium	
With Sub-Contractors	
Other	

BIDDER'S DETAILS

Name of Bidder	
CSD MAAA number	
Tax reference number and PIN	
ID number	
Registration Number	
VAT Registration Number	
Contact Person	
Telephone Number	
Fax Number	
Cell Number(s)	
E-mail Address	
Postal Address	
Physical Address	

SIGNATURE OF BIDDER:

………………………………………………………… DATE: ……………………

…………………………………………………………
CAPACITY UNDER WHICH THIS BID IS SIGNED:

…………………………………………………………
INITIALS AND SURNAME

NOTICE TO BIDDERS

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA) and Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties wishing to submit proposals are required to indicate their willingness to accept the General Conditions and SANAS requirements and procedures.

On the last page of this document, the bidder needs to declare and indicate that they have read and understood the document in full.

Faxed, emailed bids will not be accepted, only hand-delivered, and couriered proposals will be accepted. One (1) hard copy (containing 2 envelopes/folders containing the original technical proposal and financial proposal) and one (1) USB stick containing all original proposals and the same information (including both the technical and financial proposal) will be accepted once delivered to the SANAS premises before the closing date/time.

Bidders are required to submit both a hard copy and a soft copy of the bid. However, a bid will not be disqualified solely because the required information appears in only one of the two submission formats, provided that the information has been submitted. SANAS reserves the right to qualify or disqualify a bidder where there are missing documents.

TERMS OF REFERENCE

BID DESCRIPTION: THE APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF SANAS's ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, SUPPORT AND MAINTENANCE FOR A PERIOD OF THREE (3) YEARS.

BID NUMBER: SANAS/ERP IMPLEMENTATION/2026-27/03

1. PURPOSE

The purpose of this terms of reference (TOR) is to invite proposals from suitably qualified and experienced service providers for the provision and implementation of a modern, integrated, cloud-based Enterprise Resource Planning (ERP) solution.

The objective of this procurement is to replace fragmented systems and manual business processes with an integrated enterprise platform that streamlines operations, improves efficiency, enhances governance, and supports informed decision-making across all SANAS business functions. The ERP system will serve as a single integrated platform supporting finance, human resources, procurement, accreditation-related operations, document management, and reporting requirements.

2. BACKGROUND

The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice, Act No. 19 of 2006, recognizes SANAS as the sole National Accreditation Body for the Republic of South Africa, to provide Accreditation Services in the conformity assessment field and monitoring of Good Laboratory Practice.

SANAS is a Section 3A Public Entity for purposes of the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) (as amended by Act No. 29 of 1999).

SANAS operates in accordance with the requirements, and regulations laid down in the following documents:

- The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 (Act 19 of 2006)
- The requirements of the international standard ISO/IEC 17011, General Requirements for Bodies providing Assessments and Accreditation of Conformity Assessment Bodies.
- The requirements as stipulated in the various Memorandums of Agreement with the international bodies and the national regulatory bodies.

SANAS operates in a highly regulated environment requiring robust governance, transparency, compliance, financial accountability, operational efficiency, and effective management of accreditation activities.

To support its strategic objectives and digital transformation agenda, SANAS intends to implement a cloud-based ERP solution that will consolidate business processes into a single integrated system. The ERP will improve operational efficiency, support regulatory and reporting requirements, enhance decision-making through real-time information, and provide a scalable platform capable of supporting future organisational growth

3. OBJECTIVE

The ERP implementation project aims to achieve the following objectives:

3.1 Strategic Objectives

- Improve organisational efficiency and productivity.
- Support SANAS's digital transformation initiatives.
- Establish a single source of truth for enterprise information.
- Improve transparency, accountability and governance.
- Support future organisational growth and scalability.

3.2 Business Objectives

- Integrate finance, human resources, procurement and accreditation-related workflows into a single platform.
- Improve data accuracy and availability of real-time information.
- Enhance reporting and business intelligence capabilities.
- Improve workflow automation and process standardisation.
- Reduce reliance on manual and paper-based processes.

3.3 Governance Objectives

- Strengthen compliance with applicable legislation and regulatory requirements.
- Support governance, audit and risk management processes.
- Ensure compliance with POPIA and applicable information security requirements.
- Improve auditability through automated workflow and approval processes.

The purpose of this document is to invite suitably qualified and interested service providers to submit proposals for the provision of Business insurance services to the South African National Accreditation System (SANAS) offices located at Libertas Office Park, 305 Highway Street, Cnr Libertas and Highway Street, Equestria, Pretoria, 0184, South Africa for a period of three (3) years.

4. SANAS IT ENVIRONMENT

SANAS currently has 83 active users. The WAN network connects via an MPLS network and runs a Consolidated Environment with 98% of the servers being virtualized on either the Microsoft

Hyper-V or the VMware environment which are the predominant hypervisors in the environment. Application servers are located at a local data Centre and services include but not limited to:

- Windows Remote Desktop services
- Sage Evolution Version 11.1.6.0 (please note that the version is subject to change based on system update).
- MS Office 365

5. SCOPE OF WORK

The successful bidder shall provide a complete end-to-end ERP implementation service, including software licensing, implementation, configuration, integration, migration, training, support and maintenance.

4.1 Project Initiation and Planning

The service provider shall:

- Conduct project kick-off workshops.
- Validate and refine business requirements.
- Develop a Project Charter.
- Develop a detailed Project Implementation Plan.
- Establish project governance structures.
- Develop a risk management and communication plan.

4.2 Business Process Analysis and Solution Design

The service provider shall:

- Review and document current ("As-Is") business processes.
- Design future-state ("To-Be") processes.
- Identify process improvements and automation opportunities.
- Develop a Solution Design Document.

4.3 ERP Functional Modules

The Dynamics 365 ERP solution must be an integrated, cloud-based platform comprising the following modules. Bidders may propose additional modules that add value to SANAS operations.

4.3.1 Human Resources Module

The Human Resource Department comprises three (3) employees. The ERP solution must provide a comprehensive and fully integrated Human Resources (HR) Management Module that supports the entire employee lifecycle, from recruitment through to separation, while enabling SANAS to effectively manage its workforce, talent, performance, and organisational development processes.

Employee Information Management

The solution must:

- Maintain a centralized and secure repository of employee records.
- Store personal information, employment history, and contractual details.
- Manage employee qualifications, certifications, and professional registrations.
- Maintain job profiles, organisational assignments, and employment records.
- Support storage and management of HR-related documentation.
- Provide secure access controls and audit trails for employee information.

Recruitment and Onboarding

The solution must support:

- Job requisition creation and approval workflows.
- Vacancy advertising and publication.
- Applicant tracking and candidate management.
- Candidate screening and evaluation processes.
- Interview scheduling and management.
- Offer administration and employment contract generation.
- Employee onboarding workflows and induction processes.
- Seamless transition of candidates into employee records.

Leave Management

The solution must:

- Enable employees to submit leave requests electronically.
- Support managerial review and approval workflows.
- Track leave balances and entitlements.
- Manage multiple leave categories, including:
    - Annual Leave
    - Sick Leave
    - Family Responsibility Leave
    - Study Leave
    - Any other SANAS-approved leave types
- Provide leave reporting and analytics.
- Support leave calendars and workforce planning considerations.

Performance Management

The solution must provide:

- Goal setting and performance planning functionality.
- Employee performance assessments and evaluations.
- Formal performance review processes.
- Continuous feedback and coaching mechanisms.
- Individual development plans.
- Performance tracking and monitoring.
- Performance reporting and analytics dashboards.

Skills and Competency Management

The solution must:

- Maintain a comprehensive skills inventory.
- Record employee competencies and proficiency levels.
- Identify skills and competency gaps.
- Map skills against job requirements and organisational needs.
- Support workforce capability development initiatives.
- Provide competency assessment and reporting functionality.

Training and Development Management

The solution must provide:

- Training needs identification and planning.
- Training programme and course administration.
- Learning and development record management.
- Certification and accreditation tracking.
- Training attendance and completion monitoring.
- Training evaluation and effectiveness assessment.
- Management of employee development programmes and career growth initiatives.

Organisational Structure Management

The solution must:

- Maintain organisational structures and hierarchies.
- Manage reporting relationships and organisational charts.
- Support management of:
  - Departments
  - Positions
  - Job grades
- Support organisational design and restructuring initiatives.
- Facilitate change management activities.

Employee Self-Service (ESS)

The solution must provide secure Employee Self-Service functionality that enables employees to:

- View and update personal information.
- Submit and track leave requests.
- Access employment records.
- View payslips (where applicable).
- Access training and development information.
- Participate in performance management processes.
- Submit HR-related requests and enquiries.
- Access services through web and mobile platforms.

Manager Self-Service (MSS)

The solution must provide Manager Self-Service functionality that enables managers to:

- Approve leave and HR-related requests.
- Monitor employee performance and development activities.
- Access workforce and team reports.
- Manage employee information within delegated authority.
- Track team leave, attendance, and resource availability.
- Support workforce planning and employee management activities.

Workforce Planning

The solution must:

- Forecast workforce requirements.
- Analyse staffing levels and workforce capacity.
- Identify current and future resource gaps.
- Monitor workforce demographics and trends.
- Support strategic workforce and human capital planning.
- Provide workforce planning dashboards and analytics.

Succession Planning

The solution must:

- Identify critical roles and key positions.
- Assess employee readiness and talent potential.
- Create and manage succession pipelines.
- Support leadership development initiatives.
- Monitor succession risks and organisational vulnerabilities.
- Mitigate key-person dependency risks.

Reporting, Analytics and Dashboard Management

The solution must provide:

- Comprehensive HR reporting capabilities.
- Real-time dashboards and workforce analytics.
- Standard and configurable reports.
- Key performance indicators (KPIs) and trend analysis.
- Regulatory and compliance reporting.
- Executive management dashboards.
- Data export and reporting integration capabilities.

Workflow Automation and Audit Management

The solution must:

- Support configurable HR workflows and approval processes.
- Automate routine HR transactions and notifications.
- Maintain comprehensive audit trails of all HR activities.
- Track changes to employee and organisational records.
- Support governance, risk management, and compliance requirements.

Integration and Enterprise Data Management

The solution must:

- Integrate seamlessly with all relevant ERP modules.
- Ensure a single source of truth for employee and organisational data.
- Support data sharing across finance, payroll, procurement, and other business functions.
- Provide secure APIs and integration services.
- Ensure data consistency and integrity across the enterprise.

Compliance and Governance

The solution must:

- Support compliance with applicable labour legislation and regulations.
- Maintain secure employee data in accordance with privacy requirements.
- Provide role-based access controls and security management.
- Support audit, governance, and reporting requirements.
- Facilitate organisational policy enforcement and compliance monitoring.

4.3.2 Procurement & Supply Chain Management Module

The Supply Chain Management Department comprises three (3) employees. The Dynamics 365 ERP solution must provide a comprehensive and fully integrated Procurement and Supply Chain Management Module that supports the complete procurement lifecycle, from supplier registration and sourcing to contract administration, inventory management, goods receipt, and reporting.

Supplier Database Management

The solution must:

- Maintain a centralized repository of supplier information.
- Store supplier profiles and registration details.
- Manage supplier compliance documentation and tax information.
- Record BBBEE credentials and accreditation status.
- Maintain supplier service categories and contact information.
- Store supporting supplier documentation and records.
- Support supplier onboarding and registration workflows.
- Facilitate supplier verification and validation processes.
- Enable supplier profile updates and approvals.
- Support supplier segmentation and categorization.
- Promote effective supplier relationship management.

Supplier Performance Management

The solution must:

- Monitor and evaluate supplier performance against predefined criteria.
- Measure supplier service delivery and quality performance.
- Assess supplier responsiveness and communication effectiveness.
- Track contract compliance and service-level adherence.
- Measure delivery timelines and fulfilment performance.
- Assess supplier risk levels and performance trends.
- Conduct periodic supplier evaluations and assessments.
- Maintain historical supplier performance records.
- Generate supplier performance reports and dashboards.
- Support informed procurement and sourcing decisions.

Requisition Management

The solution must:

- Enable business units to create procurement requisitions.
- Support submission, review, and approval of procurement requests.
- Provide configurable approval workflows.
- Validate budget availability before approval.
- Route approvals according to delegated authority structures.
- Support procurement planning processes.
- Track requisition status throughout the approval lifecycle.
- Integrate with financial management and budgeting processes.
- Ensure compliance with procurement policies and approved budgets.
- Generate requisition-related reports and analytics.

RFQ, Tender and Bid Management

The solution must:

- Support the preparation and publication of:
  - Requests for Quotations (RFQs)
  - Requests for Proposals (RFPs)
  - Tenders
  - Other sourcing events
- Manage supplier invitations and bidder communications.
- Facilitate electronic receipt and management of submissions.
- Support bid opening, evaluation, and adjudication processes.
- Enable scoring and comparative evaluation of bids.
- Support Bid Specification Committee (BSC) processes.
- Support Bid Evaluation Committee (BEC) processes.
- Manage bid recommendations and award processes.
- Maintain a complete audit trail of sourcing activities.
- Support procurement governance requirements.
- Ensure compliance with applicable procurement legislation and policies.
- Maintain records of procurement decisions and approvals.

Purchase Order Management

The solution must:

- Generate purchase orders electronically.
- Support purchase order approval workflows.
- Facilitate issuance and distribution of purchase orders.
- Track purchase order status throughout the procurement lifecycle.
- Manage purchase order amendments and revisions.
- Support purchase order closure and reconciliation.
- Monitor supplier commitments and obligations.
- Track order fulfilment and delivery schedules.
- Monitor outstanding purchase orders.
- Track procurement expenditure against approved budgets.
- Integrate with inventory, contract, and financial management modules.

Contract Management

The solution must:

- Support the complete contract lifecycle, including:
  - Contract creation
  - Contract review
  - Contract approval
  - Contract storage

    - Contract monitoring
    - Contract renewal
    - Contract amendments
    - Contract closure
- Maintain a centralized contract repository.
- Monitor contractual obligations and deliverables.
- Track supplier and contract performance.
- Support compliance management and contract governance.
- Generate alerts and notifications for:
    - Contract expiry dates
    - Renewal dates
    - Contract milestones
    - Service-level commitments
    - Key contractual obligations
- Provide contract reporting and analytics.

Inventory Management

The solution must:

- Manage consumables across multiple SANAS locations.
- Support management of:
    - Consumables
    - Materials
- Classify consumables according to predefined categories.
- Monitor consumables levels in real time.
- Track consumables movements and consumables transactions.
- Support consumables issuance and receipt processes.
- Enable reorder level management and replenishment planning.
- Perform consumables valuation and costing.
- Support consumables reconciliation and consumables activities.
- Generate consumables reports and analytics.
- Ensure effective control and accountability of organizational resources.

Receipt Management

The solution must:

- Record receipt of goods and services from suppliers.
- Verify delivered goods against purchase orders.
- Support approval of goods receipt transactions.
- Capture delivery notes and receipt documentation.
- Match:
    - Purchase Orders
    - Goods Receipt Notes
    - Supplier Invoices

    - Delivery Records
- Support three-way matching processes.
- Facilitate accurate payment processing.
- Support procurement reconciliation and audit requirements.
- Maintain receipt histories and audit trails.

Supply Chain Reporting and Analytics

The solution must provide:

- Comprehensive procurement and supply chain reporting.
- Operational and management reports.
- Compliance and governance reporting.
- Spend analysis and expenditure reporting.
- Supplier performance reporting.
- Procurement planning and sourcing reports.
- Contract management reports.
- Inventory management and stock reports.
- Real-time dashboards and analytics.
- Configurable reports and reporting templates.
- Key Performance Indicator (KPI) monitoring.
- Business intelligence and trend analysis tools.
- Executive and management dashboards.
- Data export and reporting integration capabilities.

Workflow Automation and Governance

The solution must:

- Support configurable procurement workflows.
- Automate approval routing and notifications.
- Maintain complete audit trails for all procurement transactions.
- Record all user activities and approvals.
- Support segregation of duties and internal controls.
- Promote governance, transparency, and accountability.
- Ensure compliance with applicable policies, regulations, and standards.
- Provide exception management and escalation workflows.

Integration and Enterprise Data Management

The solution must:

- Integrate seamlessly with:
    - Financial Management Module
    - Human Resources Module
    - Document Management Module

    - Reporting and Analytics Module
- Provide a single source of truth for procurement and supplier data.
- Facilitate data sharing across ERP functions.
- Ensure consistency and integrity of procurement information.
- Support secure APIs and integration services.
- Eliminate duplicate data capture and manual reconciliation.

Compliance and Regulatory Management

The solution must:

- Support compliance with applicable procurement legislation and regulations.
- Enforce internal procurement policies and procedures.
- Maintain procurement audit records and supporting documentation.
- Support governance and risk management requirements.
- Facilitate procurement audits and reporting.
- Provide role-based access controls and security management.
- Monitor procurement compliance and exceptions.
- Strengthen transparency and accountability across procurement processes.

Strategic Supply Chain Management

The solution must:

- Provide end-to-end visibility of procurement and supply chain activities.
- Support strategic sourcing initiatives.
- Improve procurement efficiency and operational effectiveness.
- Strengthen supplier relationship management.
- Enhance supplier risk management capabilities.
- Support procurement planning and forecasting.
- Facilitate continuous process improvement.
- Enable informed decision-making through real-time insights and analytics.
- Support SANAS's procurement and supply chain management objectives.

4.3.3 Project & Operations Management Module

The Dynamics 365 ERP solution must provide a comprehensive and integrated Project and Operations Management Module that enables SANAS to effectively plan, execute, monitor, and control projects, programmes, and operational activities across the organisation.

Project Planning and Management

The solution must:

- Support the creation, scheduling, and management of projects from initiation to closure.
- Maintain project charters and project documentation.

- Support Work Breakdown Structures (WBS).
- Define and manage project phases and deliverables.
- Create and manage project schedules and timelines.
- Manage task dependencies and critical paths.
- Define project objectives and success criteria.
- Assign project roles, responsibilities, and accountability.
- Support project governance frameworks and approval processes.
- Identify, assess, and manage project risks.
- Monitor project progress against approved plans.
- Track project performance throughout the project lifecycle.

Resource Allocation and Management

The solution must:

- Allocate and manage resources across multiple projects and operational activities.
- Manage:
- Track resource availability and utilisation.
- Monitor employee and team workloads.
- Support workload balancing and optimisation.
- Facilitate capacity planning and resource forecasting.
- Identify resource constraints and conflicts.
- Provide resource allocation reporting and analytics.
- Ensure optimal utilisation of organisational resources.

Milestone and Deliverable Management

The solution must:

- Define project milestones and key deliverables.
- Monitor milestone achievement and completion status.
- Track critical project activities.
- Provide milestone progress indicators and status tracking.
- Generate automated reminders and notifications.
- Support escalation mechanisms for overdue milestones.
- Monitor project schedule performance.
- Produce milestone and deliverable reports.
- Alert management to potential delays and project risks.

Budget Tracking and Financial Control

The solution must:

- Support project and operational budget planning.
- Allocate budgets to projects, programmes, and activities.
- Monitor budget utilisation and expenditure.

- Manage budget approval workflows.
- Track commitments and accruals.
- Monitor actual versus planned expenditure.
- Support cost forecasting and financial planning.
- Perform budget variance analysis.
- Generate project financial reports and dashboards.
- Ensure accountability for project-related expenditure.
- Integrate with the Financial Management Module for real-time financial visibility.

Task Management

The solution must:

- Create and assign project and operational tasks.
- Prioritise tasks based on business requirements.
- Track task progress and completion.
- Manage task deadlines and due dates.
- Support task dependencies and linked activities.
- Generate task notifications and reminders.
- Monitor task performance and accountability.
- Facilitate collaboration among project team members.
- Provide task status reporting and dashboards.
- Maintain audit trails of task assignments and updates.

Operational Planning and Management

The solution must:

- Support the creation and management of operational plans.
- Manage:
    - Departmental operational plans
    - Divisional operational plans
    - Organisational operational plans
- Align operational activities with:
    - Strategic objectives
    - Annual Performance Plans (APPs)
    - Business plans
    - Organisational targets
- Manage operational initiatives and programmes.
- Track action plans, deliverables, and timelines.
- Monitor operational performance and progress.
- Manage resource requirements for operational activities.
- Establish and monitor operational performance indicators.

Project Reporting and Analytics

The solution must provide:

- Real-time project dashboards.
- Standard project reports.
- Customisable project and operational reports.
- Executive management summaries.
- Project status reports.
- Project portfolio management reports.
- Risk and issue reports.
- Resource utilisation reports.
- Budget and financial performance reports.
- Project performance trend analysis.
- Data export and reporting capabilities.
- Business intelligence and visualisation tools.

Performance Monitoring and KPI Management

The solution must:

- Support the establishment and tracking of Key Performance Indicators (KPIs).
- Monitor organisational objectives and targets.
- Track project outcomes and benefits realisation.
- Monitor service delivery commitments.
- Measure operational and project performance.
- Provide automated performance tracking and measurement.
- Conduct performance trend analysis.
- Generate scorecards and management dashboards.
- Provide exception reporting and early warning indicators.
- Identify performance gaps and improvement opportunities.
- Support data-driven decision-making.

Risk, Issue and Governance Management

The solution must:

- Maintain project and operational risk registers.
- Record and manage project issues.
- Track mitigation and corrective action plans.
- Monitor project governance compliance.
- Support project approval and review processes.
- Track decisions, actions, and governance outcomes.
- Facilitate escalation and exception management.
- Maintain complete audit trails of project activities.
- Support organisational governance and accountability requirements.

Workflow Automation and Collaboration

The solution must:

- Support configurable project and operational workflows.
- Automate approvals, notifications, and escalations.
- Facilitate collaboration between departments and project teams.
- Support document sharing and communication tracking.
- Enable workflow monitoring and performance reporting.
- Improve efficiency through process automation.
- Ensure accountability and transparency throughout project execution.

Portfolio and Programme Management

The solution must:

- Manage multiple projects and programmes within a consolidated portfolio.
- Prioritise projects based on strategic importance.
- Monitor portfolio performance and resource allocation.
- Track dependencies between projects and programmes.
- Assess project health, risks, and benefits.
- Support portfolio governance and decision-making.
- Provide portfolio-level reporting and dashboards.
- Enable effective project prioritisation and investment planning.

Integration and Enterprise Data Management

The solution must:

- Integrate seamlessly with:
    - Financial Management Module
    - Human Resources Module
    - Procurement and Supply Chain Management Module
    - Customer Relationship Management (CRM) Module
    - Reporting and Analytics Module
- Provide a single, consolidated view of:
    - Projects
    - Operational activities
    - Resources
    - Budgets
    - Risks
    - Performance indicators
- Ensure data consistency and integrity across the ERP environment.
- Support real-time information sharing between modules.
- Eliminate data duplication and manual reconciliation.
- Provide secure APIs and integration capabilities.

Strategic Planning and Organisational Performance

The solution must:

- Support execution of strategic initiatives and programmes.
- Align projects and operations with organisational strategy.
- Monitor progress against strategic objectives.
- Support achievement of Annual Performance Plan (APP) targets.
- Facilitate organisational performance management.
- Improve project delivery and operational effectiveness.
- Enhance governance, accountability, and transparency.
- Support continuous improvement initiatives.
- Provide management with real-time visibility into organisational performance.
- Enable SANAS to achieve its strategic and operational objectives.

4.3.4 Document Management System (DMS) Module

The Information Technology Department comprises four (4) employees. The Dynamics 365 ERP solution must provide a comprehensive and fully integrated Document Management System (DMS) Module that enables SANAS to effectively manage, secure, store, retrieve, archive, and govern documents and records throughout their lifecycle.

Electronic Document Repository

The solution must:

- Provide a centralized electronic repository for all organizational documents and records.
- Serve as the official storage location for:
    - Policies and procedures
    - Contracts and agreements
    - Correspondence
    - Reports
    - Accreditation records
    - Project documentation
    - Operational records
    - Other business documents and content
- Support both structured and unstructured content.
- Facilitate document storage, retrieval, and lifecycle management.
- Enable authorized users to access information based on predefined permissions.
- Ensure high availability and secure document storage.

Document Search and Retrieval

The solution must:

- Provide advanced document search functionality.
- Support document categorization and classification.

- Enable document indexing and tagging.
- Support keyword and metadata-based searches.
- Allow filtering by document type, owner, category, status, and date.
- Enable rapid retrieval of documents and records.
- Support full-text search capabilities.
- Improve accessibility and discoverability of organizational information.

Version Control Management

The solution must:

- Maintain comprehensive version control for all managed documents.
- Track document revisions and amendment history.
- Record:
    - Version numbers
    - Amendment dates
    - Modification details
    - User information
- Enable comparison of document versions.
- Allow restoration of previous document versions.
- Prevent unauthorized overwriting of approved documents.
- Ensure document integrity and accountability.
- Support management of controlled documents.

Workflow Approval and Document Control

The solution must:

- Support configurable document review and approval workflows.
- Automate document publication and distribution processes.
- Enable role-based workflows for:
    - Reports
    - Operational documents
    - Other controlled records
- Provide automated notifications and reminders.
- Support escalation workflows for overdue approvals.
- Track workflow status and approval progress.
- Support electronic approvals and sign-offs.
- Maintain workflow audit logs and approval histories.
- Ensure governance and compliance with document control requirements.

Document Security and Access Control

The solution must:

- Provide role-based access controls (RBAC).

- Support secure user authentication and authorization.
- Enable document classification and security labeling.
- Apply permissions at document, folder, and repository levels.
- Support encryption of documents and sensitive information.
- Maintain comprehensive audit logs of document activities.
- Control permissions for:
    - Viewing
    - Editing
    - Sharing
    - Approving
    - Deleting documents
- Support compliance with POPIA and information security requirements.
- Protect confidential and sensitive organizational information.

Metadata Management

The solution must:

- Support creation and maintenance of metadata structures.
- Enable management of document attributes and classifications.
- Allow SANAS to define:
    - Document categories
    - Document types
    - Keywords
    - Ownership information
    - Retention classifications
    - Business-specific metadata attributes
- Improve document searchability and organization.
- Support metadata-driven reporting and governance.
- Ensure consistency in document classification across the organization.

Records Retention Management

The solution must:

- Support records retention and disposal policies.
- Allow definition of retention schedules and rules.
- Manage record classifications and retention categories.
- Support automated retention triggers.
- Enable disposition approval workflows.
- Generate notifications when records reach retention milestones.
- Track records due for disposal or archival.
- Maintain complete audit trails of retention activities.
- Ensure compliance with legal, regulatory, audit, and business requirements.

Archiving and Long-Term Preservation

The solution must:

- Support secure archiving of inactive and historical records.
- Facilitate long-term preservation of business-critical information.
- Automate document and records archiving processes.
- Provide secure storage of archived records.
- Allow retrieval and restoration of archived information.
- Generate archival management and retrieval reports.
- Ensure availability of archived information for:
    - Audit purposes
    - Regulatory compliance
    - Legal requirements
    - Business continuity needs
- Maintain archival integrity and security.

Microsoft SharePoint Integration

The solution must:

- Integrate seamlessly with Microsoft SharePoint.
- Support document synchronization between systems.
- Enable document storage and sharing across platforms.
- Provide workflow interoperability between the DMS and SharePoint.
- Support metadata exchange and synchronization.
- Maintain permissions and security consistency.
- Support document version synchronization.
- Enable centralized search capabilities across both environments.
- Leverage SANAS's existing Microsoft ecosystem and collaboration tools.

Reporting, Dashboards and Analytics

The solution must provide:

- Comprehensive document management reporting.
- Real-time management dashboards.
- Document activity and usage analytics.
- Compliance monitoring reports.
- Audit and governance reports.
- Workflow performance reporting.
- Records retention and disposal reports.
- User activity and access reports.
- Executive management dashboards.
- Configurable and ad-hoc reporting capabilities.
- Key performance indicators (KPIs) and trend analysis.

Audit Trails and Compliance Monitoring

The solution must:

- Maintain complete audit trails for all document-related activities.
- Track document creation, modification, access, approval, and deletion events.
- Record user actions and system activities.
- Monitor document compliance with organizational policies.
- Support internal and external audit requirements.
- Generate compliance reports and exception notifications.
- Strengthen governance, transparency, and accountability.

Workflow Automation and Collaboration

The solution must:

- Automate document-centric business processes.
- Support collaboration among departments and users.
- Enable document sharing and collaboration controls.
- Facilitate review cycles and collaborative authoring.
- Support automated notifications and task assignments.
- Improve productivity and reduce manual document handling.
- Ensure controlled collaboration while maintaining governance requirements.

The solution must:

- Provide a single source of truth for enterprise documents and records.
- Enable secure information sharing across ERP modules.
- Eliminate duplicate document repositories.
- Ensure data consistency and integrity across the enterprise.
- Support enterprise-wide records management standards.
- Facilitate integrated business processes and information governance.

4.3.4 Governance and Information Management

The solution must:

- Support enterprise records management frameworks.
- Enforce document governance policies and standards.
- Facilitate compliance with regulatory and statutory requirements.
- Improve information accessibility and knowledge sharing.
- Support organizational transparency and accountability.
- Strengthen information lifecycle management.
- Promote effective records governance and risk management.
- Enable SANAS to manage corporate information assets effectively throughout their lifecycle.

4.3.5 Reporting & Business Intelligence (BI) Module

The Dynamics 365 ERP solution must provide a comprehensive and integrated Reporting and Business Intelligence (BI) Module that enables SANAS to transform operational and transactional data into meaningful insights that support strategic planning, operational management, performance monitoring, compliance reporting, and informed decision-making.

Operational Dashboards

The solution must:

- Provide operational dashboards tailored to departmental and business unit requirements.
- Deliver real-time visibility into:
    - Daily operational activities
    - Workloads and resource utilization
    - Service delivery performance
    - Project progress
    - Procurement activities
    - Financial commitments
    - Customer interactions
    - Operational KPIs
- Enable departments to monitor operational performance proactively.
- Identify bottlenecks and operational risks.
- Support continuous operational improvement initiatives.

KPI Monitoring and Performance Management

The solution must:

- Enable definition and management of Key Performance Indicators (KPIs).
- Support monitoring of:
    - Annual Performance Plan (APP) targets
    - Strategic objectives
    - Departmental performance measures
    - Service delivery standards
    - Project milestones
    - Compliance metrics
    - Operational performance indicators
- Track actual performance against predefined targets.
- Generate scorecards and performance dashboards.
- Provide alerts and exception notifications for underperformance.
- Support trend analysis and performance forecasting.
- Enable management reporting and organizational performance reviews.

Self-Service Reporting

The solution must:

- Provide self-service reporting capabilities for authorized users.

- Enable users to create reports without ICT or technical assistance.
- Offer a user-friendly reporting interface.
- Allow users to:
  - Select data sources
  - Define report parameters
  - Apply filters and conditions
  - Create data visualizations
  - Build custom reports
- Support report saving and reuse.
- Maintain governance, security, and access controls.
- Empower business users to independently analyse information.

Ad-hoc Reporting and Data Analysis

The solution must:

- Provide on-demand report generation capabilities.
- Allow users to perform ad-hoc data analysis.
- Support querying across multiple ERP modules.
- Enable:
  - Data exploration
  - Custom report creation
  - Flexible report design
  - Creation of custom views
  - Information extraction for audits and compliance reviews
- Support changing business and reporting requirements.
- Facilitate operational, management, and regulatory reporting.

Scheduled Reporting and Automated Distribution

The solution must:

- Support automated report generation.
- Schedule reports at predefined intervals, including:
  - Daily
  - Weekly
  - Monthly
  - Quarterly
  - Annually
- Automatically distribute reports through:
  - Email
  - Dashboards
  - Shared repositories
  - Other approved channels
- Support:
  - Management reporting

    - Compliance reporting
    - Audit reporting
    - Financial reporting
    - Operational reporting
- Reduce manual reporting effort and improve information availability.

Data Visualization and Interactive Analytics

The solution must provide:

- Advanced data visualization capabilities.
- Interactive and user-friendly visual analytics tools.
- Support for:
    - Charts
    - Graphs
    - Scorecards
    - Gauges
    - Heat maps
    - Trend analysis visuals
    - Geographic maps
    - Dashboards
    - Visual analytical reports
- Allow users to:
    - Apply filters
    - Drill down to detailed information
    - Explore underlying data
    - Customize views and displays
- Present complex data in an intuitive and understandable format.

Predictive Analytics and Forecasting

The solution must:

- Provide predictive analytics functionality.
- Leverage historical and current data for forecasting purposes.
- Support forecasting in the following areas:
    - Budgeting and financial planning
    - Resource allocation and planning
    - Procurement forecasting
    - Workforce planning
    - Project performance forecasting
    - Risk identification and mitigation
    - Customer trends and demand analysis
    - Operational planning
- Identify trends and emerging patterns.
- Support proactive and data-driven decision-making.

Reporting and Analytics Governance

The solution must:

- Implement role-based access controls for reports and dashboards.
- Support reporting permissions management.
- Maintain comprehensive audit trails for reporting activities.
- Track report generation, access, modifications, and distribution.
- Support data governance standards and policies.
- Ensure security, confidentiality, and integrity of organizational data.
- Monitor compliance with organizational and regulatory requirements.

Business Intelligence Platform Integration

The solution must:

- Integrate seamlessly with all ERP modules.
- Consolidate information from:
  - Financial Management
  - Human Resources
  - Procurement and Supply Chain Management
  - Project and Operations Management
  - Customer Relationship Management (CRM)
  - Asset Management
  - Document Management
  - Other ERP components
- Provide a single source of truth for reporting and analytics.
- Ensure data consistency and integrity across the enterprise.
- Support enterprise-wide reporting requirements.

Compliance, Audit and Regulatory Reporting

The solution must:

- Support the generation of compliance and regulatory reports.
- Facilitate internal and external audit reporting.
- Provide automated compliance monitoring and reporting.
- Track regulatory and governance requirements.
- Generate audit-ready reports and supporting documentation.
- Support management oversight and governance structures.
- Maintain historical reporting records for audit purposes.

Management Reporting and Decision Support

The solution must:

- Provide executive, strategic, tactical, and operational reporting.
- Support informed decision-making through actionable insights.
- Deliver real-time and historical performance information.
- Facilitate organizational planning and performance reviews.
- Enable cross-functional reporting and analysis.
- Support evidence-based management and governance practices.
- Improve visibility into organizational performance and outcomes.

Technology, Licensing and Platform Requirements

The service provider must:

- Clearly specify the reporting and business intelligence platform proposed.
- Describe dashboard, analytics, and visualization capabilities.
- Identify all supported data sources and integration mechanisms.
- Specify any third-party analytics tools or technologies utilized.
- Provide details of licensing requirements, licensing models, and associated costs.
- Confirm scalability and future expansion capabilities.
- Outline platform administration and maintenance requirements.
- Identify training requirements for end-users and administrators.

Enterprise Reporting and Analytics Strategy

The solution must:

- Provide SANAS with enterprise-wide visibility into organizational performance.
- Enable real-time access to accurate and actionable information.
- Strengthen governance, compliance, and accountability.
- Improve operational efficiency and performance management.
- Support strategic planning and organizational decision-making.
- Facilitate continuous improvement through data-driven insights.
- Promote a culture of performance measurement, analytics, and business intelligence across the organization.

4.3.6 Marketing & Communication Module

The Marketing and Communications Department comprises three (3) employees. The Dynamics 365 ERP solution must provide a comprehensive and integrated Marketing and Communication Module that enables SANAS to effectively plan, execute, manage, monitor, and evaluate its internal and external communication, awareness, stakeholder engagement, and marketing initiatives.

Campaign Management

The solution must:

- Support the planning, execution, monitoring, and evaluation of communication and marketing campaigns.

- Enable the creation and management of campaigns from inception to completion.
- Manage:
    - Campaign objectives
    - Target audiences
    - Communication channels
    - Campaign schedules
    - Campaign budgets
    - Key performance indicators (KPIs)
    - Campaign outcomes
- Support multi-channel communication and marketing campaigns.
- Track campaign effectiveness and performance.
- Monitor audience reach and engagement levels.
- Measure participation and response rates.
- Provide campaign performance analytics and reporting.
- Support continuous improvement of communication and awareness initiatives.

Email Communication Management

The solution must:

- Provide comprehensive email communication capabilities.
- Support the creation, distribution, and management of bulk and targeted communications.
- Enable management of:
    - Email templates
    - Mailing lists
    - Distribution groups
    - Personalized communications
    - Newsletters
    - Event invitations
    - Awareness campaigns
    - Surveys
    - Accreditation updates
    - Stakeholder announcements
- Support automated notifications and communication workflows.
- Track email delivery and communication history.
- Provide email engagement metrics, including:
    - Open rates
    - Click-through rates
    - Response rates
    - Delivery statistics
- Support bounce management and subscription management.
- Maintain communication records and audit trails.

Event Management

The solution must:

- Support planning and administration of:
  - Training sessions
  - Workshops
  - Accreditation conferences
  - Stakeholder forums
  - Awareness campaigns
  - Industry engagements
  - Corporate events
- Facilitate event scheduling and calendar management.
- Manage registrations and participant information.
- Support invitation distribution and attendance tracking.
- Manage venues, facilities, and event resources.
- Enable event-related communications and notifications.
- Support event evaluations and feedback collection.
- Generate post-event reports and performance analytics.
- Support both physical and virtual events.
- Integrate with approved collaboration and conferencing platforms.

Surveys and Feedback Management

The solution must:

- Enable the creation and management of surveys and questionnaires.
- Support:
  - Stakeholder surveys
  - Client satisfaction surveys
  - Employee surveys
  - Event evaluations
  - Customer experience surveys
  - Industry perception surveys
  - Polls and feedback forms
- Automate survey distribution and follow-up communications.
- Collect and manage responses electronically.
- Monitor response rates and participation levels.
- Perform survey data analysis and reporting.
- Track feedback trends and stakeholder sentiment.
- Generate actionable insights to support continuous improvement.

Stakeholder Engagement Management

The solution must:

- Support management of stakeholder engagement activities.
- Maintain stakeholder communication records and histories.
- Track engagement activities across multiple stakeholder groups.
- Support stakeholder segmentation and profiling.

- Monitor stakeholder interactions and participation.
- Facilitate relationship management with:
    - Clients
    - Accredited facilities
    - Government departments
    - Regulatory bodies
    - Industry associations
    - Employees
    - Other interested parties
- Support the planning and monitoring of stakeholder engagement initiatives.

Communication Analytics and Performance Monitoring

The solution must:

- Provide comprehensive communication performance analytics.
- Measure and monitor:
    - Campaign effectiveness
    - Communication reach
    - Stakeholder engagement
    - Email performance
    - Event attendance
    - Survey participation
    - Audience interaction levels
    - Communication trends
- Produce performance dashboards and management reports.
- Support trend analysis and historical comparisons.
- Identify communication improvement opportunities.
- Enable data-driven communication and stakeholder engagement strategies.

Content Management

The solution must:

- Provide centralized content management capabilities.
- Maintain repositories for communication and marketing materials.
- Manage:
    - Marketing content
    - Communication materials
    - Awareness campaign materials
    - Digital assets
    - Corporate publications
    - Templates and branding resources
- Support version control and content approval processes.
- Ensure consistency of messaging and branding.
- Facilitate content reuse and distribution across communication channels.

Workflow Automation and Approval Management

The solution must:

- Support configurable workflow approval processes.
- Automate communication and campaign management processes.
- Facilitate review, approval, and publication workflows.
- Provide automated notifications and reminders.
- Support escalation procedures and exception management.
- Track workflow status and approvals.
- Maintain complete workflow audit trails.
- Improve operational efficiency and governance.

Reporting and Dashboards

The solution must provide:

- Real-time communication and marketing dashboards.
- Campaign performance reports.
- Stakeholder engagement reports.
- Email communication reports.
- Event management reports.
- Survey and feedback reports.
- Executive-level communication summaries.
- Operational communication reports.
- Trend analysis and forecasting reports.
- Configurable and ad-hoc reporting capabilities.
- Key Performance Indicator (KPI) monitoring and scorecards.

Security, Audit and Governance

The solution must:

- Implement role-based access controls.
- Support secure user authentication and authorization.
- Maintain comprehensive audit logs of all activities.
- Track user actions related to communications, campaigns, surveys, and events.
- Protect sensitive stakeholder and communication data.
- Ensure compliance with information governance and data protection requirements.
- Support accountability and transparency across communication activities.

Integration and Enterprise Collaboration

The solution must:

- Integrate seamlessly with:

    - Customer Relationship Management (CRM) Module
    - Human Resources Module
    - Document Management Module
    - Project and Operations Management Module
    - Reporting and Business Intelligence Module
    - Other relevant ERP components
- Support a single source of truth for stakeholder and communication information.
- Enable secure sharing of information across business functions.
- Facilitate collaboration between departments and stakeholders.
- Ensure consistency and integrity of marketing and communication data.

Strategic Communication and Brand Management

The solution must:

- Support SANAS's strategic communication objectives.
- Enhance organizational brand visibility and reputation.
- Promote SANAS services and accreditation activities.
- Strengthen stakeholder relationships and engagement.
- Improve awareness and outreach initiatives.
- Facilitate consistent corporate messaging and branding.
- Support organizational transparency and stakeholder confidence.
- Enable effective communication with internal and external audiences.

Centralized Marketing and Communication Management

The solution must:

- Provide a single platform for managing all communication and marketing activities.
- Centralize campaign, event, survey, stakeholder, and communication management functions.
- Improve efficiency, governance, and coordination of communication initiatives.
- Enhance collaboration across departments and business units.
- Support informed decision-making through analytics and reporting.
- Strengthen stakeholder engagement and communication effectiveness.
- Enable SANAS to effectively manage and monitor all internal and external communication activities.

4.3.7 Enterprise Performance Management (EPM) Module

The EXCO comprises three (3) employees. The Dynamics 365 ERP solution must provide a comprehensive and integrated Enterprise Performance Management (EPM) Module that enables SANAS to effectively manage strategic planning, organizational performance monitoring, performance reporting, and the achievement of institutional objectives.

Strategic Planning Management

The solution must:

- Support the development, management, review, and monitoring of SANAS's Strategic Plan.
- Manage:
  - Strategic objectives
  - Organizational priorities
  - Programmes
  - Strategic initiatives
  - Strategic outcomes
- Align strategic objectives with:
  - Organizational mandates
  - Annual Performance Plans (APPs)
  - Budgets
  - Projects
  - Operational activities
- Support strategic planning cycles and reviews.
- Incorporate risk management considerations into strategic planning.
- Facilitate alignment of performance objectives across divisions and departments.
- Monitor implementation and achievement of strategic goals.
- Provide visibility into strategic performance and progress.

Annual Performance Planning (APP) Management

The solution must:

- Support the preparation, management, and monitoring of Annual Performance Plans (APPs).
- Enable definition and management of:
  - Annual objectives
  - Performance indicators
  - Targets
  - Strategic initiatives
  - Milestones
  - Responsible officials
  - Reporting requirements
- Support cascading of performance commitments from:
  - Organizational level
  - Divisional level
  - Departmental level
  - Programme level
  - Project level
  - Individual level (where applicable)
- Facilitate APP approval workflows.
- Support performance updates and progress tracking.
- Generate variance and exception reports.
- Support periodic performance reviews throughout the reporting cycle.

Key Performance Indicator (KPI) Management

The solution must:

- Enable definition and maintenance of KPIs.
- Support monitoring of:
    - Strategic KPIs
    - Operational KPIs
    - Financial KPIs
    - Service delivery KPIs
    - Compliance KPIs
    - Project-related KPIs
- Assign KPI ownership and accountability.
- Support target setting and threshold management.
- Enable KPI calculations and automated performance measurement.
- Facilitate data collection and automated updates.
- Support performance trend analysis and forecasting.
- Generate alerts and notifications when performance deviates from targets.
- Provide KPI reporting and dashboard capabilities.

Organisation-Wide Performance Monitoring

The solution must:

- Provide real-time visibility into organizational performance.
- Monitor:
    - Strategic objectives
    - APP targets
    - Departmental performance
    - Programme outcomes
    - Project delivery
    - Service delivery levels
    - Compliance obligations
    - Operational performance indicators
- Support continuous performance monitoring.
- Facilitate performance evaluations and reviews.
- Enable corrective action management and follow-up.
- Track performance improvement initiatives.
- Support escalation management and exception reporting.
- Promote continuous organizational improvement.

Scorecard Management

The solution must:

- Provide configurable scorecards for performance monitoring.
- Enable scorecard management at:
    - Executive level

  - Departmental level
  - Divisional level
  - Programme level
  - Project level
- Display:
  - Objectives
  - Targets
  - Actual performance results
  - Variances
  - Status indicators
  - Performance trends
- Support visual performance reporting.
- Enable drill-down analysis of scorecard results.
- Promote accountability and informed decision-making.

Balanced Scorecard Reporting

The solution must:

- Support Balanced Scorecard methodologies.
- Enable performance measurement across:
  - Financial performance
  - Stakeholder and customer satisfaction
  - Internal business processes
  - Learning and growth
  - Operational excellence
  - Strategic outcomes
- Define objectives, measures, initiatives, and targets within each perspective.
- Automate performance reporting against scorecard measures.
- Track progress toward strategic and operational outcomes.
- Generate balanced scorecard reports and dashboards.

Strategic Reporting and Executive Analytics

The solution must provide:

- Executive performance reports.
- Governance and oversight reports.
- Board and committee reports.
- APP performance reports.
- Strategic progress reports.
- Quarterly performance reports.
- Annual performance reports.
- Regulatory and statutory reports.
- Real-time strategic dashboards.
- Performance trend analysis.

- Performance forecasting capabilities.
- Drill-down reporting functionality.
- Consolidated organizational performance views.
- Data-driven decision-support information.

Performance Review and Evaluation Management

The solution must:

- Facilitate structured performance review processes.
- Support periodic performance assessments and evaluations.
- Track performance achievements against approved targets.
- Record performance discussions and review outcomes.
- Support management review workflows.
- Monitor corrective actions and performance improvement plans.
- Maintain performance review histories and records.
- Support evidence-based performance evaluations.

Exception Management and Corrective Action Tracking

The solution must:

- Identify performance variances and exceptions.
- Generate automated alerts for underperformance.
- Record corrective actions and improvement initiatives.
- Assign accountability for corrective actions.
- Monitor implementation and completion of actions.
- Escalate unresolved performance issues.
- Support proactive management intervention.
- Maintain audit trails of corrective action activities.

Workflow Automation and Governance

The solution must:

- Support configurable workflow automation.
- Facilitate planning, review, and approval processes.
- Automate notifications, reminders, and escalations.
- Support electronic approvals and sign-offs.
- Track workflow status and progress.
- Improve efficiency of performance management processes.
- Ensure compliance with governance and accountability requirements.

Audit Trails and Compliance Management

The solution must:

- Maintain comprehensive audit trails for all performance management activities.
- Record changes to objectives, indicators, targets, and performance data.
- Track approvals, updates, and reviews.
- Support audit and compliance requirements.
- Provide traceability and accountability of performance information.
- Facilitate internal and external audit processes.
- Support governance and regulatory reporting requirements.

Role-Based Access and Security Management

The solution must:

- Implement role-based access controls.
- Support secure authentication and user management.
- Restrict access to performance information based on user roles.
- Protect sensitive organizational and performance data.
- Manage permissions for:
  - Viewing
  - Editing
  - Approving
  - Reporting
  - Administration
- Maintain data confidentiality and integrity.

Integration and Enterprise Data Management

The solution must integrate seamlessly with:

- Financial Management Module
- Human Resources Module
- Procurement and Supply Chain Management Module
- Project and Operations Management Module
- Customer Relationship Management (CRM) Module
- Reporting and Business Intelligence Module
- Document Management Module
- Other ERP modules as applicable

The solution must:

- Provide a single source of truth for organizational performance data.
- Consolidate performance information across the enterprise.
- Ensure data consistency and integrity.
- Eliminate duplicate data capture and reporting.
- Enable enterprise-wide performance visibility.

Governance, Decision Support and Strategic Management

The solution must:

- Support strategic management and governance practices.
- Strengthen organizational accountability and transparency.
- Facilitate executive decision-making through real-time performance insights.
- Enable evidence-based planning and monitoring.
- Improve alignment between strategy, operations, programmes, and projects.
- Support public-sector performance monitoring and reporting requirements.
- Enhance organizational performance governance.
- Enable SANAS to effectively manage strategic objectives, APP commitments, organizational performance, and continuous improvement initiatives.

Public Sector Performance Management Compliance

The solution must:

- Support public-sector planning and reporting frameworks.
- Facilitate compliance with governance and accountability requirements.
- Support APP development, monitoring, and reporting.
- Maintain audit-ready performance records and evidence.
- Enable monitoring of government and regulatory commitments.
- Support oversight and governance structures through timely reporting.
- Ensure transparency and accountability in organizational performance management.
- Provide the tools necessary for effective strategic oversight and performance management within a governance-focused environment.

4.3.8 Risk Management Module

The Risk Management Department comprises of one (1) employee. The ERP solution must provide a comprehensive and integrated Risk Management Module that enables SANAS to implement, manage, monitor, and continuously improve its Enterprise Risk Management (ERM) framework.

Enterprise Risk Management (ERM)

The solution must:

- Support SANAS's Enterprise Risk Management (ERM) framework.
- Provide a structured and auditable environment for risk management.
- Support:
    - Strategic risks
    - Operational risks
- Promote proactive risk identification and management.
- Facilitate informed decision-making through risk intelligence.
- Support risk governance and oversight across the organization.

Risk Register Management

The solution must:

- Provide a centralized and configurable enterprise-wide risk register.
- Support the recording and management of risks at:
  - Strategic level
  - Organizational level
  - Divisional level
  - Departmental level
  - Project level
  - Operational level
- Capture and maintain:
  - Risk descriptions
  - Root causes
  - Risk consequences
  - Risk categories
  - Likelihood ratings
  - Impact ratings
  - Inherent risk scores
  - Residual risk scores
  - Risk owners
  - Review dates
  - Mitigation actions
  - Link to strategic outcome
  - Generate risk number
- Support risk classification and categorization.
- Enable assignment of risk ownership and accountability.
- Support risk lifecycle management.
- Maintain version control and historical records.
- Provide comprehensive audit trails for all risk-related activities.

Risk Assessment and Analysis

The solution must:

- Support qualitative and quantitative risk assessment methodologies.
- Facilitate risk identification and evaluation processes.
- Enable:
  - Risk scoring
  - Risk ranking
  - Likelihood assessments
  - Impact assessments
  - Risk prioritization
  - Scenario analysis
- Generate risk heat maps and risk matrices.
- Perform risk trend analysis.
- Support periodic risk reviews and reassessments.

- Monitor emerging risks and changing risk environments.
- Facilitate proactive management of organizational risks.

Control Monitoring and Internal Control Management

The solution must:

- Record and maintain internal controls linked to identified risks.
- Map controls to risk categories and risk events.
- Assign control owners and responsibilities.
- Schedule and manage control reviews.
- Monitor control effectiveness and performance.
- Support control testing and validation activities.
- Document:
    - Control deficiencies
    - Control failures
    - Improvement recommendations
- Generate alerts when:
    - Controls become ineffective
    - Controls are overdue for review
    - Remediation actions are required
- Support continuous control monitoring and assurance activities.

Incident Management

The solution must:

- Support the recording and management of incidents throughout their lifecycle.
- Enable logging and classification of incidents related to:
    - Operations
    - Compliance
    - Information security
    - Business continuity
    - Service delivery
    - Organizational reputation
- Assess incident severity and impact.
- Assign accountable officials and incident owners.
- Track investigations and corrective actions.
- Support escalation and approval workflows.
- Monitor incident resolution activities.
- Maintain a comprehensive audit trail of incident management activities.
- Generate incident reports and trends analysis.

Risk Mitigation and Treatment Planning

The solution must:

- Support development and management of risk treatment plans.
- Enable users to:
    - Define mitigation actions
    - Assign responsibilities
    - Establish target dates
    - Track progress
    - Assess mitigation effectiveness
- Monitor implementation of risk responses.
- Evaluate residual risks after mitigation activities.
- Generate alerts and reminders for overdue actions.
- Support escalation of delayed mitigation activities.
- Provide performance monitoring of mitigation plans.
- Maintain records of risk treatment decisions and outcomes.

Risk Reporting and Analytics

The solution must provide:

- Comprehensive risk reporting capabilities.
- Real-time risk dashboards.
- Enterprise risk registers.
- Risk heat maps and risk matrices.
- Risk trend analysis reports.
- Risk appetite and tolerance reports.
- Incident management reports.
- Control effectiveness reports.
- Compliance and governance reports.
- Executive and board-level risk summaries.
- Drill-down analysis capabilities.
- Configurable and ad-hoc risk reports.
- Key Risk Indicator (KRI) reporting and monitoring.

Risk Review and Governance Management

The solution must:

- Schedule and manage periodic risk reviews.
- Support risk committee and governance reporting requirements.
- Facilitate management review of risks and controls.
- Track risk acceptance, transfer, mitigation, and avoidance decisions.
- Monitor compliance with risk management policies and frameworks.
- Provide visibility of risk ownership and accountability.
- Support governance, oversight, and risk assurance activities.

Workflow Automation and Notifications

The solution must:

- Support configurable risk management workflows.
- Automate:
  - Risk assessments
  - Risk reviews
  - Approvals
  - Escalations
  - Notifications
- Generate automated reminders for:
  - Risk reviews
  - Control assessments
  - Incident updates
  - Mitigation actions
  - Issue resolutions
- Monitor workflow status and completion.
- Improve efficiency and accountability through automation.

Audit Trails and Compliance Management

The solution must:

- Maintain complete audit trails for all risk management activities.
- Record:
  - Risk creation and updates
  - Control assessments
  - Incident management activities
  - Issue management actions
  - Mitigation plan updates
  - Workflow approvals
- Support internal and external audit requirements.
- Promote accountability, transparency, and governance.
- Ensure traceability of all risk-related decisions and activities.

Role-Based Security and Access Control

The solution must:

- Implement role-based access controls.
- Support secure authentication and user management.
- Restrict access to risk information according to user roles.
- Provide permissions for:
  - Viewing
  - Editing
  - Reviewing
  - Approving

    - Reporting
    - Administration
- Protect confidential and sensitive risk information.
- Support organizational information security requirements.

Key Risk Indicator (KRI) Monitoring

The solution must:

- Support the definition and management of Key Risk Indicators (KRIs).
- Monitor risk trends and emerging threats.
- Track risk thresholds and tolerance levels.
- Generate alerts when risk levels exceed acceptable limits.
- Provide trend analysis and forecasting capabilities.
- Support proactive risk monitoring and early warning mechanisms.
- Integrate KRIs with enterprise performance and governance reporting.

Integration and Enterprise Risk Visibility

The solution must:

- Provide a holistic view of organizational risks.
- Link risks to strategic objectives, projects, assets, and business processes.
- Support enterprise-wide risk visibility and reporting.
- Ensure consistency and integrity of risk information across the ERP environment.
- Facilitate integrated governance, risk, and compliance (GRC) management.

Governance, Assurance and Decision Support

The solution must:

- Strengthen organizational governance and risk oversight.
- Support board, committee, and executive reporting requirements.
- Facilitate evidence-based risk decision-making.
- Promote accountability and ownership of risks.
- Enable proactive identification and treatment of emerging risks.
- Support continuous improvement of SANAS's ERM framework.
- Enhance organizational resilience and business continuity.
- Provide management with timely and actionable risk intelligence.
- Support achievement of SANAS strategic and operational objectives through effective risk management.

4.3.9 Fleet Management Module

The Fleet Management Department comprises of one (1) employee. The ERP solution must provide a comprehensive and fully integrated Fleet Management Module that enables SANAS to effectively manage, monitor, control, and optimize its fleet of vehicles and transport resources throughout their operational lifecycle.

Vehicle Register Management

The solution must:

- Maintain a centralized and secure vehicle register for all fleet assets.
- Store and manage:
  - Vehicle registration details
  - Vehicle type, make, and model
  - Engine and chassis numbers
  - Ownership information
  - License expiry dates
  - Insurance information
  - Acquisition and disposal details
  - Vehicle status and availability
  - Assigned custodians
  - Operational locations
- Maintain a complete history of vehicle-related transactions and activities.
- Provide real-time visibility of the entire fleet inventory.
- Support vehicle lifecycle management from acquisition to disposal.

Vehicle Utilisation Monitoring

The solution must:

- Monitor and analyse vehicle usage and operational performance.
- Track:
  - Vehicle mileage
  - Travel patterns
  - Utilisation rates
  - Vehicle allocation
  - Vehicle availability
  - Downtime and idle periods
- Identify underutilized and overutilized vehicles.
- Monitor vehicle performance and efficiency.
- Support fleet planning and optimization.
- Provide management with utilization reports and performance insights.

Fuel and Fuel Slip Management

The solution must:

- Record and monitor fuel usage across the fleet.
- Capture and manage:
  - Fuel purchases

    - Fuel slips
    - Fuel card transactions
    - Fuel costs
    - Mileage readings
    - Fuel consumption records
- Calculate fuel efficiency indicators.
- Detect fuel variances and anomalies.
- Identify unusual fuel consumption patterns.
- Support monitoring of potential fuel misuse or fraud.
- Generate reports on:
    - Fuel expenditure
    - Fuel consumption
    - Fuel efficiency
    - Fleet operating costs

Maintenance Scheduling and Management

The solution must:

- Support preventive, corrective, and scheduled vehicle maintenance.
- Maintain service schedules based on:
    - Time intervals
    - Mileage thresholds
    - Manufacturer recommendations
    - Vehicle-specific requirements
- Generate automated reminders for:
    - Vehicle servicing
    - Repairs
    - Inspections
    - Maintenance activities
- Maintain detailed maintenance histories.
- Track:
    - Service provider information
    - Maintenance costs
    - Parts replacements
    - Warranty information
    - Vehicle condition assessments
- Monitor maintenance compliance and vehicle roadworthiness.
- Support vehicle lifecycle cost management.

Driver Management

The solution must:

- Maintain records of authorized drivers.
- Store and manage:

  - Personal information
  - Driver's licence details
  - Licence categories
  - Licence expiry dates
  - Training records
  - Compliance certifications
  - Vehicle assignments
- Monitor driver eligibility and compliance status.
- Generate alerts for licence and certification renewals.
- Track driver performance indicators.
- Assign accountability for vehicle usage.
- Support compliance with fleet management policies and procedures.

Trip and Journey Management

The solution must:

- Support the planning, scheduling, authorization, and monitoring of official trips.
- Enable users to:
  - Submit vehicle booking requests
  - Record trip purposes
  - Capture departure and arrival information
  - Record destinations and routes
  - Monitor mileage travelled
  - Track vehicle allocation
- Maintain complete trip and journey histories.
- Manage driver assignments and journey logs.
- Support trip approval workflows.
- Monitor travel activities and vehicle utilization.
- Promote transparency and accountability in fleet operations.

Compliance Reminder and Alert Management

The solution must:

- Generate reminders for:
  - Vehicle licence renewals
  - Roadworthy certifications
  - Insurance renewals
  - Maintenance schedules
  - Permit expirations
  - Driver licence renewals
  - Regulatory inspections
- Support configurable notification schedules.
- Provide escalation mechanisms for overdue compliance activities.
- Monitor fleet compliance status.

- Generate compliance reports and dashboards.
- Ensure adherence to legislative and operational requirements.

Incident and Accident Management

The solution must:

- Record and manage vehicle incidents and accidents.
- Capture:
    - Incident details
    - Dates and locations
    - Drivers involved
    - Damage assessments
    - Insurance claims information
    - Corrective actions
- Track incident investigations and resolutions.
- Monitor accident trends and risk indicators.
- Maintain complete incident histories and audit trails.
- Support insurance and legal reporting requirements.

Fleet Reporting and Analytics

The solution must provide:

- Real-time fleet management dashboards.
- Vehicle utilization reports.
- Maintenance and servicing reports.
- Fuel consumption and fuel efficiency reports.
- Driver activity and performance reports.
- Incident and accident trend reports.
- Fleet lifecycle cost reporting.
- Configurable management reports and dashboards.

Cost Management and Budget Monitoring

The solution must:

- Track fleet operating expenses.
- Monitor costs associated with:
    - Fuel consumption
    - Vehicle maintenance
    - Insurance
    - Licensing
    - Repairs
    - Vehicle replacement
- Support fleet budget planning and monitoring.

- Analyse total cost of ownership (TCO) for vehicles.
- Identify cost-saving opportunities.
- Support expenditure forecasting and budget control.

Workflow Automation and Approval Management

The solution must:

- Support configurable fleet management workflows.
- Automate:
  - Vehicle booking approvals
  - Maintenance requests
  - Compliance notifications
  - Vehicle allocation processes
  - Trip authorizations
- Provide escalation procedures for overdue actions.
- Track workflow status and approvals.
- Improve operational efficiency and accountability.

Audit Trails and Governance

The solution must:

- Maintain comprehensive audit trails for fleet-related activities.
- Record:
  - Vehicle updates and changes
  - Driver assignments
  - Fuel transactions
  - Maintenance activities
  - Trip records
  - Approvals and workflow actions
- Support governance and accountability requirements.
- Facilitate internal and external audit processes.
- Ensure traceability of all fleet management activities.

Integration and Enterprise Fleet Visibility

- Provide a single source of truth for fleet information.
- Enable sharing of fleet data across ERP modules.
- Ensure consistency and integrity of fleet-related information.
- Support enterprise-wide visibility of transport resources.
- Facilitate informed decision-making through integrated reporting.

Strategic Fleet Management and Optimization

The solution must:

- Optimize the utilization of fleet resources.
- Improve operational efficiency and resource allocation.
- Reduce fleet operating costs.
- Strengthen compliance and governance.
- Enhance vehicle availability and reliability.
- Support long-term fleet planning and replacement strategies.
- Improve accountability for fleet usage.
- Enable data-driven fleet management decisions.
- Support SANAS's transport and operational service delivery requirements.

4.3.10 Knowledge Management Module

SANAS has eight (83) employees. The Dynamics 365 ERP solution must provide a comprehensive and integrated Knowledge Management Module that enables SANAS to capture, preserve, organize, share, and leverage institutional knowledge across the organization.

Knowledge Repository Management

The solution must:

- Provide a centralized and secure Knowledge Repository.
- Serve as a single source of organizational knowledge and intellectual capital.
- Store and manage:
    - Standards and guidelines
    - Manuals and work instructions
    - Research papers
    - Accreditation-related information
    - Training materials
    - Technical guidance documents
    - Templates and forms
    - Frequently Asked Questions (FAQs)
    - Business-critical information and records
- Support knowledge lifecycle management.
- Ensure knowledge resources are easily accessible and governed.

Knowledge Classification and Organization

The solution must:

- Support document categorization and classification.
- Enable tagging and indexing of knowledge assets.
- Maintain structured taxonomy and knowledge hierarchies.
- Support metadata management for knowledge resources.
- Organize information according to business functions and subject areas.
- Facilitate easy navigation and retrieval of knowledge assets.
- Support standardized knowledge management practices across SANAS.

Version Control and Knowledge Governance

The solution must:

- Maintain complete version histories for all knowledge assets.
- Track document and content revisions.
- Record:
  - Version numbers
  - Modification dates
  - Change descriptions
  - User information
- Support version comparisons.
- Allow restoration of previous versions where required.
- Prevent unauthorized overwriting of approved content.
- Ensure integrity and traceability of knowledge resources.
- Support governance and quality assurance requirements.

Lessons Learned Management

The solution must:

- Provide a centralized Lessons Learned Register.
- Capture lessons learned from:
  - Projects
  - Audits
  - Assessments
  - Operational activities
  - Incidents
  - Improvement initiatives
  - Organizational experiences
- Record:
  - Successes
  - Challenges
  - Risks encountered
  - Corrective actions
  - Recommendations
  - Key insights
- Support review and approval workflows.
- Enable classification and dissemination of lessons learned.
- Promote continuous organizational learning and improvement.
- Reduce recurrence of previously identified issues.

Best Practice Management

The solution must:

- Support identification and documentation of best practices.
- Capture proven methodologies and successful approaches.
- Maintain libraries of:
  - Operational best practices
  - Process improvement initiatives
  - Technical guidance
  - Excellence frameworks
  - Governance practices
- Validate and approve best practices before publication.
- Facilitate sharing of best practices across departments and divisions.
- Promote standardization and operational consistency.
- Support knowledge transfer and continuous improvement initiatives.

Knowledge Sharing Workspaces

The solution must:

- Provide collaborative knowledge-sharing environments.
- Support:
  - Discussion forums
  - Communities of practice
  - Collaborative workspaces
  - Knowledge-sharing portals
  - Discussion boards
  - Team collaboration areas
  - Expert networks
- Enable employees to exchange ideas and experiences.
- Facilitate knowledge creation and collaboration.
- Support secure information sharing and communication.
- Promote cross-functional collaboration and innovation.

Search and Retrieval Management

The solution must:

- Provide advanced search and retrieval capabilities.
- Support:
  - Full-text search
  - Keyword search
  - Metadata-driven search
  - Category filtering
  - Content filtering
  - Relevance ranking
- Deliver intelligent search suggestions.
- Enable rapid access to knowledge resources across:
  - Knowledge repositories

- Lessons learned databases
  - Best practice libraries
  - Collaborative workspaces
- Improve productivity through efficient information retrieval.

Collaboration and Knowledge Sharing

The solution must:

- Encourage knowledge creation and sharing across SANAS.
- Enable users to:
  - Contribute content
  - Publish knowledge assets
  - Share expertise
  - Participate in discussions
  - Comment on content
  - Collaborate on knowledge development initiatives
- Facilitate peer review and content validation.
- Promote knowledge reuse and organizational learning.
- Support knowledge contribution recognition programs.
- Foster a culture of collaboration and continuous improvement.

AI-Enabled Knowledge Discovery

The solution must:

- Provide AI-driven knowledge discovery capabilities.
- Support:
  - Intelligent knowledge recommendations
  - Contextual search results
  - Automated content classification
  - Knowledge relationship mapping
  - Content summarization
  - Expert identification
  - Knowledge gap analysis
- Improve accessibility and discoverability of organizational knowledge.
- Enhance user productivity through intelligent information retrieval.
- Leverage advanced search technologies and machine learning.
- Support responsible and governed use of artificial intelligence.

The service provider must:

- Clearly describe all AI capabilities included in the solution.
- Explain how AI supports knowledge discovery and retrieval.
- Describe mechanisms for:
  - Data privacy

    - Information security
    - Governance
    - Responsible AI usage
    - Compliance management

Workflow Automation and Content Approval

The solution must:

- Support configurable workflows for knowledge management processes.
- Automate:
    - Content submission
    - Reviews
    - Approvals
    - Publication
    - Archival processes
- Provide automated notifications and reminders.
- Support escalation processes for overdue reviews and approvals.
- Facilitate content moderation and quality assurance.
- Maintain workflow audit trails and approval histories.

Analytics and Knowledge Reporting

The solution must provide:

- Real-time knowledge management dashboards.
- Knowledge usage and access reports.
- Knowledge contribution reports.
- Collaboration and engagement analytics.
- Search effectiveness reporting.
- Content quality and relevance reporting.
- Lessons learned and best practice reporting.
- Knowledge gap and trend analysis.
- Executive management dashboards.
- Key Performance Indicators (KPIs) for knowledge management.

Audit Trails and Governance

The solution must:

- Maintain comprehensive audit logs of knowledge-related activities.
- Track:
    - Content creation
    - Updates and revisions
    - Reviews and approvals
    - User access

    - Downloads and sharing activities
- Support governance and compliance requirements.
- Ensure transparency, accountability, and traceability.
- Facilitate internal and external audit processes.
- Maintain historical records of all knowledge assets.

Security and Access Management

The solution must:

- Implement role-based access controls.
- Support secure authentication and authorization.
- Restrict access based on user roles and responsibilities.
- Protect sensitive and confidential knowledge assets.
- Support permissions for:
    - Viewing
    - Creating
    - Editing
    - Reviewing
    - Approving
    - Publishing
    - Administration
- Ensure confidentiality, integrity, and availability of knowledge resources.

Integration and Knowledge Ecosystem

The solution must integrate seamlessly with:

- Document Management System (DMS) Module
- Human Resources Module
- Project and Operations Management Module
- Enterprise Performance Management (EPM) Module
- Risk Management Module
- Customer Relationship Management (CRM) Module
- Reporting and Business Intelligence Module
- Other ERP modules as applicable

The solution must:

- Create a unified enterprise knowledge ecosystem.
- Promote knowledge sharing across all business functions.
- Eliminate duplication of knowledge repositories.
- Ensure consistency and integrity of knowledge assets.
- Support enterprise-wide collaboration and information management.

Organizational Learning and Business Continuity

The solution must:

- Support organizational learning and continuous improvement.
- Preserve institutional knowledge and intellectual capital.
- Reduce dependency on individual employees.
- Mitigate knowledge loss caused by staff turnover.
- Support succession planning and knowledge transfer initiatives.
- Improve decision-making through access to organizational knowledge.
- Strengthen innovation and operational excellence.
- Support business continuity by ensuring critical knowledge remains available and accessible.
- Enable SANAS to effectively retain, manage, share, and leverage knowledge resources across the organization.

4.3.11 Front Office Module

The solution must support two (2) users who will be granted access to the module. The Dynamics 365 ERP solution must provide a comprehensive and integrated Front Office Module that enables SANAS to effectively manage customer-facing services, stakeholder interactions, service requests, applications, and service delivery processes through a modern, user-friendly, and digitally enabled platform.

Online Service Request Management

The solution must:

- Enable customers and stakeholders to electronically submit service requests.
- Support the management of:
  - Technical support requests
  - Information requests
  - Service-related queries
  - Complaints
  - General customer enquiries
  - Other stakeholder service requests
- Provide request submission, tracking, and management functionality.
- Automate routing of requests to appropriate departments and personnel.
- Support configurable approval and escalation workflows.
- Provide real-time status tracking and notifications.
- Maintain complete histories of submitted requests and interactions.
- Monitor request turnaround times and service-level performance.
- Support resolution tracking and closure management.

Contact Centre Integration

The solution must:

- Provide integrated contact centre capabilities.
- Support customer interactions through multiple channels, including:
  - Telephone

    - Email
- Provide a single view of customer information and interaction history.
- Enable personnel to access:
    - Customer profiles
    - Service requests
    - Case information
    - Communication history
    - Related transactions
- Improve response times and customer service quality.
- Enhance customer experience and stakeholder satisfaction.
- Support omnichannel communication management.

Hybrid Contact Centre Support

The solution must:

- Support a hybrid contact centre operating model for both office-based and remote personnel.
- Enable contact centre agents to securely access the system from any approved location.
- Support seamless call routing and communication management regardless of user location.
- Provide cloud-enabled communication and service management capabilities.
- Support integration with:
    - Microsoft Teams
    - Voice platforms
    - Unified communication solutions
    - Customer service applications
- Maintain service continuity in hybrid and remote working environments.
- Provide performance monitoring for distributed service teams.
- Ensure secure access and compliance with SANAS security requirements.

Reporting and Analytics

The solution must provide:

- Real-time front office dashboards.
- Service request management reports.
- Contact centre performance reports.
- Customer satisfaction reporting.
- Trend analysis and operational analytics.
- Exception and escalation reports.
- Executive management dashboards.

Service Excellence and Stakeholder Management

The solution must:

- Enhance customer and stakeholder experience.

- Improve accessibility to SANAS services.
- Strengthen stakeholder engagement and relationship management.
- Improve responsiveness and service quality.
- Enable proactive communication and issue resolution.
- Support operational efficiency and service excellence.
- Provide SANAS with a modern, digital-first platform for managing customer and stakeholder interactions.

5. PRICING SCHEDULE

Notes to the bidder

- All prices must be inclusive of VAT.
- The table in Annexure A must be included in the bidder's proposal.
- Please note that prices for year two and three should include escalations.

6. DURATION OF THE CONTRACT

The duration of the contract is anticipated to run for a period of three (03) years. The bidder will be expected to sign a Service Level Agreement (SLA).

The project duration of 36 months will be structured as follows:

- The development phase must not exceed a period of 18 months, i.e., from the specification phase to implementation and project sign-off.
- Upon project sign off a service-level agreement will be put in place for the remainder of the contract to support, upgrade and maintain the implemented system.
- Should the development phase be less than 18 months, the remaining months will be allocated towards support and maintenance of the system.

7. PROTECTION OF PERSONAL INFORMATION

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

8. INSTRUCTIONS ON SUBMISSION OF BIDS

Service providers must submit their responses in accordance with the response format specified:

a) Tender document shall be submitted as one (1) hard copy (containing 2 envelopes/folders containing the original technical and financial proposal) and one (1) USB stick containing all original proposals and the same information (including both the technical and financial proposal).
b) Bidders are required to use the two-envelope system, whereby the technical proposal and the pricing will be placed in two separate envelopes, labelled Technical and Financial proposal.
c) Bid documents should be presented to SANAS marked “for provision of business insurance for a period of 36 months”.
d) Cover Page: (the cover page must clearly indicate the bid reference number, description, and service provider name).
e) If a courier service company is being used for delivery of the bid response, the bid description must be stipulated on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the bid box found on Reception area at SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS), located at Libertas Office Park, corner Libertas and Highway Streets, Equestria, Pretoria,0184, by 22 September 2026 @ 11:00.**SANAS will not be held responsible for any delays where bid documents are handed to the SANAS Receptionist/ officials.**
f) No bid response received by telegram, telex, email, facsimile, or similar medium will be considered.
g) Where a bid response is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **It is the SANAS’s policy not to consider late bids for tender evaluation.**

9. PREPARATION OF BID RESPONSE

a) The technical proposal must be submitted in the prescribed format. Standard bidding documents and terms of reference should be filled in ink (not re-typed).
b) All the documentation submitted in response to this bid must be in English.
c) Bidders include supplier number (MAAA number) and unique code from National Treasury as proof that the supplier is registered on CSD.
d) The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.
e) Bidders to ensure that the company name appears on the **pricing schedule i.e. (SBD 3.3).**
f) All quotations/price proposals shall be valid for the duration of the tender process.
g) The bidder must demonstrate their reputation, knowledge, and expertise in line with the terms of reference.
h) The bidder must provide the name of an individual who would be responsible for assigning and supervising services provided to SANAS pursuant to any agreements entered following this tender process.
i) The Bidder is required to confirm that it will hold its proposal valid for 120 working days from the closing date of the submission of proposals during which time it will maintain, without change, the personnel proposed for the services together with their proposed rates.
j) Bids submitted by bidders which are, or comprised of companies must be signed by a person or persons duly authorised thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
k) Bidders should identify any work they are currently carrying out or completing which could cause a conflict of interest and indicate how such conflict could be avoided.

l) The bidder should check the numbers of the pages of its bid to satisfy itself that none of their documents are missing or duplicated. No liability will be accepted by SANAS in regard to anything arising from the fact that pages/documents of a bid are missing or duplicated.
m) All bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids and include in their bid a copy of their Master Registration Number (Supplier Number) in order for SANAS to verify the bidder's tax status on CSD and other Governing compliances.
n) The bidder must provide a Joint Venture agreement signed by all parties in case of a Joint Venture / Consortium submission (if applicable),
o) In cases where a bidder will be subcontracting, proof of documentation for the subcontractor should be submitted as well i.e., company registration documents of the subcontracted company.
p) Service providers should disclose subcontractors partaking in this contract and submit evidence of the relevant expertise. The subcontractors partaking in the actual implementation must be the same as in the tender proposal.
q) The bidder must provide a valid tax compliance status report with a PIN.
r) The bidder must provide fully completed and duly signed Standard Bidding Documents (SBD) Forms supplied with these Terms of Reference.
s) All Prices shall include VAT if applicable.
t) The General Conditions of Contract (GCC) must be signed or initialed on each page by the bidder as included in the bid document.

10. PERFORMANCE MANAGEMENT

Supplier Performance Management is viewed by SANAS as a critical component in ensuring value for money acquisition and good supplier / or service provider relations between SANAS and all its suppliers.

11. SANAS 'S RIGHTS

a) SANAS is entitled to amend any bid conditions, bid validity period, specifications, or extend the bid closing date, all before the bid closing date. All bidders, to whom the bid documents have been issued and where SANAS has record of such bidders, may be advised in writing of such amendments in good time and any such changes will be posted on the SANAS's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
b) SANAS will not be liable to reimburse any costs incurred by the bidder during the bidding process.
a) SANAS will establish a Bid Evaluation Committee to review all the responses received.
b) The Bid Evaluation Committee will carry out the evaluation of bidders. The SCM will, if necessary, contact bidders to seek clarification of any aspect of the bid
c) SANAS reserves the right not to accept the lowest priced bid or any bid in part or in whole.
d) SANAS reserves the right to conduct site visits at bidder's corporate offices and / or at client sites if so required.

e) SANAS reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in the **National Treasury Instruction 03 of 2017/2018: Cost Containment Measures**, where relevant.

f) SANAS reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to SANAS to conduct background checks on the bidding entity and any of its directors / trustees / shareholders / members.

g) SANAS will not award the bid to any prospective bidder who has not registered on the Central Supplier Database (CSD) as regulated until they are registered on the CSD.

h) SANAS reserves the right not to accept any bids, which does not comply with the specifications, and conditions set out in the bid documents.

i) Bids submitted will not be revealed to any other bidders.

j) All information pertaining to SANAS obtained by the bidder because of participation in this bid is confidential and must not be disclosed without written authorization from SANAS.

k) SANAS reserves the right:

- To cancel the award at any time.
- Not to accept any bids.
- To contact any bidder during the evaluation period, to clarify information only, without informing. any other bidder.

12. UNDERTAKINGS BY THE BIDDER

a) By submitting a bid in response to the bid, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to SANAS on the terms and conditions and in accordance with the specifications stipulated in this bid document.

b) Bidder acknowledges that the responsibility for a working solution lies solely with them, not with SANAS, and that any additional costs over and above the tender amount required to arrive at a working solution (i.e., a non-compliant or incomplete solution was offered) will be for the account of the bidder.

c) The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by SANAS during the bid validity period indicated in the bid and calculated from the bid closing hour and date such offer, and its acceptance shall be subject to the terms and conditions contained in this bid.

d) The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this bid; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.

e) The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with SANAS, as the principal(s) liable for the due fulfilment of such contract.

f) The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become SANAS property.

g) The bidder commits to implement and follow all contract conditions and specifications as agreed to in the contract. This includes all technical and solution requirements listed in the bid document, including up-to-date technical specifications.

13. REASONS FOR DISQUALIFICATION

SANAS will disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder:

a) bidders who submit **incomplete** information and documentation listed as pre-qualifiers in this tender document.

b) bidders who submit information that is **fraudulent or inaccurate information;** &

c) bidders who receive information not available to other potential bidders through fraudulent means.

d) bidders who made false declarations on the Standard Bidding Documents or misrepresent facts.

e) bidders who are listed on the National Treasury's database of restricted suppliers and defaulters.

f) Bidders who fail to comply with the National Treasury Directives regarding Tax Compliance Matters.

g) Bidders who fail to attend a compulsory briefing session if stipulated in the tender advert and/ or in this bid document.

14. EVALUATION PROCESS OF BIDS RECEIVED-THE EVALUATION OF THE PROPOSAL WILL BE DONE IN FOUR (04) STAGES.

Stage 1: Submission of all administrative compliance documentation-The evaluation of the administrative compliance requirements is indicated below.

a) All proposals received will be examined to determine compliance with the tender requirements and conditions (completion and attachment of compulsory documents). The bidder should be able to provide all the relevant information required in the bid document which will include but not be limited to.

A bidder who does not adhere to those criteria listed as a PRE-QUALIFIER, will be disqualified immediately.

No.	Responsiveness Criteria	Prequalifying Criteria	Submitted: (tick box)

1.	Adherence in submitting the Tender in two folders, one (1) hard copy (containing 2 envelopes/folders containing the original technical proposal and financial proposal) and one (1) USB stick containing all original proposals and the same information (including both the technical and financial proposal). Folder 1 -Technical proposal Folder 2 - Pricing or Financial Proposal	Pre-Qualifier	
2.	• Registered on Central Suppliers Database (CSD) of National Treasury. (For registration information, go to https://secure.csd.gov.za • Copy of CSD report OR MAAA Number as proof of CSD Registration.	Pre-Qualifier	
3	Company Registration Documentation/ copies of bidder's CIPC company registration documents listing all members with shareholding percentages, in case of a CC.	Pre-Qualifier	
4	Joint Venture Agreement (If Applicable)	Pre-Qualifier	
5	**Valid certified** ID Copies **(not older than six months)** of Company Directors/ Partners / Trustees (whichever is applicable).	Pre-Qualifier	
6	*Fully completed and duly signed SBD forms and Standard Conditions of Tender, as required, must be submitted. Failure to submit the required SBD documents will result in disqualification.* *The Invitation to Bid, declarations and other prescribed bid documentation (or photocopies thereof) must be completed and signed in ink.* *Where prescribed bid documentation has been submitted but is not signed in ink, SANAS may, at its discretion, allow the bidder to sign the document prior to contract award, provided that:* *The bid otherwise complies with all mandatory requirements; and* *The Bid Adjudication Committee recommends the bid in terms of delegated authority.*	Pre-Qualifier	

	Under no circumstances will a bid be considered where mandatory SBD documents have not been submitted. • SBD 1 Invitation to Bid • SBD 4 Declaration of Interest. • **SBD 6.1 Preference Points Claim Form** • SBD 7.2 Contract Form (to be completed in duplicate). • Completed and signed **SBD 3.3** Pricing Schedule including proposed total cost of the project. • General Condition of Contracts **(all pages initialled).** Terms of references **(all pages initialled)** **Failure to submit SBD 6.1 Preference Points Claim Form will not lead to immediate disqualification. It will only result to no point allocation under the price and specific goals evaluation stage.**		

A. Tenderers who do not adhere to the indicated response time for clarifications requested by SANAS will be deemed to be non-responsive and their submissions will not be evaluated further.

No.	Name of Administrative Required Document	Clarification Time/submission of information	Submitted-Indicate YES or NO
1.	SBD forms and Standard conditions of tender as required: • SBD 1 Invitation to Bid • SBD 4 Declaration of Interest. • SBD 6.1 Preference Points Claim Form • SBD 7.2 Contract Form (to be completed in duplicate). • Completed and signed **SBD 3.3** Pricing Schedule including proposed total cost of the project. • General Condition of Contracts **(all pages initialled).** • Terms of references **(all pages initialled)** **Under no circumstances will a bid be considered where mandatory SBD documents have not been submitted.**	48 working hours	
2.	Submission of Proof of Registration with National Treasury Central Supplier Database (CSD) Summary Report or A Valid and Active Tax Compliance Status Pin issued by SARS for Tax Compliance Status Verification: N.B - Bidder must be fully registered & tax compliant to do business with the SANAS.	7 Working days	
3.	Clarification on all queries	48 working hours	

Stage 2: Mandatory requirement

During this stage Bid response documentation will be evaluated against compliance to the Technical Specifications. The Technical Mandatory Requirement is listed below:

Compulsory documentation requirement (Attach proof)

No.	Mandatory Requirement	Evidence Required
1	The bidder must be an authorised implementation partner, reseller, or OEM-certified provider for the Microsoft Dynamics 365 ERP Solution	Valid OEM/Manufacturer Authorisation Letter and Partner Certification
2	Company experience on relevant projects	Minimum of three (3) contactable references where similar development work has been done in the last 10 years. The letter must be written on company letterhead, must highlight similar projects successfully completed, must include the date, telephone number and email address. ***SANAS reserves the right to contact the references to confirm the information***
3	The bidder must have implementation and support capability within South Africa.	Company Profile indicating that they have over five (5) years' experience in ERP implementation and South African office details

Only bidders meeting all mandatory requirements will proceed to the functionality evaluation stage.

Stage 3: Functionality Evaluation

The evaluation of the functional requirements. Bidders must attain a minimum of **80 points** and above to be considered for Phase 04.

Elements to be evaluated	Evaluation criteria	Scoring criteria	Max points
Bidder's Technical Team Qualification & Experience	Submission of **Web Developer and project manager** CV's must include the following information: - Relevant valid Qualification and certificates of competency - at least 3 years of demonstrated experience • Web developer with Microsoft Learn Developer Certifications or Microsoft Certified: Azure Developer Associate	No CV = **0 points** Web developer with Microsoft Learn Developer Certifications or Microsoft Certified: Azure Developer Associate and project manager with relevant and valid qualifications and competencies reflected on the CV = 40 **points**	**40**

	• project manager with project management certificate and relevant competencies **NB for the bidder to get points, they must submit at least one CV for a developer as well as one CV for a project manager.**		
Project plan	Please provide a Project Plan covering a minimum of the following: • Project Workflow (Initiation, planning, launch delivery, & closing) • Project scoping • Project processes and output (clear deliverables) • Project milestone tracking & monitoring (timelines) • Resource forecast • Various roles and tasks required (Project manager and team • External dependencies • Bidders and SANAS's responsibilities • Training of SANAS personnel The quality and reasonableness of the project work plan will be assessed / evaluated and therefore a detailed project plan outlining the minimum of the above is required for submission.	Project plan covering all 9 requirements = 20 **points** Project Plan containing project workflow, project processes and output, project milestone tracking & monitoring, various roles and tasks required & training of SANAS personnel = 1**0 points** No project plan submitted or covering the above = **0 points**	**20**
Methodology	Please provide a detailed methodology on how the project will be rolled out including at least the following: • Methodology and frameworks to be used (PRINCE 2 or equivalent) • Tools to be used. • Stakeholders need analysis & specifications. • Communication • Risk management • Data migration from info-path • User acceptance testing methodology. • Implementation phase • Training • Skills transfer	Detailed methodology covering all 10 requirements = **40 points** Detailed Methodology only covering: Methodology and frameworks, tools to be used, stakeholders need analysis & specifications, data migration from info-path, user acceptance testing methodology, implementation phase, & training = **20 points** No Detailed methodology submitted covering the above = **0 points**	**40**

MINIMUM THRESHOLD	80
TOTAL	100

Stage 4: Evaluation of Presentations

Only bidders that have achieved 80 points or above in the functionality evaluation will be required to present their approach to SANAS (via MS TEAMS / ZOOM session)

The presentation must provide a comprehensive approach and methodology on how they will guide SANAS in the achievement of the activities outlined in the areas of scope, outlining their project plans, demonstration of capabilities to deliver the services and demonstrating the past relevant experience.

Furthermore, the bidder will be expected to present and explain each of the following:

Table A

Evaluation Criteria	Bidders are expected to demonstrate the system's capabilities in line with the scope of work	Weight (%)
1. Understanding of Business Requirements	Demonstrates a clear understanding of SANAS's needs, business processes, and challenges Shows how the ERP solution addresses these requirements.	**10**
2. Functional Fit	Ability of the ERP system to meet required business functions.	**20**
3. System Demonstration	Live demonstration of the system's functionality, workflows, dashboards, reporting, automation, and usability.	**15**
4. User Experience (Ease of Use)	User-friendly interface, intuitive navigation, accessibility, and minimal complexity for end users.	**10**
5. Reporting & Business Intelligence	Quality of dashboards, analytics, reporting capabilities, KPIs, and decision-support features.	**5**
6. Integration Capability	Ability to integrate with existing systems SAGE, Microsoft 365 and use APIs.	**10**
7. Implementation Methodology	Project plan, implementation approach, timelines, change management, data migration, testing, and training.	**10**
8. Technical Architecture & Security	Cloud/on-premises options, cybersecurity, user access controls, disaster recovery, scalability, compliance, and system performance.	**5**
9. Vendor Experience & Support	Relevant implementation experience, references, support model, helpdesk, SLAs, local support, and training capability.	**5**
10. Innovation & Future Readiness	AI capabilities, automation, workflow tools, mobile access, scalability, digital transformation features, and product roadmap.	**5**
11. Presentation Quality	Clarity, professionalism, presenter knowledge, ability to answer questions, and effective communication.	**5**
Total		**100**

The allocated weighting for the evaluation criteria is set out in the tables below.

Table B1

Scoring Scale

Score	Rating	Description
5	Excellent	Fully meets and exceeds requirements; exceptional demonstration with no significant weaknesses.
4	Good	Meets requirements with only minor gaps.
3	Satisfactory	Meets minimum requirements but has noticeable limitations.
2	Poor	Partially meets requirements; several weaknesses identified.
1	Unsatisfactory	Does not meet requirements or failed to demonstrate capability.
0	Not Demonstrated	Criterion was not addressed during the presentation.

Table B2

Detailed Evaluation Sheet

Criteria	Weight	Score (0–5)	Weighted Score	Comments
Understanding of Business Requirements	10			
Functional Fit	20			
System Demonstration	15			
User Experience	10			
Reporting & BI	5			
Integration Capability	10			
Implementation Methodology	10			
Technical Architecture & Security	5			
Vendor Experience & Support	5			
Innovation & Future Readiness	5			
Presentation Quality	5			
Total	**100**			

Bidders who fail to meet the minimum score of **70** points out of 100 points in stage 3: Functionality will not be considered for evaluation in Stage 4: (Price and B-BBEE).

Stage 4: Evaluation of Price and Specific Goals

Only bidders who obtain a minimum score of 80 points in **Stage 03** will be considered for the price and Specific goals evaluation. Bids will be evaluated in accordance with the prescripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations which stipulate 80/20 Preference point system [(for acquisition of goods or services for a Rand value equal to and below R50 million) (all applicable taxes included).
To score points for specific goals bidders must submit a ***valid Sector related BBBEE certificate or affidavit.*** A trust, consortium, or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate**.**

Step 1: Calculation of points for price

i) The PPPFA prescribes that the lowest acceptable bid will score 80 or 90 points for price.

ii) Bidders that quoted higher prices will score lower points for price on a pro-rata basis.

iii) The formulae to be utilised in calculating points scored for price are as follows:

<u>80/20 Preference point system [(for acquisition of services, works or goods up to a Rand value of R50 million) (all applicable taxes included)]</u>

$$PS = 80\left[1 - \frac{(Pt-Pmin)}{Pmin}\right]$$

Where:
Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender.

<u>90/10 Preference point system [(for acquisition of services, works or goods with a Rand value above R50 million) (all applicable taxes included)]</u>

$$PS = 90\left[1 - \frac{(Pt-Pmin)}{Pmin}\right]$$

Where:
Ps = Points scored for price tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender.

iv) Points scored must be rounded off to the nearest 2 decimal places.

Step 2: Calculation of preferential procurement

i) Where the 80/20 preference point system for the acquisition of goods and services with a Rand value equal to and below R50 million is applied, the following is applicable:

1. A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.
2. The points scored for the specific goal must be added to the points scored for price and total must be rounded off to the nearest two decimal places.
3. Subject to section 2(1)(f) of the PPPFA, the contract must be awarded to the tender scoring the highest points.

ii) Where the 90/10 preference point system for the acquisition of goods and services with a Rand value above R50 million is applied, the following is applicable:

1. A maximum of 10 points may be awarded to a tenderer for the specific goal specified for the tender.
2. The points scored for the specific goal must be added to the points scored for price and total must be rounded off to the nearest two decimal places.
3. Subject to section 2(1)(f) of the PPPFA, the contract must be awarded to the tender scoring the highest points.

18.3 80/20 preference points system for tendered for income-generating contracts with a Rand value equal to or below R50 million

1. The following formula must be used to calculate the points for price in respect of an invitation for tender for income-generating contracts, with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$PS = 80\left[1 + \frac{(Pt-Pmax)}{Pmax}\right]$$

   Where:
   Ps = Points scored for price of tender under consideration
   Pt = Price of tender under consideration; and
   Pmax = Price of highest acceptable tender

2. A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.

3. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

4. Subject to section 2(1)(f) of the PPPFA, the contract must be awarded to the tenderer scoring the highest points.

18.4 90/10 preference point system for tenders for income-generating contracts with a Rand value above R50 million

1. The following formula must be used to calculate the points for price in respect of a tender for income-generating contracts, with a Rand value above R50 million inclusive of all applicable taxes:

$$PS = 90\left[1 + \frac{(Pt-Pmax)}{Pmax}\right]$$

   Where:
   Ps = Points scored for price of tender under consideration
   Pt = Price of tender under consideration; and
   Pmax = Price of highest acceptable tender

2. A maximum of 10 points may be awarded to a tenderer for the specific goal specified for the tender.

3. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

4. Subject to section 2(1)(f) of the PPPFA, the contract must be awarded to the tenderer scoring the highest points.

18.5 Specific Goals

1. SANAS has identified specific goals that need to be achieved for all procurements. Specific goals are in support of the following:

   - Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that "Black People" is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.
   - Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.
   - Black people who are youth as defined in the National Youth Commission Act of 1996.
   - Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.
   - Exempt micro enterprises (EMEs) and thus promoting small businesses.
   - Qualifying small enterprises (QSEs)

All responsive bid offers shall be evaluated in terms of Price and SANAS specific goals. The 80/20 Preference Point System shall be applicable in accordance with the Preferential Procurement Framework Act (No.5) of 2000.

Points will be allocated in terms of the SANAS specific goals as indicated in the table below. Bidders must submit valid B-BBEE Certificates or sworn affidavit to claim points on specific goals.

PRICE	**80**
SANAS SPECIFIC GOALS	**20**

Note: To claim points bidders must submit a valid BBBEE certificate or sworn affidavit signed by the commissioner of Oath together with a fully completed and signed SBD 6.1. Bidders are required to indicate the preference point claimed in the SBD 6.1.

Bidders are encouraged to submit the relevant Exempt Micro Enterprise (EME) or Qualifying Small Enterprise (QSE) latest sworn affidavit to be evaluated on the full points as per the SANAS specific goals.

Specific Goal	20	10
100% Black Owned	6	4
51% - 99% Black Owned	4	2
100% Black Women Owned	6	3
51% - 99% Black Women Owned	4	2
5% Youth Owned	2	1
2% Owned by Persons with Disabilities	1	1
Exempt Micro Enterprise (EME)	5	0
Qualifying Small Enterprise (QSE)	3	1

15. SUBCONTRACTING

a) A bidder awarded a contract may only enter into a subcontracting arrangement with the approval of SANAS.

16. JOINT VENTURES, CONSORTIUMS AND TRUSTS

a) Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. SANAS will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.
b) The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, with the power of attorney/resolution letter to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

17. LEGAL IMPLICATIONS

(a) It is a requirement that the successful bidder enter into a service level agreement (SLA) with SANAS.
(b) This RFP, all the appended documentation and the proposal in response thereto read together, form the basis for a formal contract to be negotiated and finalized between SANAS and/or its clients and the enterprise(s) to whom SANAS awards the bid in whole or in part.
(c) Any offer and/or acceptance entered verbally between SANAS and any vendor, such offer. Shall not constitute a contract and thus not binding on the parties.

18. COMMUNICATION

(a) Communication between SANAS and bidders is permitted prior to the closing date of the tender, such communication including queries and responses will be uploaded on the SANAS website in the procurement section, if required.

19. LATE BIDS

(a) Bids received at the address indicated in the bid documents, after the closing date and time will not be accepted.

20. PAYMENT TERMS

a) SANAS undertakes to pay valid invoices in full within 30 (thirty) days from receipt of invoices for work done to its satisfaction. No payment will be made where there is outstanding information not submitted by the supplier. No upfront payment to a successful service provider will be made. Payment will only be made in accordance with the delivery of a service that will be agreed upon by both parties and upon receipt of an original invoice.

21. TAX CLEARANCE CERTIFICATE REQUIREMENTS

a) It is an absolute requirement that the taxes of the successful bidder MUST be in order, or that suitable arrangements must have been made with SARS. **Bids received with a non-compliant status will be disqualified when they fail to update the Tax Status within 7 days**. Bidders are required to supply a valid Tax Compliance Status (TCS) PIN for verification purposes.

22. QUALITY ASSURANCE REVIEWS OF WORK

a) The successful bidder shall ensure that all work conforms to a signed Service Level Agreement.

23. AUTHORISED DELEGATE(S)

a) Nothing as stipulated in these terms of reference may be amended without the written confirmation of SANAS.

24. RESPONSE FORMAT (RETURNABLE SCHEDULES)

Bidders shall submit their responses in accordance with the response format specified:

a) The proposal shall be submitted in the prescribed format. Standard bidding documents attached with terms of reference should be filled in **ink** (**not re-typed**).

b) Tender document shall be submitted as one (1) hard copy (containing 2 envelopes / folders containing the original technical proposal and financial proposal) and one (1) USB stick containing all original proposals (including both the technical and financial proposal).

c) Bidders are required to use the two-envelope system, whereby the technical proposal and the financial proposal (**financial proposal includes the contract price)** be placed in two separate envelopes.

d) Cover Page: (the cover page shall clearly indicate the bid reference number, description and the bidder's name)

e) **BID DOCUMENTS CHECKLIST AND DECLARATION:** The contents of the bid/tender document shall be as follows, and numbered as per the numbering below, with each schedule punched, placed in a file and separated from the next schedule with a file divider. The original proposal and a USB containing an electronic copy **SHALL** contain the same tender documents including pricing.

f) Bidders must fill in the closing register when submitting the bid and if the bid is couriered, the courier company should write the name of the bidding entity on the register.

Bidders hereby indemnify that the submission in the hard copy, USB includes all the documents listed below, please complete the checklist below to verify your submission of the relevant documents:

TECHNICAL PROPOSAL – ENVELOPE 1 Original proposal and electronic copy on a USB.			
SCHEDULES	**DESCRIPTION**		
Schedule 1	Bidding Documents as follows:	Submitted Indicate with an X	Not Submitted Indicate with an X
❖ Executive Summary			
❖ General Condition of Contracts **(all pages initialed).**			
❖ Copies of Company registration documents.			
❖ Valid certified ID Copies **(not older than six months)** of Company Directors/ Partners / Trustees (whichever is applicable).			
❖ Registered on Central Suppliers database (CSD) of National Treasury. (For registration information, go to https://secure.csd.gov.za ❖ Copy of CSD report OR MAAA Number as proof of CSD Registration.			
❖ Tax compliant status report (with (PIN)			

❖ BBBEE certificate or Sworn Affidavit		
❖ Copy of Joint Venture/ Consortium/ Subcontracting Agreement duly signed by all parties (if applicable).		
❖ Financial Statements for the latest financial year signed by an independent registered Accountant.		
If a bidder is a Consortium, Joint Venture or Prime Contractor with Subcontractor(s), the documents listed above must be submitted for each Consortium/ JV member or Prime Contractor and Subcontractor.		
Schedule 2 Fully completed and duly signed SBD forms	Submitted Indicate with an X	Not Submitted Indicate with an X
❖ SBD 1 Invitation to Bid		
❖ SBD 4 Declaration of Interest		
❖ SBD 7.2 Contract Form **(to be completed in duplicate).** ❖ SBD 6.1 Preference Points Claim Form		
Schedule 3 Technical Proposal/methodology (including all relevant information per evaluation matrix and scope of services, including but not limited to:	Submitted Indicate with an X	Not Submitted Indicate with an X
❖ Bidders Company Profile.		
❖ Technical responses, supporting documents for technical evaluation.		
❖ The bidder must specify the delivery timeframe on the bid document.		
❖ Terms of references (all pages initialed)		
(FINANCIAL PROPOSAL) – ENVELOPE 2 **Original proposal and a disk containing an electronic copy on a USB.**		
Schedule 4 Financial proposal	Submitted Indicate with an X	Not Submitted Indicate with an X
❖ SBD 3.3 Pricing Schedule including proposed total cost of the project.		
❖ **Pricing Schedule**		

25. DISCLAIMER

SANAS reserves the right not to appoint a service provider. SANAS reserves the right to:

- Award the contract or any part thereof to one or more service providers.
- Reject all bids.
- Decline to consider any bids that do not conform to any aspect of the bidding process.
- Request further information from any service provider after the closing date, for clarity purposes.
- Cancel this bid or any part thereof at any time.

26. ENQUIRIES

All communication and attempts to solicit information of any kind relative to this Request for Bid (RFB) should be channeled in writing to:

Name: Zanele Ngwenya

Telephone Number: Office: 012 740 8535

Email address: Zanelen@sanas.co.za

I, the undersigned (full name)

………………………………………………………………………………………………………

Certify that over and above the table above, the information provided is true and correct, and understood the above document in full.

------------------------------------ ------------------------

SIGNATURE **Date**

Name of Bidder………………………………………………………………………

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (*NAME OF DEPARTMENT/ PUBLIC ENTITY*)					
BID NUMBER:	SANAS/INSURANCE/2026-27/01	CLOSING DATE:	22 SEPTEMBER 2026	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SUITABLY PROFESSIONAL BIDDER FOR PROVISION OF BUSINESS INSURANCE FOR A PERIOD OF THREE (3) YEARS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*					
SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS), located at Libertas Office Park, corner Libertas and Highway Streets, Equestria, Pretoria,0184.					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**Zanele Ngwenya**	CONTACT PERSON	**Zanele Ngwenya**
TELEPHONE NUMBER	**(012) 740 8535**	TELEPHONE NUMBER	**(012) 740 8535**
FACSIMILE NUMBER	**N/A**	FACSIMILE NUMBER	**N/A**
E-MAIL ADDRESS	**zanelen@sanas.co.za**	E-MAIL ADDRESS	**zanelen@sanas.co.za**

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

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, 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 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."

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: ……………………………

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is

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.

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 institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so

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.

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 2022

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

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

GENERAL CONDITIONS

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

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

To be completed by the organ of state

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is **the 90/10** preference point system.

b) The applicable preference point system for this tender is the **80/20** preference point system.

c) Either the **90/10 or 80/20 preference point system will** be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

(a) Price; and

(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

DEFINITIONS

(a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. **POINTS AWARDED FOR PRICE**

3.1.1 **THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS**

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

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - Pmin}{Pmin}\right) \text{ or } \qquad Ps = 90\left(1 - \frac{Pt - Pmin}{Pmin}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. **POINTS AWARDED FOR PRICE**

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

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - Pmax}{Pmax}\right) \text{ or } \qquad Ps = 90\left(1 + \frac{Pt - Pmax}{Pmax}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration Pmax = Price of highest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)

100% Black Owned	4	6		
51% - 99% Black Owned	2	4		
100% Black Women Owned	3	6		
51% - 99% Black Women Owned	2	4		
5% Youth Owned	1	2		
2% Owned by Persons with Disabilities	1	1		
Exempt Micro Enterprise (EME)	0	5		
Qualifying Small Enterprise (QSE)	1	3		

SANAS specific goals are in support of the following:

a) Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that “Black People” is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.

b) Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.

c) Black people who are youth as defined in the National Youth Commission Act of 1996.

d) Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.

e) Exempt micro enterprises (EMEs) and thus promoting small businesses.

f) Qualifying small enterprises (QSEs).

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number: ……………………………………………………...

4.5. TYPE OF COMPANY/ FIRM

- □ Partnership/Joint Venture / Consortium
- □ One-person business/sole propriety
- □ Close corporation
- □ Public Company

- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

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

i) The information furnished is true and correct; ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

……………………………………….

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……………………………………………………….

DATE: ………………………………………………………

ADDRESS: ………………………………………………………

………………………………………………………

………………………………………………………

………………………………………………………

SBD 7.2

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)……………………………………. in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number………….……….. 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;
   - Proof of tax compliance status;
   - Pricing schedule(s);
   - Filled in task directive/proposal;
   - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
   - Bidder's Disclosure form;
   - 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 …………………………….

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	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

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

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

NAME (PRINT) ………………………………………….

SIGNATURE …………………………………………

OFFICIAL STAMP

WITNESSES

1 ……………………………………

2 ……………………………………

DATE: ………………………………..

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

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 10.1 Delivery of the goods shall be made by the supplier in accordance with and documents 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 13.1 The supplier may be required to provide any or all of the following services 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.

16. Payment 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

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.

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.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices 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.

18. Contract 18.1 No variation in or modification of the terms of the contract shall be amendments made except by written amendment signed by the parties concerned.

19. Assignment 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.

20. Subcontracts 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.

21. Delays in the 21.1 Delivery of the goods and performance of services shall be made by supplier's the supplier in accordance with the time schedule prescribed by the performance purchaser in the contract.

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.

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.

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 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 23.1 The purchaser, without prejudice to any other remedy for breach of for default 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 antidumping 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.

29. Governing language

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.

30. Applicable law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

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.

32. Taxes and duties

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.

33. National Industrial Participation (NIP) Programme

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.

34. Prohibition of Restrictive practices

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.

SBD 3.3

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: …………………………………………………………………………………………………	BID NO.: ……………………………………
CLOSING TIME 11:00	CLOSING DATE…………………………..

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

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)

1. The accompanying information must be used for the formulation of proposals.

2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R………..……………………………………………………...

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION

PERSON AND POSITION	HOURLY RATE	DAILY RATE
---	R----------------------------	--------------------------------
---	R----------------------------	--------------------------------
---	R----------------------------	--------------------------------
---	R----------------------------	--------------------------------
---	R----------------------------	--------------------------------

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

---	R----------------------------	------------------------- days
---	R----------------------------	------------------------- days
---	R----------------------------	------------------------- days
---	R----------------------------	------------------------- days

5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
--	……………….	……………..	R………………..
--	……………….	……………..	R………………..
--	……………….	……………..	R………………..
--	……………….	……………..	R………………..

TOTAL: R…………………………………………………

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

PLEASE ALSO COMPLETE ANNEXURE A

Any enquiries regarding bidding procedures may be directed to the –
SANAS, Libertas Office Park,
305 Highway Street (Cnr Libertas and Highway Streets),
Equestria, 0184
Tel: 012 740 8535
Email: zanelen@sanas.co.za

I, the undersigned (full name)

………
Certify that over and above the table above, the information provided is true and correct, and understood the above document in full.

------------------------------------- **------------------------**

SIGNATURE **DATE**

ANNEXURE A-PRICING SCHDEULE

The form must be completed and submitted in Envelope 2 (Financial file).
Bidders must indicate their pricing in the model below

Name of bidder:……………………………………………………

Item	**Actual Cost VAT inclusive**
Once off Costs	
Project management	
Development of ERP management system	
Development of ERP system	
Implementation and of the ERP system	
(1) Total Once Off Costs VAT inclusive	

Support and Maintenance

	Estimated number of hours	**Rate Per Hour VAT inclusive**
Support, Maintenance / enhancements / Development of ERP system-Year 1	1200	
Support, Maintenance / enhancements / Development ERP services - Year 2	1200	
Support, Maintenance / enhancements / Development of ERP system - Year 3	1200	
(2) **Total Adhoc Costs VAT inclusive**		

(3) Total Bid price (1) + (2)	

	Rate VAT inclusive
Adhoc Travel Costs - Year 1 (rate per Kilometre)	
Adhoc Travel Costs - Year 2 (rate per Kilometre)	
Adhoc Travel Costs - Year 3 (rate per Kilometre)	
Adhoc (normal rate per hour)	
Adhoc (after hours rate per hour)	
Adhoc (weekend rate per hour)	
Total Adhoc hours	300 Hours over the 36 months SLA

All hours quoted above are for evaluation purposes only and by no means a commitment from SANAS.

The execution of this contract will be governed by the rate per hour quoted and the actual hours required for the support and maintenance of the system as agreed between by SANAS and service provider.

Please include all items under scope of work

Please note that prices for year two and year three should include the escalations.

I, the undersigned (full name)

…… Certify that over and above the table above, the information provided is true and correct, and understood the above document in full.

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Signature Date