



Nkomazi
Local Municipality

9 Park Street -
Malalane
Private
Bag X101
Malalane,
1320

Tel: (013) 790 0245

Fax: (013) 790 0886

Customer Care No. (013) 790 0990

www.nkomazi.gov.za

**REQUEST FOR PROPOSALS (RFP) FOR INSTALLATION AND MAINTENANCE OF
INTERNET AND DATA SERVICES INFRASTRUCTURE FOR NKOMAZI LOCAL MUNICIPALITY ON A
THREE-YEAR CONTRACT (36 MONTHS)**

BID NO: NKO 16/ 2025

**NKOMAZI LOCAL MUNICIPALITY
PRIVATE BAG x 101
MALELANE
1320**

**The Municipal Manager
Mr XT Mabila**

TEL.: 013 – 790 0245

FAX.: 013 – 790 0886

VAT Registration No: 4300102938

PLEASE NOTE THAT THIS DOCUMENT MUST ACCOMPANY YOUR PROPOSAL AND RELEVANT DOCUMENTATION

Name of Bidder	
Address	
Contact Numbers	
Telephone No. or Cell phone No.	
Fax No.	
E-mail Address	
Tendered Amount (VAT INC)	

CLOSING DATE: 06/05/2025

BID NO:	NKO 16/ 2025	INITIALS	
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BID NO: NKO:16/2025: REQUEST FOR PROPOSALS FOR INSTALLATION AND MAINTAINANCE OF INTERNET AND DATA SERVICES INFRASTRUCTURE FOR NKOMAZI LOCAL MUNICIPALITY FOR A PERIOD OF 36 MONTHS (3 YEARS).

The Nkomazi Local Municipality invites interested parties bid for the installation and maintenance of internet and data services infrastructure for a period of 36 months (3 years). Tender documentation with complete details is available upon the payment of a non-refundable amount of **R1 635.36** on each tender document or can be downloaded for free on the e-Tender portal. Tender document(s) will be available as from **26/03/2025** and to be obtained at Nkomazi Local Municipality: Budget and Treasury (Old Malalane Taxi Rank) Impala Street from the Cashiers Desk from **07h45 to 15H30** (Monday-Friday).

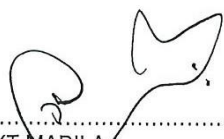
A compulsory tenderer briefing session will be held on **04/04/2025 at 10h00** at the Municipal Town Hall Malalane (Kobwa Hall) at Fish Eagle. Failure to attend the briefing session will lead to disqualification. Bidders are advised not to commit fraudulent activities or forge document. All abusers of the SCM system, including or faking of returnable documents, may be reported to SAPS and restricted from doing business with any public institution for a period not exceeding 10 years is in line with section 28 and 29 of the prevention and combating of corrupt activities Act 12 of 2004.

A preferential system shall apply whereby this contract will be allocated to a bidder in accordance with the Preferential Procurement Policy Framework Act, no 5 of 2000 and as defined in the bid document, read in conjunction with the Preferential Procurement Regulation, 2022 where 80 points will be allocated in respect of price and 20 points in respect of targeted goals.

Completed bid documentation must be deposited on/before **12h00 on 06/05/2025** in the Tender Box situated at the main entrance of the municipality (Civic Centre), 9 Park Street Malalane.

Tenders/Bids must be submitted in a sealed envelope or container on which the tender/bid number and addressee is clearly marked. No bids transmitted by fax or e-mail will be accepted. It must be noted that the municipality is not bound to accept the lowest on any other tender. Tender/bid documentation which is incomplete or filled incorrectly, not filled in on the official bid documentation or which is received after the close of the bids, will be ignored. It must also be noted that tender submitted in a wrong tender box will not be considered.

For Supply Chain enquiries contact Mr. R. Mabuza at 013 790 0386, and for technical enquiries contact Mr. M Sandlane at 013 790 386, between 07H15 – 16H00 on working weekdays.


XT MABILA
MUNICIPAL MANAGER

17.03.2025
Date

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Bidders will be evaluated on the following administrative compliance. Therefore, the undermentioned documents must be complied with, and where an attachment is required, it should be attached.

PART A

The following conditions must be complied with failure to adhere to any of these conditions will lead to immediate disqualification:

- a. All pages must be submitted, and all pages that require completion must be completed in the tender document. Therefore, no page removal is allowed.
- b. Painting over rates/use of correcting fluid is not allowed.
- c. Failure to submit documents required in this tender documentation.
- d. Form of offer not filled (it should be completed in words and numbers).
- e. The bid has been submitted before the closing date and time.
- f. Initial or sign all pages of the tender documents.
- g. Certified copies of documentation must not be older than three (3) months to be regarded as valid. Copies of "certified copies" will not be accepted as true copies of original documents.
- h. All declarations and authorisation forms must be duly signed.
- i. Price amendment without initials and signature of authorised personnel in the bills of quantity is not allowed.
- j. Original certified copy of company registration certificate (CK) and all pages certified.
- k. Original certified copies of ID's all Directors/members/board members.
- l. Copy of the SARS Tax PIN or tax clearance certificate.
- m. Original certified copy of current municipal account for all addresses that appear on the CSD report (not older than 3 months and not in arrears for more than three months) or copy of valid Lease Agreement of the **business**. If the rates and taxes account are not in the names of the company, the attached municipal rates and taxes statement must be submitted together with an original affidavit from the property owner whose names are reflected on the municipal rates and taxes statement to confirm that the company operates from their property. If the business is situated in an area in which the respective municipality does not bill, attach the proof of residence issued by the municipality stating that the area in question is not billed.
- n. Original certified copies of current municipal account for all addresses that appear on the CSD report (not older than 3 months and not in arrears for more than three months) or copy of valid Lease Agreement for **all directors and/or board members** of the company. If the rates and taxes account are not in the names of the directors/members of the company, the attached municipal rates and taxes statement must be submitted together with an original affidavit from the property owner whose name is reflected on the municipal rates and taxes statement. If the directors and/or board members reside in an area where the respective municipality does not bill, attach the proof of residence issued by the municipality stating that the area in question is not billed.
- o. Signed Letter of Authority on the company letterhead
- p. CSD detailed report (printed after the tender advert and on or before tender closing date)
- q. Joint Venture Agreement (In case of a Joint Venture) must be submitted
- r. Joint Ventures must be registered on CSD as Joint Venture.
- s. Sign all applicable pages.
- t. Complete the bill of quantity.
- u. Alterations to the bid document or submission of a copy of the original bid document is not allowed.
- v. Completion of the bid document using pencil is not allowed
- w. Minimum Bank rating of code C.
- x. The bid has been submitted before the closing date and time.

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PART B

SPECIAL DISQUALIFICATION CRITERIA

Non-submission of the following documents will result in the bidders not being able to go to the next stage:

- Audited Annual Financial Statements.
- Bidders must have an Independent Communications Authority of South Africa (ICASA) Electronics Communications Network Services (ECNS) valid license (Provide certified ECNS certificate copy).
- The Service Provider must be a Firm providing ICT and Telecommunication services. It must have a minimum of five (5) years of experience in the ICT industry.
- The Service Provider must provide proof of presence or co-location at a Data Centre (Ownership, or Lease Agreement).
- Network Service Providers must be MegaNet Certified (certificate copy).
- Hikvision Access Control, CCTV, Video Management Certifications (certificate copy).

NO	DOCUMENT NAME	RETURNABLE / INCLUDED IN THE BID DOCUMENT (Mark)		
		Included in Bid Doc	Returnable	Required Documents from Supplier
1.	An Original/certified Tax Clearance or SARS Pin?	No		Yes
2.	CSD Registration Report (printed after the tender advert and on or before tender closing).	No		Yes
3.	Certified copy of Company Registration (CK) (If the copy has more than one page, all pages must be certified	No		Yes
4.	Copy of B-BBEE Certificate (SANAS accredited) or sworn affidavit	No		Yes
5.	Authority of Signatory; Original if a copy must be certified (must be in the company letterhead)	No		Yes
6.	Certified copy of proof of payment for Municipal rates and taxes or letter from the municipality that indicates that your business is situated in an area in which it does not bill for all directors, Board members and business. If the rates and taxes account is not in the names of the company, the attached municipal rates and taxes statement must be submitted together with an original affidavit from the property owner whose name/s are reflecting on the municipal rates and taxes statement to confirm that the company operates from their property	No		Yes
7.	Schedule of Rates (T10) (should be completed in full)	Yes	Yes	

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8.	Appointment letters and project supporting documentation stating the bidder's experience on related or similar work and track record with the value/amount of the contract.	No		Yes
9.	The Service Provider must be a Firm providing ICT and Telecommunication services. It must have a minimum of five (5) years of experience in the ICT industry (Appointment Letter and reference Letter).	No		Yes
10.	Stamped Bank Rating letter not older than 3 months	No		Yes
11.	ICASA ECNS valid license (Provide certified ECNS certificate copy)	No		Yes
12.	Audited Annual Financial Statements	No		Yes
13.	The Service Provider must provide proof of presence or co-location at a Data Centre (No		Yes
14.	Comprehensive Methodology on how the tenderer is planning to invest back to the community of Nkomazi Local Municipality, refer to specific goals on MBD 6.1	No		Yes
15.	<ul style="list-style-type: none"> Network Service Providers must be MEGANET Certified (certificate copy) 	No		Yes
16.	<ul style="list-style-type: none"> HIKVISION Access Control, CCTV and Video Management Certification (certificate copy) 	No		Yes

“Acceptable bid” means any bid which, in all respects, complies with the conditions of bid and specifications as set out in the bid documents, including conditions as specified in the Preferential Procurement Policy Framework Act (Act 5 of 2000) and related legislation as defined in this bid document, read in conjunction with the Preferential Procurement Regulation, 2022 where 80 points will be allocated in respect of price and 20 points in respect of targeted goals.

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**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NKOMAZI LOCAL MUNICIPALITY)					
BID NUMBER:	NKO: 16/2025	CLOSING DATE:	06/05/2025	CLOSING TIME:	12:00 PM
DESCRIPTION	REQUEST FOR PROPOSALS (RFP) FOR INSTALLATION AND MAINTENANCE OF INTERNET AND DATA SERVICES INFRASTRUCTURE FOR NKOMAZI LOCAL MUNICIPALITY ON A THREE-YEAR CONTRACT (36 MONTHS)				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (9 Park Street - Malalane Private Bag X101

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					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN-BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
TOTAL NUMBER OF ITEMS OFFERED			TOTAL BID PRICE	R	
SIGNATURE OF BIDDER		DATE		
CAPACITY UNDERWHICH THIS BID IS SIGNED					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
DEPARTMENT	SCM		CONTACT PERSON	Mr Muzi Sandlana	
CONTACT PERSON	Richard Mabuza		TELEPHONE NUMBER	(013) 790 0386	
TELEPHONE NUMBER	(013) 790 0386		FACSIMILE NUMBER		
FACSIMILE NUMBER			E-MAIL ADDRESS		
E-MAIL ADDRESS	richard.mabuza@nkomazi.gov.za		muzi.sandlana@nkomazi.gov.za		

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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 ONLINE**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

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 VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.
- 2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
- 3.2. DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
- 3.3. DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- 3.4. DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
- 3.5. 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 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

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1. BID INSTRUCTIONS

- 1.1 The tender document(s) have been drafted to ensure that essential information is furnished upon the correct completion of the document(s). Where there is insufficient space, or additional particulars are required to be furnished, such must be provided on a separate annexure, clearly indicated.
- 1.2 Tender document(s) may not be retyped or redrafted. Also, no photocopies of the original document(s) may be used.
- 1.3 Tender document(s) may be completed by mechanical devices such as typewriters; alternatively black ink must be used to fill in the document(s), No electronic signatures allowed.
- 1.4 Tenderer must ensure that no pages are missing from the bid document(s), and that the pages of the bid are numbered consecutively. Nkomazi Local Municipality shall not be held liable with regard to claims arising from the fact that pages are missing or duplicated.
- 1.5 Firm tender prices (rates) and delivery periods are preferred, and tenders must clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
- 1.6 Tenderer must be strictly to specification. In cases where items are not to specification, deviations must be clearly indicated. It must also be noted that supplier/tenderer may quote for other items other than the one indicated on the schedule of quantity on a separate sheet, but it would not form part of items to be evaluated for.
- 1.7 Tender prices must be quoted in South African currency and in the specified units, unless the contrary is clearly indicated.
- 1.8 All the documents herewith form part of the bid and failure to comply with any part thereof may invalidate a bid.
- 1.9 Nkomazi Local Municipality may issue Briefing Notes during the briefing session which may contain amendments or information that may assist bidders in articulating their bids.
- 1.10 Nkomazi Local Municipality require as a condition of the bid that the non-compulsory/optional explanatory meeting be attended by prospective bidders. This requirement will be clearly stated in the tender advertisement as well as in the documentation.
- 1.11 Nkomazi Local Municipality requires the furnishing of a non-refundable bid deposit together with the drawing of bid documentation (if applicable). Where such a non-refundable bid deposit is requested in the bid documentation, for those who purchased the tender document. No tender document will be accepted unless such a deposit (or cash) is submitted in the form of a bank cheque payable to Nkomazi Local Municipality before submission of the bid. Alternatively, the bid documentation can be downloaded for free on e-Tender or Nkomazi Website.
- 1.12 Tenders must be submitted to the addressee before the closing time. Bids submitted after the closing time shall be considered late, and will not be admitted for consideration.
- 1.13 The contractor/Service provider shall not abandon, transfer, assign or sublet a contract or part thereof without prior written consent of the council.
- 1.14 It is an irrefutable condition of this contract that the successful tenderer will have to negotiate and conclude a service level agreement with the council

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1. PROJECT SCOPE AND SCHEDULE OF WORKS

1.1. Purpose of the Contract

The Nkomazi Local Municipality's Information Communication and Technology (ICT) Section provides Information technology (IT) to the organisation as a key enabler to promote operational efficiency. Over the years, the section has implemented strategies that improved the municipality's technology and connectivity towards becoming a technology-driven entity.

The aim is to bring in the best service provider to manage the ICT infrastructure and have stringent service level agreements in place to manage expectations, policies, procedures, and delivery performance properly, which is necessary for the Municipality to enable economic growth and sustain current industries and members of the public.

The purpose of this tender is to seek a reputable service provider who has vast experience in providing general ICT support services through the application of Information Technology Infrastructure Library (ITIL) service management practices, and compliance with Standard and Quality Management Systems requirements (ISO 9001, ISO 14001, OHSAS 18001) outlined in more detail below. The capability of providing services such as application and hardware hosting, data, client computing, ICT infrastructure, professional services, and connectivity, is a primary requirement for this tender.

The successful bidder will be required to provide the Municipality with the following services:

- 1.1.1. ICT assessment
- 1.1.2. Corporate Governance of ICT
- 1.1.3. Infrastructure management,
 - 1.1.3.1. Internet Connectivity
 - 1.1.3.2. Network Installation and Management
 - 1.1.3.3. Data Centre Management & Server Management
 - 1.1.3.4. Telephony (VoIP)
- 1.1.4. Customer Relationship Management System,
- 1.1.5. Office 365 and Document Management System.
- 1.1.6. Access Control and CCTV solution
- 1.1.7. Applications Support,
- 1.1.8. Generic Requirements

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1.2. Scope of ICT Infrastructure Managed Service

The successful service provider will be required to conduct and complete an audit of the existing infrastructure, hardware and software, configuration, and process documentation for the service management alignment. The aim is to source the following ICT services to an external “managed service” provider.

1.3. ICT ASSESSMENT

The Service Provider will be required to conduct a complete assessment of the Municipality’s ICT infrastructure, verify, amend and remove through a structured process, including governance model. The assessment program includes an electronic, physical audit and verification of all items, software, and device configurations. It further extends into the connectivity infrastructures. The results to be provided in an electronic database for acceptance by the Municipality ICT management team.

1.4. TRANSITION

The Service Provider must provide a complete Transition Program for the scope of services as outlined in 2.3.2.1 to 2.9 . It must include, but not limited to, all the stakeholders, current service providers, services, 3rd party contractors, for acceptance by the Municipality ICT management team. Where the Service Provider identifies 3rd party vendors, and incorporates them within the Transition Program as part of the integrated service management function.

- 1.4.1. The service provider will be required to assist with the implementation of the CGICT Framework and compliance with GICT.
- 1.4.2. The service provider must provide all of the information and communications technology infrastructure management. which provides a general framework that is based on best practice guidance for the design, planning, deployment, operational management, and technical support of quality ICT services to meet the municipality’s needs in a cost-effective manner.

1.5. INTERNET CONNECTIVITY

The Municipality makes use of several technologies for data connectivity. The Service Provider must monitor and manage the capacity in accordance with requirements, actuals, and with 3rd parties where applicable. The Municipality runs on a 200Mbps fibre line for all its Malelane, Hectorspruit, komatipoort and Marloth Park offices. It plans to upgrade the connection to a minimum capacity to cater to additional growth requirements. The successful bidder will be responsible for this requirement.

- **Reliability and Uptime:** The solution must guarantee a minimum uptime of 99.9% and provide a robust infrastructure to support it.
- **Security:** The solution must include robust security features, such as firewalls, intrusion detection, and encryption, to ensure the security and integrity of municipal data.
- **Scalability:** The solution must be able to scale to meet the growing needs of the municipality, with flexible plans and easy upgrades.
- **Speed and Bandwidth:** The solution must provide sufficient speeds and bandwidth to support municipal operations, including data-intensive applications and online services.
- **Redundancy and Backup:** The solution must include redundant connections and automatic failover to backup systems to minimize downtime.
- **Compliance and Regulatory Requirements:** The solution must meet all relevant regulatory requirements, such as data protection and privacy laws.

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- **Support and Maintenance:** The solution must include reliable support and maintenance services to ensure smooth operation and quick issue resolution.

TECHNICAL SPECIFICATIONS

The solution must meet the following technical specifications:

- Internet Connectivity Speed: Minimum 400 Mbps dedicated, uncapped, uncontended, and unshaped.
- Bandwidth: Minimum 1 Gbps.
- Network Protocol: IPv4/IPv6.
- Security Protocols: SSL/TLS, IPSec.
- Redundancy: Dual WAN links, automatic failover.
- Managed Services: Managed router, security firewall, managed proxy services.
- IP Addresses: 12 public IP addresses.
- Perimeter Security: Web content filtering.
- WAN Monitoring: Real-time monitoring and reporting.
- Main Internet Feed: Primary internet connection.
- LTE APN: LTE access point name for mobile connectivity.
- Backup Internet Services: Secondary internet connection for redundancy.
- Backup Communication for Financial System: Dedicated backup communication link for financial system.

1.6. SERVER MANAGEMENT

This component covers the provision of and management of standard configurations for the server infrastructure. The management of both the virtual infrastructure and the physical infrastructure. The installation and management of selected software, anti-virus, and the distribution of security updates, patches, and new releases. The component replacement on failure, systems monitoring, and housekeeping in real-time. The management of storage subsystems and capacity planning, backup and recovery, monitoring the upkeep of critical systems for business continuity and disaster recovery.

1.6.1. Client Computing Provision, Support, and Maintenance

This component covers the provision of end-user devices and the management of standard configurations for client computing images. This including all back-office software, anti-virus, distribution of updates, patches, and new releases.

1.6.2. Corporate Messaging Collaboration

This component covers all aspects of the Municipality's internal and external email and corporate messaging systems, including cloud services that will synchronize to mobile devices, collaborative, corporate communication, and social networking tools. This component also adds to a SMS service which is required for our call Center service which is used to communicate with the community through the call Center.

1.6.2.1 SMS Communication tool

The successful bidder must provide an SMS communication tool that meets the following requirements:

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TECHNICAL REQUIREMENTS

- Integration: The tool must be able to integrate with existing municipal systems, such as CRM and ERP systems.
- API Access: The tool must provide API access for integration with custom applications and services.
- Data Storage: The tool must provide secure data storage for SMS messages and recipient data.
- Scalability: The tool must be able to scale to meet the growing needs of the municipality.
- Security: The tool must provide robust security features, including encryption and access controls.

PERFORMANCE REQUIREMENTS

- Message Delivery Time: The tool must be able to deliver SMS messages within a maximum of 10 seconds.
- Message Throughput: The tool must be able to handle a minimum of 1000 SMS messages per hour.
- Uptime: The tool must have an uptime of at least 99.9%.

SUPPORT AND MAINTENANCE REQUIREMENTS

- Technical Support: The tool must provide technical support via phone, email, and online chat.
- Documentation: The tool must provide comprehensive documentation, including user manuals and API guides.
- Training: The tool must provide training and onboarding support for municipal staff.

1.6.3. Service Desk & Remote Management

This section covers the Service Provider setting up the municipality's remote management solution for handling user support and providing suitably experienced on-site resources to provide support to end-users locally and at remote sites.

In addition, the Service Provider to provide a Service Desk Incident Management System where calls can be logged by appointed municipality resources or the on-site resources managed against an agreed SLA, to service completion, and reported on.

1.6.4. Disaster Recovery Plan and Business Continuity

Disasters happen all over the world and when disaster strikes, life as we know it is disrupted. It is the municipality's mandate to mitigate those risks. The municipality must protect its system and remain operational during a disaster. A disaster plan and business continuity procedures must be developed to keep the municipality operational. The municipality requires a Disaster Recovery Plan and Business Continuity to be deployed. The solution must ensure 99.999% system upkeep and failover to the remote sites in case of a disaster.

The successful bidder must provide a data recovery site management solution that meets the following requirements:

FUNCTIONAL REQUIREMENTS

- **Data Recovery:** The solution must be able to recover data from various storage devices, including hard drives, solid-state drives, and tape drives.

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- **Data Backup:** The solution must be able to backup data from various sources, including servers, workstations, and mobile devices.
- **Data Replication:** The solution must be able to replicate data to multiple sites, including on-premises and cloud-based locations.
- **Data Encryption:** The solution must be able to encrypt data both in transit and at rest.
- **Access Controls:** The solution must provide role-based access controls to ensure that only authorized personnel can access and manage data.

TECHNICAL REQUIREMENTS

- **Hardware Compatibility:** The solution must be compatible with various hardware platforms, including Windows, Linux, and macOS.
- **Software Compatibility:** The solution must be compatible with various software applications, including Microsoft Office and Google Workspace.
- **Network Connectivity:** The solution must be able to connect to various network protocols, including TCP/IP and FTP.
- **Scalability:** The solution must be able to scale to meet the growing needs of the municipality.
- **Security:** The solution must provide robust security features, including firewalls, intrusion detection, and antivirus software.

PERFORMANCE REQUIREMENTS

- **Data Recovery Time:** The solution must be able to recover data within a maximum of 4 hours.
- **Data Backup Time:** The solution must be able to backup data within a maximum of 2 hours.
- **Data Replication Time:** The solution must be able to replicate data within a maximum of 1 hour.
- **Uptime:** The solution must have an uptime of at least 99.9%.

SUPPORT AND MAINTENANCE REQUIREMENTS

- **Technical Support:** The solution must provide technical support via phone, email, and online chat.
- **Documentation:** The solution must provide comprehensive documentation, including user manuals and technical guides.
- **Training:** The solution must provide training and onboarding support for municipal staff.

1.6.5. Cloud Infrastructure

- **Infrastructure as a Service (IaaS).** IaaS provides users access to raw computing resources such as processing power, data storage capacity, and networking, in the context of a secure data Center.
- **Platform as a Service (PaaS).** Geared toward software development teams, PaaS offerings provide computing and storage infrastructure and also a development platform layer, with components such as web servers, database management systems, and software development kits (SDKs) for various programming languages.
- **Software as a Service (SaaS).** SaaS providers offer application-level services tailored to a wide variety of business needs, such as customer relationship management (CRM), marketing automation, or business analytics.

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1.6.6. Website hosting

- Hosting Services
- Public DNS services
- Performing Website Daily Backups
- Website Configuration
- Website Health check Report and Daily checks.

1.6.7. Server support

- Proactive Management of the Entire Server Infrastructure
- Preparation of server specification, Installation, and Configuration of Servers
- Backup and Restore Services
- E-mail continuity
- E-mail Archiving
- Data Loss Prevention
- Large File Sending
- Anti-spam
- Advanced Threat Protection
- Maintain Support Accounts (O365, Azure AD, AD sync to Azure)
- Activate O365 Licenses
- Configure O365 Azure Details
- Configure and test passthrough Authentication
- Sync Local AD Users with Azure AD
- Maintain Exchange CU updates
- Configure and Maintain Send and Receive Connectors
- Configure Exchange Hybrid Service
- Configure Exchange Online PowerShell and Manage the Online Tenant
- Manage Mailbox Migration (On-Prem to Cloud)
- Maintain unified global address list (GAL)
- Skills Transfer (Admin Centre, User and Exchange Mailbox Administration, Azure Active Directory, Create O365 Users and Shared Mailboxes from On-Prem Exchange or O365 Tenant, Migrating Mailboxes from Exchange to O365)
- Server installation and configuration with Microsoft Windows server 2012 R2, 2016, 2022 & 2025.
- Manage and maintaining Office 365 Licenses & tenant.
- Backup and disaster recovery of selected user files & folders, Exchange mailboxes, Server replication, High availability configurations etc.
- Monitoring server health, performance metrics, and resource utilization to identify and address potential issues.
- Monitoring and managing Exchange server environment with Microsoft Exchange server 2016.
- Creating, managing, and maintaining user accounts, access levels, and permissions across different programs & servers.
- Troubleshooting and resolving technical issues reported by users and found across the server environment.
- Applying software updates and security patches to systems regularly with Microsoft WSUS etc.
- Documentation and reporting with Weekly, Monthly & Quarterly reports.
- Consult with relevant service providers for support.
- DNS DHCP Support
- Active Directory Domain Controllers Support and Management
- Hyper-V Management

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- Microsoft Server and License Management
- Microsoft Exchange Support (3 x Exchange Servers, Including DR)
- Managing and Support WSUS
- Support 5 (Five) Solar FMS servers at the primary site and the disaster recovery site
- Various Application Server Management (Payroll system, Traffic Control Management System, ArcGIS, Voice and Telephone System) User Data)
- Veritas Backup Exec Gold Perpetual
- Kaspersky Security Centre Administration Server
- Microsoft Entra Connect / AD Connect
- Office 365 business standard (x 250 to 350 Licenses)
- Sophos Firewall
- Dell Warranties T550 (X2)
- Exchange Mail signed certificate renewal.
- PRTG Monitoring System
- Manage and Support 8 (Eight) Physical servers
- Manage and Support 22 (Twenty-Two) Virtual Servers

1.6.8. Back Office Support

- Network Engineer (CCNA, CCNE) (Cisco Certified Network Expert)
- Microsoft Certified Technology Specialist (MCSE, MS EXCHANGE, AZURE)
- Project Management (PMBOK)
- Firewall and Security (SOPHOS)

1.6.9. TELEPHONY (HOSTED IP PBX and VoIP)

- Hosted/Cloud based VoIP Telephone System
- VOIP functionality between all sites
- High (99.9%) availability
- Port existing numbers
- Fully secured cloud-based VoIP telephone system
- Include cloud switchboard
- Soft-Phone (Desktop & Mobile App)
- Free Inter-branch calling
- Music on hold
- Voice Mail and Voice Recording
- Telephone Management System (Including Reports)
- Call Forwarding and Transfer
- Auto Attendant
- Teleconferencing
- Park Calls
- PC Dialling capability
- Pin Codes per user
- Call Pick-up
- Contacts Directory
- Cloud Telephone Management System (TMS) -Reporting, Web Portal

1.7. OFFICE 365 AND DOCUMENT MANAGEMENT

Microsoft 365 Business Premium Licensing for 300 USERS, the configuration of

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Active Directory, SharePoint, and OneDrive for document management.

- Develop and Maintain SharePoint (Web site and Intranet)
- SharePoint Daily Health Procedures
- Developing and Maintaining NLM intranet using SharePoint
- Performing SharePoint Online Health Checks, Daily Checks.
- Providing SharePoint Training
- Maintenance of LED system and provide training to users.
- Desktop Support
- Performing QPR system Daily Checks, Backups and Providing Training
- HTML Coding and Fault Finding
- Creating workflows in SharePoint.
- Maintain Systems using C#
- Maintain SQL Server DB

1.8. ACCESS CONTROL AND CCTV SOLUTION

The service provider will be required to do an assessment of the access control and CCTV solution and develop a solution.

- Cameras and Access Control
- CCTV Sites
- CCTV Network
- Control Room Management

1.9. APPLICATIONS SUPPORT

Support of IT services delivered to users within an organization, enabling the required operational processes needed for the business to be successful. Application Support enables people to execute their responsibilities within the relevant business processes. The service provider will be required to support all unsupported municipal applications.

1.10. OUT OF SCOPE INFRASTRUCTURE SERVICES

- Scope of Work and Additional Requirements

While this tender outline the primary requirements for the ICT infrastructure, it is not exhaustive. The service provider will be responsible for assisting the municipality in recommending suitable ICT equipment, including servers, network infrastructure, and other necessary equipment. The supply chain (SCM) procurement processes will be followed when procuring.

2. THE MUNICIPALITY'S ICT INFRASTRUCTURE LANDSCAPE

2.1. BACKGROUND AND OVERVIEW

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Nkomazi Local Municipality (NLM) invites proposals from qualified and experienced ICT service providers to design, implement, and manage a fully managed Multi-Protocol Label Switching (MPLS) network. The proposed network solution should combine fibre-optic and wireless microwave lines to ensure reliable and efficient data transmission, while also supporting Software Defined Networking (SDN) capabilities to enhance network flexibility, scalability, and management. The network must seamlessly integrate with NLM's current infrastructure, which comprises a mix of wireless and optical fiber networks. The selected service provider will be responsible for designing and implementing the MPLS network, providing ongoing network management and maintenance, ensuring network security, reliability, and performance, and providing technical support and training to NLM staff.

Nkomazi Local Municipality's (NLM) uses a primary Optical Fiber Breakout connection of 200Mb/s, supplemented by a VSAT (40Mb/s) for finance Building and a Wireless link of 40Mbps backup link for municipal operations and the appointed service provider need to upgrade from the 200mbps line to 400mbps fibre and a vast backup as listed above. The municipality has 32 sites, comprising of 22 offices and 10 community halls, that require connection to a Wide Area Network (WAN). These sites are currently connected using a combination of optical fiber and wireless networks, with all sites linked through a L2 WAN Network provided by the current service provider. Additionally, each remote office has a dedicated 60Mbps L2 connection to the Malelane Finance Building excluding Hectorspruit and Marloth park remote offices which are both connected through a optic fibre.

The service provider shall provide the necessary hardware and other services required to setup the internet and related L2 data service connections between the Finance Office and the Remote Offices. This includes but is not limited to the following:

2.1.1. To provide and connect a 400mbps fiber-optic line:

- Head Office (Malelane HQ (CIVIC), with 100Mbps Wireless Backup
- Malelane Finance (Main Server Room), with 100Mbps Wireless Backup
- Malelane Planning and Development, with 100Mbps Wireless Backup
- Malelane Testing Ground, with 100Mbps Wireless Backup
- Malelane Community Services, with 100Mbps Wireless Backup
- Malelane Infrastructure, with 100Mbps Wireless Backup
- Malelane SCM Warehouse and Mechanical, with 100Mbps Wireless backup
- Malelane PM&E, with 100Mbps Wireless backup
- Komatipoort Office (Which also hosts our DR Centre) with 100Mb Wireless Backup

2.1.2. Remote Offices.

- To provide end to end managed service;
- To provide secure private VPN connectivity, scalable and flexible WAN connectivity services;
- To provide secure, high speed, and resilient MPLS Backbone;
- To support virtual local area network (VLAN);
- To provide voice over internet protocol (VoIP);
- The proposed Wide Area Network (WAN) solution must be provisioned on the global Multi-Protocol Label Switching (MPLS) network.
- To provide NLM with an MPLS Virtual Private Network (VPN) offering secure and scalable communication between branches;

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2.1.3. Secondary Internet Line Requirements

The service provider must deliver a secondary internet line with the following specifications:

- Speed: 100Mbps
- Location: Finance main office in Malelane
- Purpose: Ensure continuity of service for the corporate WAN in the event of an outage affecting the primary internet line

2.1.4. Service Requirements

The service provider must:

- Provide centralized internet access: Establish a centralized point of internet access at the NLM main server room, which will branch out to Regional Offices
- Enter into a Service Level Agreement (SLA): Define parameters of rebates for non-performance and other service-related aspects
- Enable multiple service levels: Provide voice, video, teleconferencing, and data services within their product range
- Ensure business continuity: Provide continued services in the event of the NLM main server room relocating to other premises within the Nkomazi Local Municipality.
- Maintain and repair bandwidth: Ensure prompt maintenance and repair of bandwidth-related issues
- Meet delivery timelines: Deliver services within one month from the appointment date.

2.1.5. Additional Requirements

The successful bidder will be responsible for ITC skills transfer which will be managed in terms of the Service Level Agreement (SLA) signed by both parties. The successful bidder in collaboration with the Municipality will develop comprehensive skills transfer plan for implementation. Below herewith are highlights of the skills development plan:

ITC SKILLS TRANSFER PLAN	
Description	Activity
Training Models	On the Job: documentation and Guides: Offer comprehensive documentation, user manuals, and configuration guides to support knowledge transfer and future reference. Not limited to integrating, applying and transforming approaches
Targeted Officials	ICT Officials
Collaborative Problem-Solving	Encourage collaborative problem-solving and issue resolution between service provider and municipality ICT officials.
Monitoring and reporting	Regular meetings and updates: hold regular meetings and provide updates on ICT infrastructure, maintenance, and troubleshooting
Output	Ensure that meaningful knowledge, skills and skills development are transferred to the ITC personnel

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2.2. GEOGRAPHICAL LOCATION OF NLM OFFICES AND SWITCHES

Nkomazi Local Municipality (NLM) holistic overview of the Network and Server Environment to provide an understanding of the Support needed to maintain the Network (LAN and WAN), Server, Internet and CCTV Environment and NLM. The following technologies is included in this Overview

2.2.1. Network LAN

- 2 x Main Office Sites
- 30 x Remote Office Sites
- UTP Cat5 & CAT6 Cabling
- Optic Fiber
- Wireless Access Points
- CCTV Cameras
- Printers
- Access Control Devices

2.2.2. Network WAN

NLM is using a well-designed, robust, flexible, and scalable WAN solution for their networking needs NLM is using a Layer 2 MPLS Network for their WAN connectivity using the following Mediums (VPN over Internet, Wireless/Microwave, Direct GPON Fiber and LTE WAN Connectivity).

- 2.2.2.1. Traffic Engineering: MPLS enables efficient traffic management and optimization.
- 2.2.2.2. Quality of Service (QoS): MPLS supports QoS policies, ensuring critical applications receive prioritized bandwidth.
- 2.2.2.3. Security: MPLS networks offer inherent security features, such as label switching and traffic isolation.

2.2.3. WAN Connectivity Mediums

- 2.2.3.1. VPN over Internet: Utilizes the public internet to establish a secure, encrypted tunnel for WAN connectivity.
- 2.2.3.2. Wireless/Microwave: Employs wireless or microwave links to connect remote sites, offering a reliable and relatively fast connection.
- 2.2.3.3. Direct GPON Fiber: Leverages Gigabit Passive Optical Network (GPON) fiber connections for high-speed, low-latency WAN connectivity.
- 2.2.3.4. LTE through ISP APN: Uses Long-Term Evolution (LTE) cellular networks to provide WAN connectivity, particularly in areas where other mediums are unavailable.

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Site No	Office Name	PoE Switches	WiFi APs	MPLS	WAN	CCTV	Access Control
1	Civic Centre Offices	3 x 48P	10	YES	GPON Fiber / Wireless	7	2
2	Finance Office and Main Server Room	5 X 48P	7	YES	Dedicated Fibre	21	2
3	Community Services Offices	1 x 48P	2	YES	Dedicated Fibre		1
4	LED Office	1 x 24P	2	YES	Dedicated Fibre		1
5	Planning & Development	1 X 48P	2	YES	Dedicated Fibre		1
4	Testing Grounds Offices	1 x 24P	1	YES	GPON Fiber / Wireless		1
5	Infrastructure Offices	1 x 48P 1 x 24P	3	YES	GPON Fiber / Wireless	21	1
6	Performance Management & Monitoring Office	1 x 24P	2	YES	GPON Fibre		
7	Warehouse Stores	2 x 24P	5	YES	GPON Fiber / Wireless		
8	Hectorspruit Offices	1 x 24P	1	YES	GPON Fibre/ Wireless / LTE		
9	Marloth Park Offices	1 x 24P	2	YES	GPON Fiber / Wireless MW	17	
10	Komatipoort Offices and DR Centre	2 x 24P	3	YES	GPON Fiber / Wireless MW		
11	Naas Offices	1 x 24P	1	YES	Wireless / LTE		
12	Samora Machel Office	1 x 24P	2	YES	Wireless / LTE		
13	Tonga Office	1 x 24P	1	YES	Wireless / LTE		
14	KaMhlushwa Offices	1 x 48P 1 X 24P	3	YES	Wireless / LTE		
15	Mzinti Offices	1 x 24P	2	YES	Wireless / LTE		
16	Buffelspruit Reservoir	1 x 24P			Wireless MW	10	
17	Driekoppies Office	1 x 24P	1	YES	Wireless / LTE		
18	Driekoppies Water Treatment Plant	1 x 24P			Wireless	21	
19	Tonga Water Treatment Plant	1 x 24P			Wireless	4	
20	Tonga Extended Pump Station	1 x 24P			Wireless	21	
21	Masibikela Water Treatment Plant	1 x 24P			Wireless	19	
22	Mzinti Office and Builders Yard	1 x 24P			Wireless	7	

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23	Kobwa Community Hall	1 x 8P	3	YES	GPON Fibre / LTE		
24	Naas Community Hall	1 x 8P	3		Wireless		
25	Tonga Block B Community Hall	1 x 8P	3		Wireless		
26	Mgobodzi Community Hall	1 x 8P	2		Wireless		
27	Boschfontein Community Hall	1 x 8P	3		Wireless		
28	KaMhlushwa Community Hall	1 x 8P	4		Wireless		
29	Mdladla Community Hall	1 x 8P	3		Wireless		
30	Schoemansdal Community Hall	1 x 8P	5		Wireless		
31	Jeppes Reef Community Hall	1 x 8P	2		Wireless		
32	Steenbok Community Hall	1 x 8P	4		Wireless		

2.2.4. VOIP PBX (3CX)

Nkomazi Local Municipality (NLM) is seeking a service provider to manage and maintain its existing 3CX VOIP telephone system, which is currently operational at its headquarters in Malelane. The system has been instrumental in reducing telephone costs while increasing capacity, scalability, and mobility for municipal employees. To ensure business continuity, the service provider must establish a backup site to host a redundant VOIP PBX in case of emergencies. Additionally, NLM requires the provision of a secondary line for external calls. The ideal service provider will have expertise in managing and maintaining VOIP systems, ensuring seamless connectivity and minimizing downtime.

The successful service provide shall install, configure, commission and test the system. An electronic user manual must be provided to assist with operating the VOIP system. All ICT staff must be provided with training and manual on VOIP system so that they can provide first line support post implementation.

Four switchboard operators must be provided with training to use VOIP system. The successful service provider must configure the VOIP system to all switches per building. To provide and configure new phones to all office staff.

Provide 4 x switchboard VOIP system equipment for the NLM's switchboard control offices. The VOIP PBX must be capable of being deployed on Virtual Infrastructure (Hyper-V).

The VOIP system must generate monthly telephone bills per user, per PIN, and per department; the switchboard operators shall be able to retrieve all monthly telephone bills electronically. Users must be able to make outbound calls from any extension using their unique PIN code. The system must be maintained, supported and upgraded by the service provider at no additional costs for the entire period of 36 months. 8 municipal boardrooms (2 x Civic, 1 x Finance, 1 x LED, 1 x Community Services, 1 X Infrastructure Development, 1 x SCM Stores and 1 x PM&E) must be installed with voice conferencing VOIP telephone system and equipment provided. VOIP telephone system must be installed per end user device and linked to Microsoft Outlook address book, so that users can make calls using VOIP desktop application.

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2.2.5. VOIP Specification Requirements

The service provider must provide a VOIP telephone system for the period of 36 months. The system must include all telephone equipment such as; recording system, telephone management system (TMS) and switchboard equipment.

VOIP system must be configured via WAN and LAN connectivity. Service Providers can use their own methods to connect sites to the main office. All users must be migrated to the VOIP system, and all incoming and outgoing VOIP calls must be free, when calling another VOIP telephone number. All existing telephone numbers must be ported by the service provider to the new VOIP system for the ease of management and billing purposes. Porting costs of all numbers must be included in the total costs of the tender by the service provider. The VOIP TMS must allow setting of threshold or maximum amount of spend on calls an individual or PIN can incur, this can be done on request by NLM when required, at no additional cost. All incoming and outgoing calls must break through the switchboard and rerouted to the direct lines by the switchboard operators to relevant employees.

Switchboard must have a queuing capability while allowing callers to select right options; service provider to migrate/edit the existing waiting background music for the telephone system. The switchboard must allow callers to select options such as which Department or remote office to connect to inside the NLM environment or speaking to the switchboard operator. Telephone management with PINs and budget system for every PIN on all sites. Sites to connect as extensions Microsoft Exchange integration. Resolve caller ID to customer records from Exchange, LDAP or ODBC Integrated video conferencing for up to 100 participants, Integrates with Salesforce, Office 365, Google Contacts

2.2.5.1. General Features:

- Call Forward on Busy or No Answer
- Call Routing by DID
- Auto Attendant / Digital Receptionist
- Voicemail/ Music on Hold
- Central Phonebook
- Message Waiting Indicator
- Ring Extension & Mobile Simultaneously
- Automatic Pickup on Busy
- Busy Lamp Field (BLF)
- Call Reporting
- Call Parking / Pickup
- Call Queuing
- Call Recording
- Intercom/ Paging
- Call Recordings Management
- Configure BLF's from the Clients
- Hot desking
- Handset Pin
- Call transfer/ hoteling
- Call forwarding
- PC dialer
- Call pick-up
- Message notification
- Music on-hold

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- Music Advertisement while on hold
- Tele-conferencing
- Voice mail recording
- Call parking
- HD Voice
- Message waiting

2.2.5.2. Management

- Web-based Management Console
- Automated Provisioning of Devices
- Real Time Web-based System Status
- Easy Backup and Restore
- Configure Remote Extensions
- Scheduled Backup
- Inbuilt Fail Over Functionality

2.2.5.3. Unified Communications

- See the Presence of Your Colleagues
- Receive Voice Mail via Email
- Advanced Forwarding Rules
- Setting Up Conference Calls
- Click2Call Extension
- Receive Faxes via Email as PDF
- Integrated Fax Server
- View Presence of Remote Offices

2.2.5.4. Call Center

- Call Flow Designer
- Advanced Call Reporting
- Switchboard Queue Manager View
- Callback if queue full
- Call Recordings Search
- Supervisor can Log Agents In/Out
- CRM Integration / Scripting Interface
- SLA alerting/reporting

2.2.5.5. Mobility

- Android Client
- iOS Client
- Windows Client
- Mac Client
- Web client

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2.2.5.6. IP Phone Management

- Automatic Plug & Play Phone Provisioning
- Manage IP Phones Network Wide from Console
- Restart Phones Remotely
- Update & Manage Firmware Network Wide
- Supports Popular SIP Phones

2.2.5.7. Application Integration

- Office 365
- Microsoft Outlook
- Microsoft Exchange 2016 or more / LDAP / ODBC
- Google Contacts

2.2.5.8. Web Conferencing

- One-click conference
- Meeting Recording
- Screen Sharing
- System must be able to forward calls to switchboard or cellular phones when the extension is not available.
- Service provider must provide VOIP telephone handsets; these include switchboard handsets, boardroom tele-conferencing phones, Executives' PAs handsets and normal mobile VOIP telephone equipment for the rest of the employees.
- Switchboard system must be configured with background music that will be provided by NLM and editable by the service provider at no additional cost:
- SLA must include a handset swap out agreement for the duration of the SLA period.
- Switchboard operators must be able to route incoming calls to relevant recipients;
- System must atomically auto route calls to Information during the event when there is no one answering calls at the Switchboard office;
- VOIP system must have a recording capability to record all inbound and outbound calls.

Service provider must provide call rate as per table below.

- Calls MUST be strictly per second for the duration of the contract and
- Call rate charges to be shown in South African Rands per minute
- Call rate charges must include VAT
- Call rate charges must be for the duration of 36 months

CALL REF	Call per minute
Local Calls Within 013...	
International Calls	
National Calls	

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CellC (Telkom)	
Vodacom	
MTN	
Inter Connect	

2.2.6. CCTV And Access Control

The successful service provide must be able to plan, install, configure, commission HIKVISION CCTV and ACCESS CONTROL security services to NKOMAZI LOCAL MUNICIPALITY, Installations and premises, in terms of the HIKVISION specifications for control room monitoring (Access Control and CCTV) and setup of procedures. This specification covers the provision of CCTV and ACCESS Control security services in terms of the SAIDSA bylaws with specifications for the various permanent and temporary localities under the jurisdiction of the Municipality on a continuous basis. The sites, depots and equipment for which only are temporarily required (ad hoc) service is required, will be indicated by the Municipality to the contractor from time to time as occasion demands.

CCTV Requirements:

- **Camera Resolution:** Minimum 1080p (2MP) resolution for clear video quality.
- **Camera Type:** Combination of fixed, PTZ (pan-tilt-zoom), and dome cameras to cover various areas.
- **Night Vision:** Infrared (IR) or Starlight technology for clear video quality in low-light conditions.
- **Weather Resistance:** IP66 or higher rating for outdoor cameras to withstand harsh weather conditions.
- **Recording:** Continuous recording for at least 30 days, with option for motion detection and alert notifications.
- **Monitoring:** Remote monitoring capability for authorized personnel.
- **7. Analytics:** Optional features like object detection, facial recognition, and people counting.

Access Control Requirements:

- **Door Controllers:** Support for multiple door controllers, including wired and wireless options.
- **Reader Types:** Compatibility with various reader types, such as RFID, biometric, and smart card readers.
- **Access Levels:** Multiple access levels with customizable permissions and schedules.
- **Anti-Passback:** Anti-passback feature to prevent tailgating and ensure secure access.
- **Real-Time Monitoring:** Real-time monitoring of access events and alerts for unauthorized access attempts.
- **Integration:** Integration with CCTV systems and other security systems for a unified security platform.
- **Reporting:** Customizable reporting and analytics for access control events.

System Requirements:

- **Scalability:** Scalable system to accommodate growing number of cameras and access control points.
- **Redundancy:** Redundant power supply, storage, and networking to ensure system uptime.

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- **Cybersecurity:** Robust cybersecurity measures to protect against hacking and data breaches.
- **User Interface:** Intuitive user interface for easy system management and monitoring.
- **Compatibility:** Compatibility with various operating systems, browsers, and mobile devices.

Installation and Maintenance:

- **Installation:** Professional installation by certified technicians.
- **Warranty:** Comprehensive warranty for hardware and software components.
- **Maintenance:** Regular maintenance and software updates to ensure system optimal performance this applies to the current systems already installed also.
- **Support:** 24/7 technical support for system-related issues.

Service providers will need proof of HIKVISION Access Control and CCTV Video Management Services.

1. HACB: HIKVISION Africa Basic Certification Operation Training.
2. HCSA: HIKVISION Certification Security Associate.
3. HCSA-VMS: Video Management System-Hik Central Certification training.
4. HCSA-AAI: HIKVISION Access control and intercom Certification training.

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Network Diagram of WAN Requirements

2.2.7. Server Room

The server room in the main office building hosts the local user applications such as mail, financial, and payroll applications. The storage and server racks are located within this server room. The server room infrastructure has raised floors, cooling and fire extinguisher provided. The network equipment, LAN and WAN, is also hosted in this server room where the telco equipment terminates. Future changes to the environment will also need to host services in this room.

2.2.8. WAN, LAN, and Network Management

The Municipality operates a diverse network. The Local Area Network (LAN) components of this network are already running under a managed service contract and is included in the scope. As discussed before the LAN devices deployed across the network are Netgear, Enterasys and Huawei switches. The wireless access points are also Ubiquiti AP and they are installed in the different buildings across the municipality. The existing cabling infrastructure runs on CAT6 UTP cabling and mostly single mode fibre. The service provider will need to maintain and support the existing infrastructure and replace it as and when identified and agreed. The municipality has 26 servers which consist of 7 physical servers and 19 virtual servers which the successful service provider will be responsible to maintain or upgrade if need being.

NETWORK SERVICES REQUIREMENTS

The successful bidder must provide network services that meet the following requirements:

NETWORK INFRASTRUCTURE

- Network Design: The bidder must design a network infrastructure that meets the municipality's current and future needs.
- Network Hardware: The bidder must provide and install network hardware, including routers, switches, firewalls, and wireless access points.
- Network Cabling: The bidder must provide and install network cabling, including fiber optic and copper cabling.

NETWORK MANAGEMENT

- Network Monitoring: The bidder must provide real-time network monitoring and alerting to ensure network uptime and performance.
- Network Maintenance: The bidder must provide regular network maintenance, including software updates, patches, and backups.
- Network Troubleshooting: The bidder must provide prompt network troubleshooting and repair to minimize downtime.

NETWORK SECURITY

- Firewall Configuration: The bidder must configure firewalls to ensure network security and prevent unauthorized access.
- Intrusion Detection and Prevention: The bidder must provide intrusion detection and prevention systems to detect and prevent network threats.
- Antivirus and Anti-Malware: The bidder must provide antivirus and anti-malware software to protect against malware and viruses.

NETWORK PERFORMANCE

- Network Speed: The bidder must ensure network speeds meet the municipality's requirements, including a minimum of 1 Gbps.

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- Network Latency: The bidder must ensure network latency is minimized, with a maximum latency of 50 ms.
- Network Uptime: The bidder must ensure network uptime is maximized, with a minimum uptime of 99.9%.

SUPPORT AND MAINTENANCE REQUIREMENTS

- Technical Support: The bidder must provide technical support via phone, email, and online chat.
- Documentation: The bidder must provide comprehensive documentation, including network diagrams and configuration documents.
- Training: The bidder must provide training and onboarding support for municipal staff.

2.2.9. Server, Storage, Disaster Recovery and Business Continuity

The server environment is located and hosted at the municipal main building with services configured in High Availability. The Municipality uses Backup exec and LTO9 data tapes for backups. The chosen service provider will need to put forward a solution that will address the Municipalities' high availability requirements and will also be able flexible enough to adapt to the future DR requirement.

The principle of the server environment with shared storage is to create a Pool of Resources and storage that can be shared by the ICT Server requirements, in the case of the Municipality, the application servers that are required for the daily operations onsite are installed on the clustered environment in Virtual Machines (VM's), these VM's do not sit on one physical server but on a shared pool of resources made up of the Physical Server units within the Cluster.

This solution is the first level of redundancy within the municipality's ICT environment, to mitigate the risk of a hardware failure and to allow the business to continue. As the second level of redundancy for the Municipality's ICT Environment, a Remote / Separate Server solution must be implemented and configured so that in the event of a total failure of the Onsite ICT environment, the municipality can, after a period, continue business as usual once the environment is brought up.

The successful bidder will be expected to work with the current service provider to ensure a smooth integration of all services.

The service provider should be able to manage the Municipalities network edge routers and deal with the WAN providers if necessary.

2.2.10. Service Desk and Software Tools

The service provider must be able to offer an escalation point for the municipality, where, depending on the severity of the incident, the call will be actioned. Integration of systems is not required, as long as the provider's system and service Centre is able to track the logged call. A portal linked to the E-mail address or telephone number can be used to log the requests which will then be tracked on the service provider's incident management system. The Municipality currently uses Track-It.

2.2.11. Facilities and Cabling Infrastructure

The Municipality utilizes the current service provider for the CAT6 UTP cabling with Single and Multi-Mode fibre as the standard for aggregation. The service provider must incorporate and provide the cabling infrastructure and take full responsibility, migrating the infrastructure through upgrade projects to the agreed latest standard, as these are adopted across other environments.

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2.2.12. Virtual Infrastructure

The municipality is currently utilizing virtual solutions. The cost saving that's associated with infrastructure virtualization is beneficial for the municipality. The municipality is required to reduce operating costs and virtualization of servers and LAN is the solution. The municipality is running Microsoft Hyper-V in the environment. The successful bidder will have to manage the designed and implemented virtual solution for the network, data storage, and server infrastructure.

2.3. SCOPE OF SERVICE – ASSESSMENT PROGRAM

2.3.1. Acquisition Services

The Service Provider shall provide suitable hardware and software products specifications, OEM support, and warranties with resources as a service to the Municipality as and when required based on business requirements.

2.3.2. Software Tools

The Service Provider must provide where required and use the management tools that are already established within the Municipality. The Municipality requires the following as a minimum:

- Central Service Desk
- Remote Management Suite
- Patch Manager
- Others

2.3.3. Support

The solution must be able to connect and interrogate workstations for various purposes (support, software deployment, software, and hardware inventorying) either with agents deployed or for agent-less. The ability for the server to connect to the workstations must be independent of the File and Print sharing service on the workstations.

- The support and maintenance will be for all servers, LAN services, network equipment, and Service Desk; and include the Municipality satellite offices. Ensuring availability for LAN.
- Hardware and software setup and configuration as it pertains to servers and network equipment when required.
- All equipment, applications, and infrastructure set out in the document will be regarded as being in scope, with the exception of the specific hardware and applications described.
- Provide quarterly maintenance reports as it pertains to the network infrastructure and equipment listed in the table below.
- The Service Desk must provide a single point of contact and intelligent management reports.

2.3.4. Service Desk Support

- Provide 1st line support.
- Respond to a phone call within 30 seconds.
- Provide response to logged calls within 30 minutes.
- Resources should be knowledgeable about the product or service in question (logged call).

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- It is the responsibility of the Service Provider to ensure that their staff are trained with the latest technology at the Municipality,
- Penalties may be implemented for non-performance according to the agreed service level agreements.
- If the required support is not forthcoming from the Service Provider, a method must be in place to resolve the issue timeously.

2.3.5. Reporting Requirements

The following reports to be provided on a monthly basis:

- Server logs and fault reports, with resolutions or suggested fixes.
- System changes (updated system change documentations), if appropriate. Virus reports and user statistics.
- List of work performed.
- Summary of the month's Service desk support call logs that include the response time, resolution, and timeframes (i.e. reporting against the agreed SLA).
- Server availability or downtimes report.
- Monthly customer satisfaction report.
- Adhoc reports.

2.4. Fixed priced contract as per the schedule of rates for the duration of the contract

All prices for the contract would be taken as fixed for the duration of the contract with the exception of the annual increment which shall range from 1-15% subject to the municipal approval. Price increases if any should be concluded in the SLA the SLA will refer it to schedule of rate

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3.1. SUPPLIERS / CONTRACTORS

3.1.1. "Certificate of authority to sign all documents in connection with this tender and any contract or agreement which may arise there from", duly signed and dated, shall be provided by the Board of Directors of the firm and shall be attached to this page. An example is given below.

3.2. JOINT VENTURE

3.2.1. The document of formation of the Joint Venture shall be attached to this page.

3.2.2. A "certificate of authority to sign all documents in connection with this tender and any contract or agreement which may arise there from", duly signed and dated, shall be provided by the Boards of Directors of each member of the Joint Venture and shall be attached to this page.

EXAMPLE OF A CERTIFICATE OF AUTHORITY FOR SIGNATORY

"By resolution of the board of directors passed at a meeting held on

.....

Mr. /Ms..... whose signature appears below, has been duly authorized

to sign all documents in connection with the tender for Contract no.....

and any contract which may arise there from on behalf of (block capitals)

.....

SIGNED ON BEHALF OF THE COMPANY.....

IN HIS/HER CAPACITY AS:

DATE:

SIGNATURE OF SIGNATORY:

WITNESS: 1:

2.

1. No bid will be accepted from persons in the service of the state:
2. Any person or having kinship with a person in the service of state, or persons who act on behalf of Nkomazi Local Municipality, including a blood relationship, may make an offer or offers in terms of this bid invitation. In view of possible allegations of favouritism or bias, should the resulting bid, or part thereof, be awarded to persons employed by State, or to persons who act on behalf of Nkomazi Local Municipality, or to persons connected with or related to them, it is required that the bidder or his authorised representative shall declare any interest of whatever nature and/or relationship (including blood relationship) to any employees, or persons who act on behalf of, or persons connected with or related to Nkomazi Local Municipality.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid:

3.1. Full Name of the bidder or his representative:

3.2. Identify Number:

3.3. Position occupied in the Company (director, trustee shareholder):

.....

3.4. Company Reference Number:

3.5. Tax Reference Number:

3.6. VAT Registration Number:

3.7. The names of all directors'/trustees'/ shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8. Are you presently in the service of the state?

YES/NO

3.8.1 If yes, furnish particulars:

.....

❖ MSCM Regulations: "in the service of the state" means to be-

(a) A member of-

- (i) Any municipal council
- (ii) Any provincial legislature, or
- (iii) The national Assembly or the national council of provinces
- (b) A member of the board of directors of any municipal entity;

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- (c) An official of any municipality or municipal entity;
- (d) An employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (e) A member of the accounting authority of any national or provincial public entity; or
- (f) An employee of parliament or a provincial legislature

❖ Shareholder means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.9. Have you been in the service of the state for the past twelve months?

YES/NO

If yes, furnish particulars:

.....

3.10. Do you, have any relationship (family, friend, other) with a person employed by state/Nkomazi Local municipality, who may be involved in the evaluation and adjudication of this bid?

*YES / NO

3.10.1 If yes, furnish particulars:

.....

.....

3.11. Are you, aware of any relationship (family, friend, other) between the bidder and any person employed by state/Nkomazi Local Municipality, who may be involved in the evaluation and adjudication of this bid?

*YES / NO

3.11.1 If yes, furnish particulars:

.....

.....

3.12. Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in the service of state?

YES/NO

3.12.1 If yes, furnish particulars.

.....

.....

3.13. Are any spouses, child or parent of the company's directors trustees, managers, principle shareholders or stakeholders in service of state?

YES/NO

13.13.1 If yes, furnish particulars.

.....

.....

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13.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract.

13.14.1 If yes, furnish particulars.

YES/NO

4. Full details of directors. Trustees/ members/ shareholders.

Full Name	Position filled in the "State"	ID number	State employee number

Signature

Bid Number

Date

Capacity

Name of the Company

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MBD 6.1**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022**

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

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

1. GENERAL CONDITIONS

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

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

1.2 **To**

- a) The applicable preference point system for this tender is the 80/20 preference point system.

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

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.

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- 1.6 Nkomazi Local Municipality 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 Nkomazi Local Municipality.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20 or 90/10

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

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

3.2.1.1. POINTS AWARDED FOR PRICE

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

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

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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POINTS FOR CONTRACTING AN ENTERPRISE OWNED BY HISTORICALLY DISADVANTAGED PERSONS OR INDIVIDUALS

A total of 8 preference points shall be allocated on a proportional or pro rata basis for contracting an enterprise owned by historically disadvantaged persons or individuals who meet the following requirements -

HISTORICALLY DISADVANTAGED PERSONS OR INDIVIDUALS	POINTS ALLOCATION	SOURCE DOCUMENTS REQUIRED TO CLAIM POINTS
100% black person or people owned enterprise	2	A copy of a Full CSD report not older than 3 months
More than 30% woman or women shareholding or owned enterprise	2	
more than 30% youth shareholding or owned enterprise	2	
More than 30% people living with disability shareholding or owned enterprise	2	A copy of a Medical Certificate to confirm disability

POINTS FOR IMPLEMENTING OF RDP PROGRAMMES

A total of 12 preference points shall be allocated on a proportional or pro rata basis for implementing of programmes for RDP -

Enterprises regarded as *EMEs located within the Ehlanzeni District Municipality area of jurisdiction	2	<p>➤ A copy of a Full CSD report not older than 3 months</p> <p>NB: Points will only be awarded if the CSD physical address is the same as the address for the proof of residence required in 1.9 above.</p>
Enterprise who will sub-contract minimum of 30% of the contract value to EMEs in the ward or local communities where the services of work to be rendered will be undertaken;	2	<p>➤ Joint venture requirements as per the tender document and all relevant legislations pertaining to join ventures</p>
Points for Corporate Social Investment (CSI) or Social Labour Plan proposition	5	<p>Comprehensive Methodology on how the tenderer is planning to invest back to the community of Nkomazi Local Municipality:</p> <ul style="list-style-type: none"> Community development grounded on the principles of empowerment, social justice, collective action to mention but a few. These undertakings shall form part of the service level agreements SLA and be managed as such.

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Points for valid B-BBEE level 1 contribution (SANAS accredited B-BBEE certificate for generic enterprise, and for EME and SME a sworn affidavit or CIPC issued certificate confirming annual turnover and level of Black Ownership).	3	<ul style="list-style-type: none"> ➤ Certified Valid BBEE certificate ➤ or Certified Valid EME and SME a sworn affidavit ➤ or Certified Valid CIPC issued certificate confirming annual turnover and level of Black Ownership
TOTAL PREFERENCE POINTS TO BE CLAIMED	20	

*All certified copies must not be older than three months.

TECHNICAL EVALUATION CRITERIA

- All bidders are required to respond to the evaluation criteria measurements. Only Bidders that have met the Pre-Qualification Criteria will be evaluated for pricing.
- Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 70 points in order to proceed to price evaluations. A bidder who scores less than 70 points on technical evaluation will be disqualified.

TECHNICAL EVALUATION

No	EVALUATION CRITERIA (All points are non-accumulative)	POINTS ALLOCATION	TOTAL POINTS
1	Tenderer's Experience Bidder must demonstrate experience in successfully executing a similar project for the provision of ICT infrastructure services relevant to the scope of work. <ol style="list-style-type: none"> 1. The bidder must have demonstrable transaction experience with reference letters in successfully executing similar projects for providing ICT Infrastructure services relevant to the scope of work for a medium to large organization. The bidders must also submit, as part of its proposal, details of recent (In the last 3 years) projects the bidder has worked on provision of ICT services relevant to the scope of work a medium to large organization: 		30
	<ul style="list-style-type: none"> • Provided Five references with 2 recent projects: 	15	
	<ul style="list-style-type: none"> • Provided Three references with 1 recent project: 	10	
	<ul style="list-style-type: none"> • Not provided reference and 0 recent projects: 	0	

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	2. The Service Provider must be a Firm providing ICT and Telecommunication services. It must have a minimum of five (5) years of experience in the ICT industry,		
	• Has 6 and more years of experience	15	
	• Has 5 years of experience	10	
	• Has less than 5 years of experience	0	
2	Bidder's proposed Team and capacity of resources 1. The bidder must have qualified personnel that have experience in ICT Services listed in the Scope of Work. The bidders must submit, as part of its proposal, the following: List of qualified experts that will be deployed in the project including their CV(s) depicting experience. Information and communications technology (ICT) professionals conduct research, plan, design, write, test, provide advice and improve information technology systems, hardware, software and related concepts for specific applications. The experts must have the following certifications CISCO, CCNA, CCNE, MCSE and Degree/Diploma in ICT with 5 or more years of experience.		30
	• Submitted list with 5 experts:	30	
	• Submitted list with 3 experts:	15	
	• Submitted list with 1 expert:	10	
	• Submitted 0 experts:	0	
3	Bidders Technical Approach and Methodology 1. Submit a detailed bidder profile demonstrating your value proposition to the Municipality that sets you apart.		10
	• Submitted a detailed project plan and bidder profile that will ensure that the Municipality achieves the best possible outcome as per the scope of work.	10	
	• Has not submitted a detailed project plan and bidder profile that will ensure that the Municipality achieves the best possible outcome as per the scope of work.	0	
4	Bank rating		10
	Bank Rating A	10	
	Bank Rating B	6	
	Bank Rating C	3	

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5	Compliance with ICASA (Act of 2014) Certificate in ICASA, Meganet Certified for cabling (Attach certified copy)	10	10
6	Availability of resources Equipment's Proof of ownership or letter of intent from rental company and letter of Good Standing. <ul style="list-style-type: none"> • High Sites • Towers • 400Mbps Fibre optic line freed 	10	10
	Total		100

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:

- The information furnished is true and correct;
- The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- In the event of a contract being awarded because 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;

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- 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 because of that person’s conduct;
 - c. cancel the contract and claim any damages which it has suffered because 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:

.....

.....

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The following standard terms and conditions of bid have been accepted and laid down by the Council of Nkomazi Local Municipality and are applicable to all bids, contracts and orders, unless otherwise directed by the Council prior to the invitation of bids.

1. GENERAL DIRECTIVES

1.1. Formal contracts

Formal contracts shall only be concluded with bidders where this requirement is stated in the bid documents. In the absence of a formal contract, the duly completed and signed bid accepted by a letter of acceptance by Nkomazi Local Municipality and signed by both parties, shall be the contract between the parties, and this shall include the tender document.

1.2. Expenses

Unless otherwise indicated in the bid documents, Nkomazi Local Municipality shall not be liable for any expenses incurred in the preparation or submission of any bid.

1.3. Briefing Notes

Nkomazi Local Municipality may issue Briefing Notes from time to time during the bid submission phase so that prospective bidders will timeously be made aware of any and all information that might assist them in articulating their bids.

Briefing Notes will be sequentially numbered to facilitate easy reference.

1.4. Governing laws

Laws of the Republic of South Africa shall govern contracts arising from the acceptance of bids.

1.5. Site inspections and explanatory meetings

- 1.5.1 Nkomazi Local Municipality may require the attendance of a Compulsory site inspection or explanatory meeting. Where this is a condition of bid, bidders must attend the site inspection or explanatory meeting in order to submit a valid bid. Failure to attend or coming late for the said meeting will result in the bid being non-compliant.
- 1.5.2 Particulars of the place and time of the site inspection or explanatory meeting will be indicated in the advertisement and the bid documentation.
- 1.5.3 Minutes will be taken of all information disclosed during the site inspection or explanatory meeting, and copies of these minutes will be made available on request to all interested parties that attended the relevant inspection or meeting.
- 1.5.4 Where the attendance of the site inspection or explanatory meeting is an absolute requirement to the bid, bidders must be required to certify that they attended the site meeting or explanatory meeting and that they are fully aware of the scope of the bid.

2. INVITATIONS TO TENDER/BID

2.1. Service Provider Database

Nkomazi Local Municipality may issue invitations to bid for specific supplies or services to service providers listed on the Nkomazi Local Municipality service provider database.

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Without derogating from the above, Nkomazi Local Municipality reserves the right to go to open bid for the obtainment of supplies or services.

Requests for listing on the service provider database of Nkomazi Local Municipality will be issued from time to time in the local media.

2.2. Documents to be used

2.2.1 Bids must make use of the prescribed bid documents, and supply all necessary and required information called for therein.

2.2.2 Failure of a bidder to submit a bid duly signed in black ink, or to provide all required documentation or to complete bid documentation and certificates in all respects, may invalidate the bid.

2.2.3 Bidders should not qualify their bids by their own conditions, and such bidders run the risk of having their bid declared invalid.

2.2.4 Nkomazi Local Municipality may request the furnishing of a non-refundable bid deposit together with the submission of bids. This is to defray in part the cost of non-responsive bids, and to prevent nuisance bids being submitted.

3. Samples

3.1.1. Prospective bidders may be charged for samples provided to them by Nkomazi Local Municipality. Failure to do so may render the bid invalid. Nkomazi Local Municipality shall not be liable for any cost involved in the supply of samples by a tenderer/ bidder;

3.1.2. Where samples are called for in the bid documents, samples must be clearly marked with the bid numbers, item number and name of the bidder. Samples must reach the designated address for the submission of bids no later than the closing time;

3.1.3. Nkomazi Local Municipality may accept goods offered on loan for trial purposes, but is under no obligation to purchase the loaned goods, or any similar goods, and Nkomazi Local Municipality accepts no responsibility in the event of breakage of damage, or for the depreciation of depreciable goods.

4. Closing of tenders/bids

4.1. Bids close at 12:00 AM on the closing date as indicated in the bid documents.

4.2. Extension of the closing date may be granted in certain circumstances where such extension is justified. Any extension will however be published before the original closing date or can be communicated during briefing session.

4.3. Tenders/bids shall be considered late if they are received at the address indicated in the bid documents after the closing time on the closing date. A late bid shall not be admitted for consideration, and where practicable, shall be returned unopened to the bidder.

5. Submission of tenders/bids

5.1. Tender/bid documents must be deposited in the bid box at the address indicated in the bid documentation, failing which at a clearly indicated alternative site (where applicable).

5.2. Tenders/bids must be deposited in a sealed envelope or container, which envelope or container must clearly indicate the bid number and description of bid (where applicable).

5.3. Tenders/bids must be submitted in English.

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- 5.4. Tenders/bids received by facsimile, telegram, telex, e-mail or other similar media will not be accepted as validly submitted bids (where applicable).
- 5.5. Only original tenders/bids or photocopies of the original documentation which is submitted in the prescribed manner may be accepted as valid bids.
- 5.6. All tenders/bids received prior to the closing date shall be kept in safe custody until the closing time of bids.

6. Opening of tenders/bids

- 6.1. Tenders/bids will be opened in public (where applicable) as soon as practicable after the closing time.
- 6.2. Tenders/bids will be given a registration mark and a list of bids received will be placed on record.

7. Validity periods

The period for which bids are to remain valid and binding shall be indicated in the bid documents. The validity period is calculated from the closing time and will continue until the close of business on the last day of the period, and where this day falls on a Saturday, Sunday or public holiday, the bid will remain valid and binding until the close of business on the following business day.

8. Tender/bid prices and delivery periods

- 8.1. Firm tender/bid prices and delivery periods are preferred.
- 8.2. "Firm" prices are deemed to be prices which, are only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of any tax, levy or duty, which in terms of a law or regulation is binding on the bidder and will demonstrably have an influence on the prices of supplies or on the cost of rendering services.
- 8.3. "Non-firm" prices are deemed to be all prices which are not "firm."
- 8.4. Where non-firm prices are offered, Nkomazi Local Municipality may require the submission of proof regarding labour and material costs, or other factors which are specified by the bidder, and should these costs be seen to be unrealistic, it may negatively affect the consideration of the bid.
- 8.5. Where applicable, the value of certificates (payment) issued in terms of the contract, shall be increased or decreased by applying a "contract price adjustment factor" calculated according to the formula and the conditions set out in the Contract Price Adjustment Schedule referring to the General Conditions of Contract for works of engineering construction.
- 8.6. Expressions relating to the delivery of supplies or services which are unspecified such as "soonest" or "earliest" etc. are not acceptable. Where it has not been indicated whether prices or delivery periods are firm or not, bided prices and delivery periods shall be deemed to be firm and the contractor shall be bound thereby.

3. CONSIDERATION OF TENDER/BIDS

- 3.1. All bids validly submitted will be taken into consideration. Each tender/bid will be reviewed and evaluated for its ability to deliver the specific requirements of the bid in line with set criteria of paragraph 3.3.
- 3.2. Nkomazi Local Municipality is under no obligation to accept any tender/bid, or to accept the lowest tender/bid.
- 3.3. All tenders/bids will be reviewed and evaluated in accordance with the following criteria:
- General Information supplied by the bidder
 - Compliance with bid requirements

BID NO:	NKO 16/ 2025	INITIALS	
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- Pricing
- Technical Evaluation
- Preferential Procurement points

- 3.4. Nkomazi Local Municipality may elect to invite verbal presentations from bidders for clarification of the content of their bids.
- 3.5. Nkomazi Local Municipality may, where a bid relates to more than one item, accept such tender/bid in respect of any specific item or items, and may also accept part of the specified quantity of any specific item or items.
- 3.6. Any decision by Nkomazi Local Municipality shall be final and Nkomazi Local Municipality shall only on request provide reasons for the acceptance or passing over of a bid.
- 3.7. Where a bid has been granted on the strength of information furnished by the bidder, which later proves to be incorrect, Nkomazi Local Municipality may, in addition to any other remedy it may have, recover all costs and damages suffered or sustained by Nkomazi Local Municipality as a result of the award of the bid from the bidder, and/or cancel the agreement and claim damages from the bidder.
- 3.8. Nkomazi Local Municipality will award a preference to bids in accordance with the Preference Certificate in the form of BBBEE status level certificate [T 5].
- 3.9. In the event of equal bids, the following order of priority will normally be applied in the consideration of equal bids:

Evaluation of bids that scored equal points

- 3.9.1. In the event that two or more bids have scored equal total points, the successful bid must be the one that scored the highest points for BBBEE,
- 3.9.2. IF two or more bids have equal points, including equal preference points for BBBEE, the successful bid must be the one scoring the highest score for functionality if functionality is part of the evaluation process,
- 3.9.3. In the event that two or more bids are equal in all respects, the award must be decided by the drawing of lots
- 2.5. Successful bidders will be notified in writing of the acceptance of their bids.

4. TERMS AND CONDITIONS

4.1 Information provided

Nkomazi Local Municipality provides the bid documentation or any other information, in good faith. Any party or parties considering entering into a contract with Nkomazi Local Municipality on the basis of such information should conduct their own investigations and obtain the necessary professional advice and council, at their cost, necessary to formulate their own opinion regarding all matters related to the bid. Nkomazi Local Municipality cannot be held liable for any costs or damages flowing from a failure to do so by any bidder.

4.2 Legal and regulatory framework

- 4.2.1. All bids must function and be implemented within the general legal and regulatory framework relating to the supply or service, and requires compliance with all law by any bidder.
- 4.3.2. The onus is on the bidder to ensure compliance of its bid as well as during the implementation of the bid with the applicable legal and regulatory requirements, and Nkomazi Local Municipality reserves the right to reject any bid on the basis of non-compliance by the bidder with the applicable legal and regulatory framework.

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- 4.4.3. Where relevant Nkomazi Local Municipality may request the Respondent to submit proof of compliance with any aspect of the legal and regulatory framework.

4.3 No representations or warranties

All information contained in or provided as part of the bid documentation is offered in good faith and for the guidance of bidders. Nkomazi Local Municipality does not make any representation (express or implied), or provide any warranty as to the accuracy, completeness or correctness of bid documentation. Nkomazi Local Municipality shall not be liable for any claim for loss or damage to any bidder arising from any error, misstatement or omission contained in the bid documentation or any reliance thereon.

4.4 Declaration of interest

In order to prevent allegations of favouritism or nepotism in the procurement process, bidders must complete the Declaration of Interest & Interest in the State. (T4)

4.5 Reservation of rights

- 4.5.1. Nkomazi Local Municipality reserves the right to consider all possible options during the evaluation of bids. This includes the right not to proceed with the bid, suspend or temporarily defer the bid, or not to award the bid to any bidder. No liability shall attach to Nkomazi Local Municipality in the exercising of any of these rights.
- 4.5.2. If Nkomazi Local Municipality elects not to award the bid to any bidder, it may at its sole discretion, solicit bids in such manner as it may deem necessary in its absolute and sole discretion.
- 4.5.3. Copyright of all documents, data, designs, electronic aids, programmes etc. forming part of the bid documentation or developed by Nkomazi Local Municipality, shall remain to vest in Nkomazi Local Municipality.

4.6. Queries relating to the bid

- 4.6.1. Any queries relating to a bid or any process should be addressed in writing (registered mail, facsimile or e-mail), marked for the attention to:

The person and address stated in the bid documentation

- 4.6.2. Queries will be responded to in writing, and the written query and response may be distributed to all prospective bidders who have collected the bid documentation. The names of bidders raising queries will not be made known.

4.7. Information to be provided by bidders

The onus is on the bidder to ensure that all requirements contained in the bid documentation are complied with and all information requested from the bidder is supplied.

4.8. Independent submission

By submitting a bid, each bidder certifies that –

- 4.8.1. Its bid has been submitted independently, without consultation, communication or agreement for restricting competition, with any other bidder or to any other competitor; and
- 4.8.2. No attempt has been made or will be made by the bidder to induce any other person or firm to submit a bid for the purpose of restricting competition.

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4.9. Sole property of Nkomazi Local Municipality

4.9.1. All materials, information and data submitted by bidders shall become the sole property of Nkomazi Local Municipality, with the exception of –

4.9.1.1. Confidential financial statements of the bidder; and

4.9.1.2. Copyright material, trade secrets or other proprietary information clearly identified as such by the bidder.

4.10. Confidentiality

4.10.1. Nkomazi Local Municipality undertakes to keep confidential all information received from any bidder which is clearly identified as confidential in the bid and which is not already public knowledge or available in the public domain or in the hands of Nkomazi Local Municipality or required to be disclosed by legal or regulatory requirements, and the bidder accordingly indemnifies Nkomazi Local Municipality against any claim or liability for its refusal to disclose the relevant information/data to any person seeking access thereto. Failure to honour such indemnity shall be deemed to be a waiver by the bidder of its right to exemption from disclosure and shall Nkomazi Local Municipality be authorised to provide a copy of the relevant information/data or any part thereof to the requester.

4.10.2. Information disclosed by Nkomazi Local Municipality is deemed as confidential and it is expected that bidders treat it as such. This includes all information which is not public knowledge or available in the public domain or required to be disclosed by legal or regulatory requirements. Bidders will be held liable for non-compliance in this regard.

4.10.3. No information of bidder shall be made available to another bidder or any person unless requested by the court of law. Bidder can be allowed to request to see his/her bid document or to seek clarity of his/her failure, but not to have access to other bidder's information.

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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)

- 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.
- The following documents shall be deemed to form and be read and construed as part of this agreement:
 - 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;
 - Declaration of interest;
 - Declaration of Bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - General Conditions of Contract; and
 - Other (specify)
- 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.
- 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.
- I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
- I confirm that I am duly authorised to sign this contract.

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WITNESSES

.....

.....

DATE:.....

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

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

I..... in my capacity as.....
accept your bid under reference numberdated.....for the rendering of services indicated
hereunder and/or further specified in the annexure(s).

An official order indicating service delivery instructions is forthcoming.

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

WITNESSES

.....

.....

DATE:.....

OFFICIAL STA

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DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be rejected if that bidder, or any of its directors, have:
 - a. abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
 - b. been convicted for fraud or corruption during the past five years;
 - c. willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	<p><i>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</i></p> <p><u>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the audi alteram partem rule was applied).</u></p> <p><u>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</u></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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4.3.1	If so, furnish particulars:		
Item	Question	Yes	No
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.7.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS
DECLARATION FORM TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD
THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

BID NO:	NKO 16/ 2025	INITIALS	
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CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Municipal Bidding Document (MBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
3. Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. Take all reasonable steps to prevent such abuse;
 - b. Reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. Cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
- 4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

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CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Municipality / Municipal Entity)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. 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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;

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- (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
- (f) bidding with the intention not to win the bid.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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.
10. 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.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

BID NO:	NKO 16/ 2025	INITIALS	
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1. I/We hereby bid to supply all or any of the supplies and/or to bid all or any of the services as described and required in the bid documentation to Nkomazi Local Municipality, on the terms and conditions and in accordance with the specifications as stipulated in the bid documentation (which bid documentation shall be taken as part of, and incorporated into, this bid) at the prices and delivery periods as required therein.
2. I/We agree that –
the offer herein contained shall remain binding on me/us and open for acceptance by Nkomazi Local Municipality during the validity period indicated in the bid documentation, which period shall be calculated from the closing time of the bid;
3. this bid and its acceptance shall be subject to the Standard Terms and Conditions of Bid [T 5] which are contained in this bid documentation and with which contents I am/we are fully acquainted with;
4. if I/we withdraw my/our bid within the validity period of the bid for which I/we have agreed that the bid shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, Nkomazi Local Municipality may, without prejudice to any other remedies at its disposal, agree to the withdrawal or cancellation of the bid or contract that may have been entered into and I/we will then pay to Nkomazi Local Municipality any additional expense incurred by Nkomazi Local Municipality having to either accept any less favourable bid, or if fresh bids have to be invited, the additional expenditure incurred by the invitation of fresh bids and by the subsequent acceptance of any less favourable bid;
5. if my/our bid is accepted the acceptance may be communicated to me/us by letter by ordinary post or registered post and that the Post Office shall be regarded as my/our agent, and delivery of such acceptance to the Post Office shall be treated as a delivery to me/us;
6. The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our bid and that I/we choose our *domicilium citandi et executandi* in the Republic at:

.....
7. I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our bid and that the prices and scope of work bided cover all my/our obligations in terms of the bid documentation and that I/we accept that any mistakes regarding prices or calculations will be at my/our risk.
8. I/We hereby accept full responsibility for the proper execution and due fulfilment of all obligations and conditions devolving on me/us under this contract as the principal bidder liable for the contract.
9. I/We agree that any action arising from this contract may in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any judgment obtained against me/us as a result of such action.

Signature Tender/Bid no.....

Capacity

Duly authorised to sign on behalf of
.....

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The Municipal Manager
Nkomazi Municipality
Private Bag X 101
Malalane
1320

Sir/Madam

CONTRACT NO: NKO:16/2025 REQUEST FOR PROPOSALS FOR INSTALLATION, AND MAINTENANCE OF INTERNET AND DATA SERVICES INFRASTRUCTURE FOR NKOMAZI LOCAL MUNICIPALITY FOR A PERIOD OF 3 YEARS (36 MONTHS CONTRACT)

DATE OF PUBLICATION OF TENDERS	CLOSING DATE AND TIME FOR SUBMISSION OF TENDERS	THIS TENDER HOLDS GOOD FOR ACCEPTANCE UNTIL
17/03/2025	06/05/2025	90 days

1. Having examined the documents for the execution of the above-mentioned Project as well as any addenda subsequently issued, I/we the undersigned offer to **REQUEST FOR PROPOSALS FOR INSTALLATION, AND MAINTENANCE OF INTERNET AND DATA SERVICES INFRASTRUCTURE FOR NKOMAZI LOCAL MUNICIPALITY FOR A PERIOD OF 3 YEARS (36 MONTHS CONTRACT)** conformity with the above-said documents and addenda, for the sum of -

.....

.....

(R.....) * Excluding VAT

or such other sum as may be determined in accordance with the general conditions of contract and the tender rules applicable to this contract, as well as the conditions included in this form of tender.

2. I/We acknowledge that all the certificates, schedules and forms included in this document for completion by the Tenderer have been fully completed by me/us and form part of my/our tender.
3. I/We undertake to complete and deliver the whole of the Project comprised in this contract within 36 months including the holidays during December and January and any other specified non-working days, calculated from the commencement day of supervision.
4. In the event of my/our not completing the whole of the works within the period tendered by me/us in paragraph 3 hereof, I/we agree to pay the Employer, as a penalty for such default, the sum stated in the Appendix to Tender for each calendar day or part thereof in excess of my/our tendered time for completion and the Employer may, without prejudice to any other method of recovery, deduct such sum monthly from any monies due or to become due to me/us.
5. If my/our tender is accepted, I/we undertake -

To sign the form of agreement included in this document within a period of twenty-one (21) days of receipt of written acceptance of my/our tender subject to the prior provision of the approved contract guarantee by me/us.

6. I/We agree to abide by this tender for a period of ninety (90) days from the closing date fixed for the submission of tenders, and it shall remain binding upon me/us and may be accepted at any time before expiry of that period.

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7. Unless and until a formal agreement is prepared and executed, this tender, together with the written acceptance thereof, shall constitute a binding contract between us and shall be deemed for all purposes to be the contract agreement.
8. In the event of there being any arithmetical errors in the priced bill of quantities, I/we agree to their being corrected, the rates being taken as correct.
9. I/We understand that you are not bound to accept the lowest or any particular tender you may receive, and that you shall not defray any expenses incurred by me/us in tendering.
10. I/We agree and undertake to commence the abovementioned Project within seven (7) days from the date on which the Project has been handed over to me/us by a written instruction from the Employer.
11. I/We declare that, notwithstanding anything contained in a covering letter to this tender, this tender is submitted entirely without qualifications.
12. I/We choose *domicilium citandi et executandi* at -

.....

in the Republic of South Africa.

Yours faithfully

SIGNED ON BEHALF OF TENDERER

NAME OF SIGNATORY (IN CAPITALS):

SIGNED ON THIS THE DAY OFIN THE YEAR OF.....

ON BEHALF OF:

ADDRESS.....

TELEPHONE NUMBER

FAX NUMBER:

WITNESS 1:

NAME IN CAPITALS:

WITNESS 2:

NAME IN CAPITALS:

BID NO:	NKO 16/ 2025	INITIALS	
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1. Services Pricing Schedule

NB: ALL COSTING ARE TO BE TAKEN AS INCLUSIVE PER THE TECHNICAL SPECIFICATION.

Pricing Requirements					
Ref	Task Description		Year 1	Year 2	Year 3
1.	1.1	ICT ASSESMENT & CGICT (Once off)			
	1.2	Internet Connectivity			
	1.3	WAN, LAN, and Network Management			
	1.4	Data Centre and Server Management			
	1.5	Telephony (Hosted IP PBX and VoIP)			
	1.6	Data Recovery site Management			
	1.5	Back-office support			
2.	Office 365 and Document Management				
3.	Access Control and CCTV				
4.	Application Support				
5.	SMS Communication Tool				
6.	Additional Services				
Sub-Total			R	R	R
Vat (15.5%)			R		
Vat (16%)				R	R
Total			R	R	R
Grand-Total (Year1 + Year 2 + Year 3)			R		

NB: The municipality will appoint one service provider for these services.

Year 1:

ICT Infrastructure Supply, Install, Configure, maintenance and support.

Year 2:

ICT Infrastructure maintenance and support.

Year 3:

ICT Infrastructure maintenance and support.

The Service Provider must attach a separate list of detailed Bills of Quantities that is costed per item and summary of totals for monthly cost and overall cost for a period of 36 months (3 Years). It must also be indicated for once off services, monthly services and annual service fees

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THE NATIONAL TREASURY

Republic of South Africa



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GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

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NOTES

The purpose of this document is to:

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

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

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

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights

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

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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

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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.

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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** 5.1 The supplier shall not, without the purchaser’s prior written consent, **contract** disclose the contract, or any provision thereof, or any specification, **documents** plan, drawing, pattern, sample, or information furnished by or on **and** behalf of the purchaser in connection therewith, to any person other **information;** than a person employed by the supplier in the performance of the **inspection.** 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.

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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 7.1 Within thirty (30) days of receipt of the notification of contract award, **security** 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.

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- 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.

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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

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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 performance** the supplier in accordance with the time schedule prescribed by the 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

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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.

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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.

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24. Anti-dumping 24.1 When, after the date of bid, provisional payments are required, or antiand **duties and rights** countervailing dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional

payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the **Majeure** 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 26.1 The purchaser may at any time terminate the contract by giving written **for insolvency** 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 27.1 If any dispute or difference of any kind whatsoever arises between the **Disputes** 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.

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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 29.1 The contract shall be written in English. All correspondence and other **language** documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable 30.1 The contract shall be interpreted in accordance with South African **law** 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 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp **duties** duties, license fees, and other such levies imposed outside the

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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 Programme (NIP) 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.

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- Restrictive practices**
- 34 Prohibition of**
- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)

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