

	REQUEST FOR BID PROFESSIONAL SERVICES	Form No: RW SCM 00049 F Revision No: 10 Effective Date: 15 Aug 2025
---	--	---

BID NUMBER: RW10392896/25R

PROVISION OF HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS

ISSUE DATE:	MONDAY, 25 AUGUST 2025	
NON-COMPULSORY BRIEFING SESSION DATE:	N/A	
BRIEFING SESSION VENUE:	MICROSOFT TEAMS : 29 AUGUST 2025 AT 10 :00AM Join the meeting now	
CLOSING DATE:	MONDAY, 29 SEPTEMBER 2025	AT 12H00PM
SITE VIEWING DATE/S	N/A	

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

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			
BUYER		SOURCING MANAGER	
CONTACT PERSON	SANDISILE ZULU	CONTACT PERSON	TSHEPO MORARE
TELEPHONE NUMBER	011 682 0708	TELEPHONE NUMBER	011 682 0708
E-MAIL ADDRESS (Submissions must be made to this address)	sazulu@randwater.co.za	E-MAIL ADDRESS	tmorare@randwater.co.za

TABLE OF CONTENTS

SECTION A: BID	3
PART T1: BIDDING PROCEDURES	3
T1.1. BID NOTICE AND INVITATION TO BID	3
T1.2. BID DATA	4
T1.3. EVALUATION CRITERIA	7
PART T2: RETURNABLE DOCUMENTS	16
T2.1. LIST OF RETURNABLE DOCUMENTS	16
T2.2. RETURNABLE SCHEDULES	18
SECTION B: CONTRACT	43
PART C1: AGREEMENT AND CONTRACT DATA	45
C1.1. FORM OF OFFER AND ACCEPTANCE	Error! Bookmark not defined.
C1.2. CONTRACT DATA	45
PART C2: PRICING DATA	57
C2.1. PRICING ASSUMPTIONS	57
C2.2. PRICING SCHEDULES / BILLS OF QUANTITIES (BoQ)	57
PART C3: SCOPE OF WORK	58
C3.2. SCOPE OF WORK	58Error! Bookmark not defined.
PART C4: SITE INFORMATION	75Error! Bookmark not defined.

SECTION A: BID

PART T1: BIDDING PROCEDURES

T1.1. BID NOTICE AND INVITATION TO BID

Rand Water invites bids for the PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS.	
Procurement Procedure	Rand Water uses a single volume approach.
Awarding Strategy	The number of suppliers to be awarded this bid is One (1) .
Access to the Bid Documents	<p>The bid documents are downloadable on the National Treasury e-Tender Publication portal which can be accessed through the following link: http://www.etenders.treasury.gov.za.</p> <p>No bid documents will be issued to Contractors at site meetings. Please ensure that bid documents have been downloaded from the National Treasury e-Tender Publication portal prior to the site meeting date.</p> <p>Bids shall only be submitted on the bid documentation that is issued by the Employer. This bid document (as issued through the National Treasury e-Tender Publication portal) must be submitted in full together with the returnable documents.</p>
Bid Clarifications	<p>Bidders can seek clarification by no later than fifteen (15) calendar days before the bid closing date.</p> <p>Rand Water will provide a final response on clarifications by no later than ten (10) calendar days before the closing date.</p>
Bid Addenda	Rand Water shall issue addenda, where applicable, by no later than ten (10) calendar days before the closing date. Bid addenda will be published on the eTender Publication Portal.
Bid Submission Location	<p>Bids must be submitted before or on closing date and time at the following address:</p> <p><i>Rand Water Head Office 522 Impala Road Glenvista 2058 (in the Bid Submissions Box at the Main Gate)</i></p>
Bid Validity	<p>To be valid for 180 days after closing date</p> <p>Rand Water reserves the right to extend the validity period for a period reasonable for business requirements.</p>

T1.2. BID DATA

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

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

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

$$P_s = 90 * \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

Ps = Points scored for comparative price of bid or offer under consideration
 Pt = Comparative price of bid or offer under consideration
 Pmin = Comparative price of lowest acceptable bid or offer.

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

BBBEE STATUS (P_p = 10/20 maximum)

Quantification of procurement contribution to B-BBEE

Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

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

d) Objective Criteria

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

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

SUMMARY

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

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

$$P_T = P_s + P_P$$

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

T1.2.14

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

T1.3. EVALUATION CRITERIA

T1.3.1. TEST FOR RESPONSIVENESS

1. Fully Completed and signed Form of Offer.
2. The use of correction fluid or any other similar substance to make corrections is not permitted.
3. A letter or certificate indicating that the bidder is a registered Cloud Service Provider (CSP) or partner of a registered Cloud Service Provider (CSP). Provide valid letter or certificate issued in the bidder's name, containing accreditation details and validity period.

T1.3.2. FUNCTIONALITY EVALUATION

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

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

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

	CRITERION	RETURABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
A.	<p><u>Record of Previous Experience relevant to the current scope/ work (with contactable client ref.)</u></p> <p>This is based on bidder/OEM's history and managing projects and migrating workloads to Infrastructure as a Service, BaaS, DRaaS and private cloud and public cloud infrastructure. The reference must be a written letter from clients.</p> <p>The bidder/OEM must provide a minimum of One (1) signed client reference letter for each type of Cloud Hosted Infrastructure (Public and Private clouds) – services must include: IaaS, BaaS, DRaaS, with systems / platforms and data migration were provided, maintained, and supported.</p>	T2.2.10	10	<p>4-point scale</p> <p>Unacceptable – 0%</p> <ul style="list-style-type: none"> - No Submission <p>Weak – 33.3%</p> <ul style="list-style-type: none"> - One client/customer reference letters of each cloud with details as per NOTE. <p>Moderate – 66.7%</p> <ul style="list-style-type: none"> - Two clients/customer reference letters of each cloud with details as per NOTE. <p>Good – 100%</p> <ul style="list-style-type: none"> - Three or more client reference letters of each cloud with details as per Note. <p>NOTE: The below is applicable to all the above rating scales. A company reference must have details of the projects with a project name and a detailed scope of work. Each letter must be signed and written on a client/customer letterhead.</p>
B.	<p><u>Overall Performance on Previous Work</u></p> <p>Overall performance score for similar work previously done. The bidder must submit a record of performance on previous work which must have a percentage rating by the client.</p>	N/A	5	<p>2-point scale</p> <p>Unacceptable -0%</p> <ul style="list-style-type: none"> - Average performance rating less than 70%; and/or - Evidence of previous experience supplied without ratings is also unacceptable under this criterion; and/or - Evidence of performance ratings is less than the

	CRITERION	RETURNABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
				<p>number of references provided for criterion A.</p> <p>Acceptable -100%</p> <ul style="list-style-type: none"> - Average performance rating of 70% and above; and Evidence of performance ratings is equivalent to the number of references provided for criterion A.
C.	<p><u>Human Resource Capacity</u></p> <p>Adjudicated based on eight (8) technical team members with a minimum of three years relevant experience and Certifications on implementing and managing hybrid cloud solution, including Infrastructure as a Service (IaaS), Backup as a Service (BaaS), and Disaster Recovery as a Service (DRaaS) and one (1) Project Manager with a minimum of four years relevant experience and relevant certifications.</p> <p>Cloud Solutions Design / Implementation. Design and implementation of scalable, secure, and highly available cloud infrastructure solutions on platforms. Expertise in hybrid cloud architectures, integrating on-premises infrastructure with cloud environments. Proficiency in Infrastructure-as-Code (IaC) tools like Resource Manager. Knowledge of cloud-native services. Experience with containerization and orchestration tools like Docker and Kubernetes. Familiarity with cloud cost optimization strategies and governance frameworks.</p> <p>Cloud Engineering Deployment and management of cloud-based applications and infrastructure, ensuring scalability, reliability, and performance. Proficiency in scripting languages for</p>	T2.2.11	10	<p>4-point scale</p> <p>None – 0% No submission. Technical Team CVs with less than three years of relevant technical experience and Certifications as per the Criterion and Project Manager CV with less than four years of experience and certification in project management.</p> <p>Weak – 33.3% Technical Team members CVs with three years' relevant experience as per criterion and Qualifications: 1 x Cloud Solutions Architect 3 x Cloud Engineers 1 x Database Administrator 1 x Cloud Security Analyst 1 x DevOps Engineer 1 x Backup/DR as a Service Specialist and</p> <p>1 X Project Manager CV with four years' relevant experience as per criterion and Certifications.</p> <p>Moderate – 66.7% Technical Team members CVs with four years' relevant experience as per criterion and Qualifications: 1 x Cloud Solutions Architect 3 x Cloud Engineers 1 x Database Administrator 1 x Cloud Security Analyst 1 x DevOps Engineer 1 x Backup/DR as a Service Specialist and</p> <p>1 X Project Manager CV with four years' relevant experience as per criterion and Certifications.</p> <p>Good – 100%</p>

	CRITERION	RETURABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
	<p>automation of cloud operations. Experience with cloud monitoring tools. Knowledge of load balancing, auto-scaling, and high-availability configurations in cloud environments. Expertise in managing virtual networks, subnets, and VPCs (Virtual Private Clouds) in cloud platforms. Familiarity with cloud migration strategies (e.g., lift-and-shift, re-platforming, re-architecting).</p> <p>Database Administration (Public and Private cloud) Installation, configuration, and management of cloud-native databases . Expertise in database performance tuning, indexing, and query optimization in cloud environments. Knowledge of database security practices, including encryption, access controls, and compliance with standards like POPIA or ISO 27001. Experience with NoSQL databases and data warehousing solutions Proficiency in database backup, restore, and high-availability configurations in the cloud. Familiarity with database migration tools and strategies for cloud transitions.</p> <p>Cloud Security. Implementation of cloud security best practices, including Identity and Access Management (IAM), role-based access control (RBAC), and multi-factor authentication (MFA). Expertise in configuring cloud-native security tools). Knowledge of encryption techniques for data at rest and in transit (e.g., TLS, AES-256). Experience with security monitoring and threat detection tools Familiarity with compliance frameworks and conducting security audits in cloud environments.</p>			<p>Technical Team members CVs with five years' relevant experience as per criterion and Qualifications: 1 x Cloud Solutions Architect 3 x Cloud Engineers 1 x Database Administrator 1 x Cloud Security Analyst 1 x DevOps Engineer 1 x Backup/DR as a Service Specialist and</p> <p>1 X Project Manager CV with four years' relevant experience as per criterion and Certifications.</p> <p>NB: Submission must adequately address Technical Team member CVs (Cloud Solutions Architect, Cloud Engineers, Database Administrator, Cloud Security Analyst, DevOps Engineer, Backup/DR as a Service Specialist), certifications/Certifications, and the Project Manager with four years' experience.</p> <p>Cross-Functional Expertise: Team members may cover multiple expertise areas (e.g., Cloud Architecture and DevOps), but each CV must clearly demonstrate the required experience and certifications for the areas claimed.</p> <p>If a CV of a Project Manager with the relevant four years' experience in managing cloud infrastructure implementation projects is not submitted, 0% will be allocated.</p>

BID DESCRIPTION: PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS



	CRITERION	RETURNABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
	<p>Proficiency in securing containerized workloads and serverless architectures.</p> <p>DevOps in Cloud Environments Implementation of Continuous Integration/Continuous Deployment (CI/CD) pipelines in Infrastructure-as-Code (IaC) for provisioning and managing cloud resources. Proficiency in configuration management tools for cloud environments. Experience with container orchestration platforms. Knowledge of Dev Sec Ops practices, integrating security into CI/CD workflows. Familiarity with logging and monitoring tools for tracking application and infrastructure performance.</p> <p>Backup/Disaster recover as a Service (BaaS/DRaaS) Design and implementation of backup and disaster recovery strategies using cloud-native services Expertise in configuring automated backup schedules, retention policies, and cross-region replication. Knowledge of Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for business continuity. Experience with testing and validating disaster recovery plans in cloud environments. Proficiency in data restoration processes and ensuring data integrity post-recovery. Familiarity with compliance requirements for data protection and disaster recovery (e.g., ISO 22301).</p> <p>Project Management. Experience managing end-to-end project implementation for Public and Private cloud infrastructure projects, including stakeholder communication and cross-functional team coordination.</p>			

	CRITERION	RETURNABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
	Proficiency in project management methodologies (e.g., Agile, Scrum, PMI/PMBOK). Expertise in developing and securing approval for project documentation, including project charters, plans, risk registers, and design documents. Knowledge of cloud project budgeting, resource allocation, and timeline management. Experience with cloud vendor management and contract negotiations. Familiarity with change management and stakeholder engagement for cloud transformation projects.			
D.	<p><u>Equipment Resource Capacity</u></p> <p>Adjudicated based on Equipment Resource Capacity (i.e. Tier 3 or higher certified data centres, ISO 27001, ISO 22301, and POPIA compliance, Ability to integrate with Rand Water's current network architecture, Cloud management console access for audit, monitoring, and reporting, Equipment scalability for future demand (up to 2x baseline capacity). The purpose is to establish an overall picture of the Bidders equipment resource capacity and ability to undertake the work.</p> <p>Rand Water will confirm the information submitted when conducting due diligence.</p>	T2.2.12	5	<p>3-point scale</p> <p>None – 0% No submission</p> <p>Moderate – 66.7% Submission details equipment resource capacity excluding resource utilisation or certain equipment in relation to the scope of work.</p> <p>Good – 100% Submission details the equipment resource capacity in terms of office space and requisite tools, resource utilisation, vehicles and working tools or more; in relation to the scope of work.</p>
E.	<p><u>Risk Introduced by Bid Qualifications (e.g. limitations, assumptions, limited liability etc.)</u></p>	T2.2.5	5	<p>2-point scale</p> <p>Significant – 0% - Bid Certifications submitted by the bidder adversely change the bid scope.</p> <p>Significant Certifications may result in bid submissions being deemed non-responsive, should the bidder/s opt to retain such Certifications after consultation by</p>

	CRITERION	RETURNABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
				<p>Rand Water.</p> <p>None – 100%</p> <ul style="list-style-type: none"> - No risk, limitation or liability introduced by the bid qualification/s submitted
F.	<p><u>Project Risk Management</u></p> <p>As per risk register provided</p>	T2.2.16	5	<p>3-point scale</p> <p>None – 0%</p> <p>No response provided to Project Risk Management section or responses provided are not relevant to the identified risks.</p> <p>Moderate – 66.7%</p> <p>Relevant responses were provided to some of the risks outlined in this bid.</p> <p>Good – 100%</p> <p>Relevant responses were provided to the risks outlined in this bid and further risks were identified, classified and a response strategy and actions were provided by the bidder.</p>
G.	<p><u>Detailed Project Programme</u></p> <p>Aligned with implementation period of three months on a Gantt chart format per site indicating the following:</p> <ul style="list-style-type: none"> - Project Start and End date - Project duration - Project Milestone - Project Milestone activities with resources assigned. 	R1.16	10	<p>4-point scale</p> <p>None – 0%</p> <ul style="list-style-type: none"> - No submission. - Submission of project plan in a Gantt chart or spreadsheet format with no indication of the activities outlined in the NOTE Below. <p>Weak – 33.3%</p> <ul style="list-style-type: none"> - Submission of a Project plan in a Gantt chart format with any two or less of the requirements outlined in the NOTE below. <p>Moderate – 66.7%</p> <ul style="list-style-type: none"> - Submission of a Project plan in a Gantt chart format with any three requirements outlined in the NOTE below. <p>Good – 100%</p> <ul style="list-style-type: none"> - Submission of a Project plan in a Gantt chart format with all of the requirements in the NOTE below.

	CRITERION	RETURNABLE SCHEDULE REFERENCE	WEIGHTING	RATING SCALE
				Note: Gant chart aligned with implementation period of three months indicating the following: <ul style="list-style-type: none"> - Project Start and End date - Project duration - Project Milestone - Project Milestone Activities as per the scope of work with resources assigned.
H.	<u>Method Statement</u> The tenderer must fully complete ANNEXURE A (page 62-73). Note: Bidder to provide proven Methodology for Support & Maintenance Note: Functionality Due Diligence - Bidder to do a demonstration of the solution offered to be appraised at Bidder's office to see if it matches requirements as per the bid submission of ANNEXURE A (page 62-73).	N/A	45	2-point scale Weak – 0% ANNEXURE A scoring below 90 % Good – 100% ANNEXURE A scoring of 90% and above.
I.	<u>SHERQ</u> Adjudicated based on Contractors Health & Safety Policy, Plan and documentation submitted	R 1.10	5	2-point scale Unacceptable – 0% Non-submission Acceptable – 100% Relevant submission is provided.
TOTAL			100	

T1.3.3. PREFERENCE POINT SYSTEM

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

T1.3.4. OBJECTIVE CRITERIA

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

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

- a) Aggregate value of R250 million (inclusive of all taxes) awarded in a financial year.
- b) Where an award to be made to the bidder results in the cumulative value exceeding the rotation threshold for bids, that award can be made which will constitute the last award to the supplier in the financial year.
- c) As its objective criteria, Rand Water shall therefore not award to a Bidder that scores the highest points, if such Bidder has already exceeded the rotation threshold for bids.
- d) In cases where the bidder who has been awarded more than R250 million in the financial year is the **only successful respondent**, Rand Water reserve the right to assess the risk and evaluate accordingly.

	<h1 style="text-align: center;">REQUEST FOR BID</h1> <h2 style="text-align: center;">PROFESSIONAL SERVICES</h2>	Form No: RW SCM 00049 F Revision No: 10 Effective Date: 15 Aug 2025
---	---	---

PART T2: RETURNABLE DOCUMENTS

T2.1. LIST OF RETURNABLE DOCUMENTS

T2.1. LIST OF RETURNABLE DOCUMENTS

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

T2.1.1 Returnable required at Tender closing (disqualifiable):

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

No.	Description	Action Required
1.	Test for responsiveness/ Pre-qualifiers (List as per T1.3.1)	Attach copies
2.	Pricing Schedule / Bill of Quantities (BoQ)	Attach copy
3.	<ul style="list-style-type: none"> Compulsory Enterprise Questionnaire SBD 6.1 Preference Points SBD 4 Bidder's Disclosure 	<ul style="list-style-type: none"> Complete and fully sign T.2.2 Complete and fully sign SBD 6.1 Complete and fully sign SBD 4
4.	Resolution Letter for the Main Contractor (a letter authorising the person completing the bid to sign on behalf of the company)	Attach copy

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

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

No.	Description	Action Required
1.	<ul style="list-style-type: none"> Refer to Functionality evaluation T1.3.2 for required documents. 	<ul style="list-style-type: none"> Submit document as referenced in T1.3.2
2.	<ul style="list-style-type: none"> B-BBEE or Sworn affidavit certificate 	<ul style="list-style-type: none"> Attach copy
3.	<ul style="list-style-type: none"> Requirements with regard to fluctuations in the cost of labour and materials FOB Prices of imported equipment/materials for which foreign exchange would be required and importing charges. 	<ul style="list-style-type: none"> Complete T2.2.6 Complete T2.2.7

T2.1.3 Returnable required at Tender closing (non-disqualifiable)

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

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

T2.2. RETURNABLE SCHEDULES

T2.2.1. COMPULSORY ENTERPRISE QUESTIONNAIRE

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

Section 1: Name of enterprise:

Section 2: VAT registration number, if any:

Section 3: CSD Number:

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

Name *	Identity Number *	Personal income tax number *

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

Section 5: Particulars of companies and close corporations

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

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

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

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

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

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?
YES/NO

- 2.3.1 If so, furnish particulars:

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



RW10392896/25R

BID DESCRIPTION: PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS

Act No 12 of 2004 or any other applicable legislation.

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

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

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

SBD 6.1

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 **To be completed by the organ of state**

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

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

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

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

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

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

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

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. POINTS AWARDED FOR PRICE

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

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

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:
.....

4.5. TYPE OF COMPANY/ FIRM

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

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm,

certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

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

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

T2.2.2. PROPOSED SUBCONTRACTORS

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

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

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

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

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

Name of Bidder: _____

Signed by or on behalf
of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.3. ALTERNATIVE BID

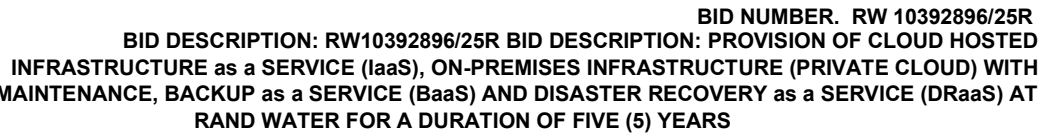
- T2.2.4.1. Alternative bids will be accepted on the conditions described in [T1.2 Bid Data](#) (CIDB Clause C2.12)
- T2.2.4.2. Should the Bidder wish to submit an alternative bid he shall set out his proposals clearly hereunder or alternatively state them in a covering letter attached to his bid and referred to hereunder, failing which the bid will be deemed to be unqualified.
- T2.2.4.3. If no departures or modifications are described, the schedule shall be marked NIL and signed by the Bidder.

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

Name of Bidder: _____

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

Date: _____



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

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Official Capacity:

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

T2.2.6.1. The Bidder shall delete whichever of the following statements are not applicable to the bid. *Where the Bidder has not indicated the applicability of fluctuations, Rand Water shall regard the fluctuations as not applicable.*

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

* Delete whichever is not applicable.

FORMULAE OR BASIS FOR THE ADJUSTMENT OF THE BID PRICE

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

T2.2.6.2. Formula by which the bid price is to be multiplied in order to arrive at the adjusted price:

.....
.....

T2.2.6.3. Definition of all symbols used in the above formula:

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

T2.2.6.4. Any special materials or equipment to be excluded from the application of the formula stating the method and basis of price variation to be applied to such materials or equipment:

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

Name of Bidder:

Signed by or on
behalf of Bidder:

Official
Capacity:

Date:

T2.2.6. DECLARATION OF INSURANCES

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

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

Table T2.2.6: Declaration of Insurance

Copies of the abovementioned policies are attached.

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

Name of Contractor: _____

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

Date: _____

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

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

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

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

Name of Bidder:

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

Date: _____

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

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

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

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

Name of Bidder:

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

Date: _____

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

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

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

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

Name of Bidder:

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

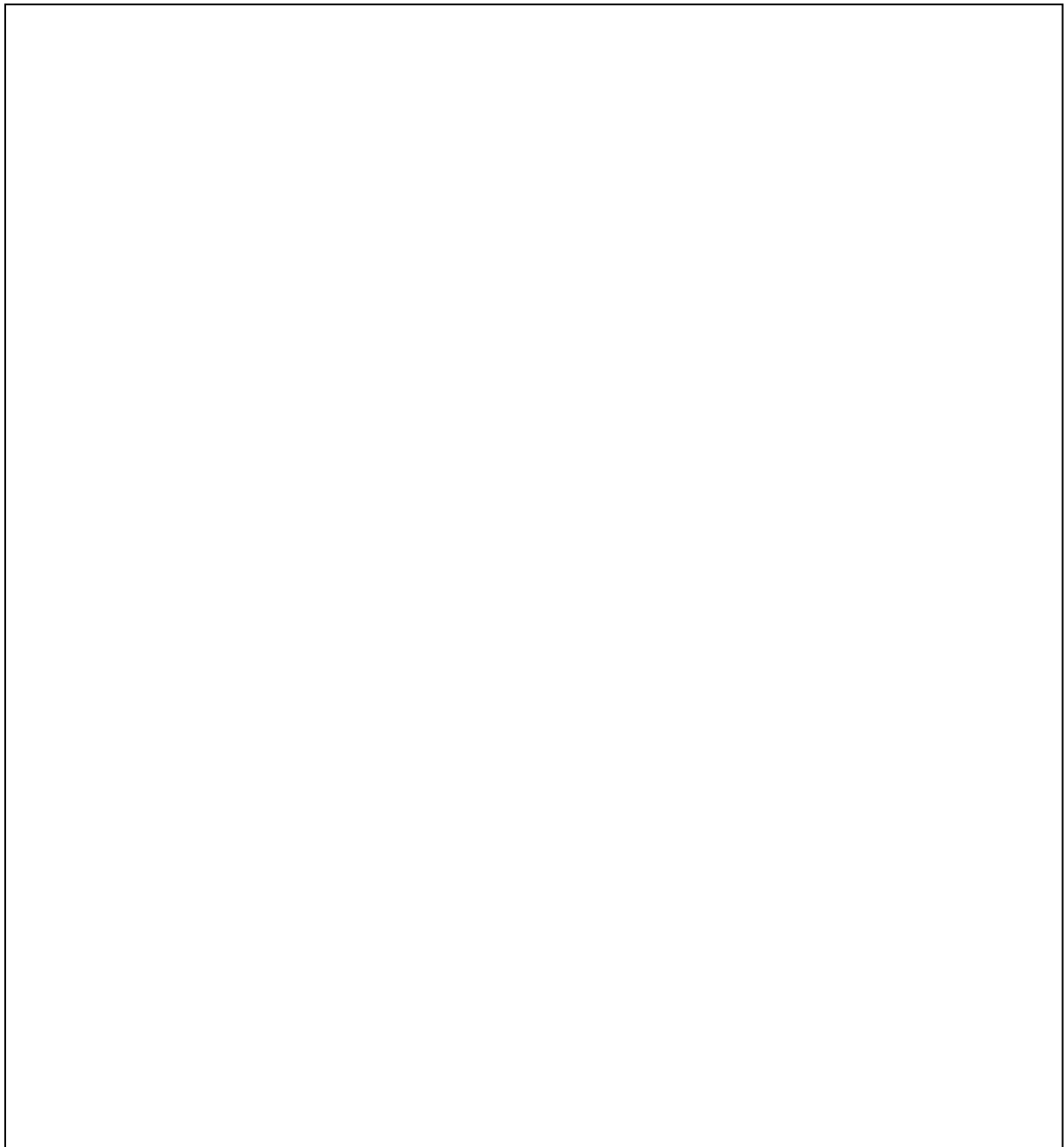
Date: _____

T2.2.8. HUMAN RESOURCE CAPACITY SCHEDULE

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

T2.2.8.1. Project Team Organogram vs. Company Organogram

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



cont.



T2.2.8.2. Proposed Team Member List (Internal & External)

[illegible]

cont...

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

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

NOTES

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

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

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

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

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

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

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official

Capacity: _____

Date: _____

T2.2.10. SAFETY, HEALTH, AND ENVIRONMENT

1. Safety and Health Policy

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

2. Safety, Health and Environment (SHE) Plan

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

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

Bidders shall submit the project specific SHE risk assessment.

4. DIFR Status

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

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

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

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

Table T2.2.10: Safety, Health, and Environment

Name of Bidder: _____

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

Date: _____

T2.2.11. PROJECT RISK MANAGEMENT

PROJECT RISK MANAGEMENT REGISTER FOR CONTRACT									
Please fill in the blank columns labelled Response Strategy and Response Action for each Risk Event listed in the table below:									
RISK IDENTIFICATION						QUALITATIVE RISK ASSESSMENT		RISK RESPONSE PLAN	
#	RISK CATEGORY	RISK EVENT	CAUSE	EFFECT	THREAT OR OPPORTUNITY	PROBABILITY	IMPACT	RESPONSE STRATEGY	RESPONSE ACTIONS
1	IT	Unavailability of Cloud Services infrastructure at the Cloud Services Providers location.	Infrastructure outage and connectivity outage	Installation, configuration, and testing. Project timelines	Threat	Likely	High		
2	IT	Cloud Services Provider's human resources unavailability.	Not enough resources allocated during project implementation	Project execution delays and missing timelines	Threat	High	High		
3	IT	Dead on Arrival On-Premises Infrastructure	Hardware Failures	Hardware Installation, Configuration and Project timelines	Threat	Likely	High		

PROJECT RISK MANAGEMENT REGISTER FOR CONTRACT									
Please fill in the blank columns labelled Response Strategy and Response Action for each Risk Event listed in the table below:									
RISK IDENTIFICATION						QUALITATIVE RISK ASSESSMENT		RISK RESPONSE PLAN	
#	RISK CATEGORY	RISK EVENT	CAUSE	EFFECT	THREAT OR OPPORTUNITY	PROBABILITY	IMPACT	RESPONSE STRATEGY	RESPONSE ACTIONS
4	IT	Missed infrastructure Expected Time of Delivery	Late sourcing of infrastructure	Hardware installation, configuration and project timelines	Threat	Likely	High		
5									
6									

PROJECT RISK MANAGEMENT REGISTER FOR CONTRACT									
Please fill in the blank columns labelled Response Strategy and Response Action for each Risk Event listed in the table below:									
RISK IDENTIFICATION						QUALITATIVE RISK ASSESSMENT		RISK RESPONSE PLAN	
#	RISK CATEGORY	RISK EVENT	CAUSE	EFFECT	THREAT OR OPPORTUNITY	PROBABILITY	IMPACT	RESPONSE STRATEGY	RESPONSE ACTIONS
7									

Name of Bidder: _____

Signed by or on
behalf of Bidder: _____

Official
Capacity: _____

Date: _____

T2.2.12. PENALTY TABLE

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

PENALTY TABLES					
DELAYS ON ITEMS ATTRACTING PENALTIES	Value of Contract (Excl VAT.) in millions R				
	<1	≥1<5	≥5<20	≥20<50	≥50
PROGRAMME AND PRELIMINARY DOCUMENTS (Rand's per day delay)	2 000	10 000	20 000	20 000	20 000
DRAWINGS AND DESIGN PACK (Rand's per day delay)	5 000	20 000	30 000	40 000	50 000
SECTIONAL COMPLETION	2% of the value of the outstanding work/ week				
OVERALL COMPLETION	2% of the value of the outstanding work/ week				
COMMISSIONING (Rand's per day delay)	10 000	20 000	30 000	40 000	50 000
REMEDYING OF DEFECTS					
a) Critical to asset functioning/ running (Rand's per day delay)	10 000	50 000	100 000	100 000	100 000
b) Not critical to asset functioning/ running (Rand's per day delay)	1 000	5 000	10 000	10 000	10 000
SHERQ					
a)SHERQ non-conformances, corrective and preventative actions not resolved within the agreed target dates	1 000	5 000	10 000	10 000	10 000
Agreed target dates exceeding 5 working days					
b)Non-reporting of SHERQ incidents and statistics within the required timeframe	1 000	5 000	10 000	10 000	10 000
Within a shift / Within 24 hrs					
c) Repeat SHERQ non conformances	2 000	10 000	20 000	20 000	20 000
DELAYS IN ARCHITECTURE PLANNING AND ANALYSIS					
Architecture Planning and Analysis Services are activities associated with the assessment and capturing of requirements that drive the definition of IaaS, BaaS, DRaaS and On-premises infrastructure architecture, functional, performance, IaaS, BaaS, DRaaS and On-premises infrastructure Services, and security requirements that also comply with regulatory and Rand Water Network policies.	2% of the value of the outstanding work/ week				
DELAYS IN INFRASTRUCTURE PROCUREMENT AND ETA					

Agreed time to Procure/Order and delivery of On-premises infrastructure and related equipment to Rand Water	2% of the value of the outstanding work/ week
DELAYS IN SOLUTION/PROJECT IMPLEMENTATION (IaaS, BaaS, DRaaS and On-premises infrastructure Build and Change)	2% of the value of the outstanding work/ week
Any physical installation, dismantlement, relocation of hardware, and any hardware or software installation, upgrade, or update in accordance with the agreed and signed Project Plan.	
DELAYS IN PROJECT DOCUMENTATION	2% of the value of the outstanding work/ week
Documentation Services are the activities associated with developing, revising, archiving, maintaining, managing, reproducing, and distributing IaaS, BaaS, DRaaS and On-premises infrastructure solution information and configuration(s) (e.g., project planning materials, Solution design specifications, Procedures Manuals, operations guides) in hard copy and electronic form. All IaaS, BaaS, DRaaS, installed software, configurations and On-premises infrastructure installed need to be accompanied with the relevant test results.	
DELAYS IN PROJECT CLOSURE	2% of the value of the outstanding work/ week
Signed completion form (production acceptance/project closure documents) from Rand Water to initiate billing of the service.	

Name of Bidder: _____

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

Date: _____

SECTION B: CONTRACT

PART C1: AGREEMENT AND CONTRACT DATA

C1.1. FORM OF OFFER AND ACCEPTANCE

LETTER OF TENDER

DESCRIPTION: PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS.

TENDER NO: RW10392896/25R

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

Address:

Date:.....

Signature of Witness: _____

Signature of Witness: _____

Name of Witness:_____

Name of Witness: _____

Date : _____

Date : _____

C1.1.2. CONTRACT AGREEMENT

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

RAND WATER

(hereinafter called "the Employer")

And

(hereinafter called "the Contractor").

Whereas the Employer desires that the Works known as **PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS** should be executed by the Contractor, and has accepted a bid by the Contractor for the execution and completion of these Works and the remedying of any defects therein,

The Employer and the Contractor agree as follows:

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

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

Authorised signature of Employer

Authorised signature of Contractor

for and on behalf of the Employer

for and on behalf of the Contractor

Name:

Designation: **GROUP CHIEF EXECUTIVE**

Date:

Name:

Designation:

Date:

In the presence of the undersigned witnesses:

Name:

Signature:

Date:

Name:

Signature:

Date:

C1.2. CONTRACT DATA

C1.2.1. GENERAL CONDITIONS

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

Fourth Edition 2006

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

C1.2.2. PARTICULAR CONDITIONS OF CONTRACT

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

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

1 GENERAL PROVISIONS

1.1 Definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1.2 Interpretation

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

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

1.2.3 The documents forming this Agreement are to be taken as being mutually explanatory of one another, if there is a conflict between any of the provisions contained in the contract documentation the precedence of such documents shall be in the order prescribed in the Contract Agreement.

1.2.4 Words indicating one gender include all genders.

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

1.3 Communications

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

1.4 Governing Language and Law

1.4.1 The language of the Agreement is English.

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

1.5 Changes in Legislation

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

1.6 Whole Agreement

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

1.7 Waiver

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

1.8 Assignment

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

1.9 Subcontracting

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

1.10 Intellectual Property Rights

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

As between the Parties, all rights, title and interest and copyright in and to any Intellectual Property, and other intellectual property rights in the Consultant's documents and other design documents made by (or on behalf of) the Consultant and in and to any and all documents prepared in connection with the Agreement shall vest in the Client.

1.11 Notices

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

1.12 Publications

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

1.13 Conflict of Interest Corruption and Fraud

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

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

1.14 Confidentiality

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

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

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

2. THE CLIENT

2.1 Information

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

2.2 Decisions

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

2.3 Equipment and Facilities

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

2.4 Client's Personnel

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

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

2.5 Client's Representative

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

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

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

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

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

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

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

2.5.7 Any determination, instruction, inspection, examination, test, consent, approval or other similar act by an assistant delegated in

terms of Sub-Clause 2.5.6 shall have the same effect as if it had been given by the Client's Representative itself. However, in the event of the Consultant questioning or disputing any determination or instruction, given by the said assistant, the Consultant may refer such matter to the Client's Representative, who shall confirm, reverse or vary such determination or instruction.

2.6 Services of Others

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

2.7 Payment of Services

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

3. THE CONSULTANT

3.1 Scope of Services

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

3.2 Normal, Additional and Exceptional Services

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

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

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

3.3 Duty of Care and Exercise of Authority

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

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

3.4 Client's Property

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

3.5 Supply of Personnel

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

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

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

3.6 Consultant's Representative

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

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

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

3.7 Changes in Personnel

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

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

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

3.8 Co-operation with Others

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

3.9 Statutory Obligations, Notices Fees and Charges

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

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

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

3.10 Progress Meetings

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

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

3.11 Safety Procedures

At all times the Consultant shall:-

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

3.12 Security

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

3.13 Health and Safety

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

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

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

3.16 Protection of the Environment

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

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

4.COMMENCEMENT, COMPLETION, VARIATION AND TERMINATION

4.1 Effective Date

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

6.

7. 4.2 Commencement and Completion

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

4.3 Variations

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

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

4.4 Delays

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

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

4.5 Changed Circumstances

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

In these circumstances:

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

4.6 Abandonment, Suspension or Termination

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

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

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

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

4.7 Exceptional Services

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

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

4.8 Rights and Liabilities of Parties

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

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

5. PAYMENT

5.1 Payment to the Consultant

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

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

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

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

5.2 Time for Payment

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

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

Payment will be effected 30 days from date of statement.

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

5.3 Currencies of Payment

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

5.4 Disputed Invoices

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

5.5 Independent Audit

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

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

6. LIABILITIES

6.1 Liability of the Parties

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

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

6.2 Compensation

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

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

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

6.3 Duration of Liability

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

6.4 Limit of Compensation

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

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

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

6.5 Indemnity

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

6.6 Exceptions

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

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

7. INSURANCE

7.1 Professional Indemnity

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

7.2 Additional Insurances

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

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

8. SETTLEMENT OF DISPUTES

8.1 Amicable Dispute Resolution

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

8.2 Mediation

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

Southern Africa. The cost of the mediation shall be born equally between the Parties.

8.3 Arbitration

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

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

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

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

PART C2: PRICING DATA

C2.1. PRICING ASSUMPTIONS

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

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

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

The Bidder is required to submit the following:

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

PART C3: SCOPE OF WORK

C3.1. DATES FOR DELIVERY AND COMPLETION

1. It is estimated that the Contract will be placed on or before 30 September 2025 access to undertake work will only become available after the issue of the Site Access Certificate.

C3.2. SCOPE OF WORK

Rand Water seeks to appoint a reputable, well-resourced, and experienced Service Provider to supply and maintain a secure, scalable, resilient, and fully managed hybrid cloud solution, including Infrastructure as a Service (IaaS), Backup as a Service (BaaS), and Disaster Recovery as a Service (DRaaS), with support for five years.

The successful bidder will own the Public Cloud (off-premises) infrastructure and assume all risks for maintaining a highly available ICT and cloud solution. The provider must transition Rand Water from its current on-premises legacy infrastructure, including application, data and database migration to the new Hybrid Cloud environment (Public and Private clouds).

1. Infrastructure as a Service (Public cloud)

- Appoint a reputable, well-resourced, and experienced Service Provider to supply and maintain a scalable, secure, resilient, and fully managed public cloud IaaS solution for 5 years.
- All Data Centers for public cloud infrastructure must be hosted in a certified tier 3 data centre, and no data should leave the borders of South Africa.
- The solution must include Migration of workloads (applications and data) in Annexure B, solution architecture, network design, migration, service administration, deployment, patching, environment/performance monitoring, and guarantee an uptime of 99.999% availability.
- All critical applications from Annexure B need to be provisioned in a High-availability configuration and architecture.
- Provide a unified management console to deploy and/or decommission services (i.e.: virtual servers, tiered storage, virtual network, etc.) on demand across both public and private clouds.
- Rand Water engineers must have access to this platform.

On-Premises Requirements (Private cloud)

- Supply, install, and configure servers, storage, networking, backup and disaster recovery for Rand Water on-premise Data Centre for 5 years. This private cloud must have integration with the public cloud component for the hybrid solution.
- Migrate workloads (applications and data) in Annexure B from legacy infrastructure to the new private cloud and decommission legacy infrastructure. This will need to follow the Rand Water Decommissioning process (TBC).
- Include 5 Year (OEM) Hardware Maintenance and Support that covers firmware upgrades and faulty equipment, fault diagnosis, patching, firmware upgrades, replacements, real-time monitoring, etc.

- Include Installation, setup, and configuration according to bidders proposed architecture design, and installation of hardware, virtualization, networking and security.
- Rand Water engineers must have access to this platform and infrastructure.

Additional Requirements (for both Public and Private clouds)

- **Network/Connectivity:** Provide a redundant (2) secure 5GE physical link (fiber) from Rand Water Private cloud to the Public cloud environment, with cross-connect.
- **Security:** Manage access via firewall configuration per Rand Water Security Policy and support firewall issues (whitelisting, blacklisting, access control list, security groups, anti-DDoS, etc.)
- Security policy must integrate with existing Microsoft defender
- Real-time threat management, Ransomware protection, intrusions prevention, detection and defense, post-intrusion scan, etc.
- All security incidents must have adequate monitoring, and reporting for both clouds to Rand Water.
- **Compliance:** Ensure compliance with ISO/IEC 20001, 27002, 27017, 27018 and CSA STAR standards, TL9000, Tier3 data centre.
- **Licenses:** Rand Water will provide Microsoft/Linux OS licensing, under their existing Microsoft license agreements.
- **Support:** This should include access to a 24 hour, 7 days a week, 365 days of the year help / support desk for service request logging, classification, assignment, tracking, escalation, closure, and reporting across the hybrid cloud.
- **Relationship Manager:** Provide a dedicated account/service manager in order to give Rand Water access to a single point of contact in order to simplify the daily administration and management of the contract and services for 5 years.
- The account/service manager will be responsible for, but not limited to:
 - Monitoring of overall performance of services,
 - Coordinating the delivery of services for Rand Water and
 - The management of any third parties/partners and subcontractors providing services as part of any agreement, in order to ensure quick resolution of any issues.
- **Ownership and Sovereignty:** Ensure Rand Water owns all hardware (Private cloud) and data. All data and services must be hosted in South Africa, complying with the POPIA Act.
- Bidder to state in detail, the security mechanisms and tools provided as part of the solution to ensure Rand Water meets governance, regulatory, compliance requirements

and best practices, including real-time threat management and protection, detection, and data-loss prevention.

2. Backup as a Service (for both Public and Private clouds)

- Provide server and storage data backup solution for all workloads (production, QA, and development) in the hybrid cloud deployment based on the policies below.
- Ensure daily management, monitoring, weekly reporting, and testing for data integrity and recovery across all workloads.

Public Cloud Backup Policy

Category	Details
Machines	168 VMs
Capacity	163TB (5% growth annually)
Backup Policy	14 daily incremental backups stored for 2 weeks, weekly full backup stored for 8 weeks, monthly full backup stored for 1 year, yearly full backup stored for 5 years

Private Cloud Backup Policy

Category	Details
Machines	113 VMs
Capacity	80TB (5% growth annually)
Backup Policy	14 daily incremental backups stored for 2 weeks, weekly full backup stored for 8 weeks, monthly full backup stored for 1 year, yearly full backup stored for 5 years

3. Disaster Recovery as a Service (for both Public and Private clouds)

- Provide DR for all non-critical production systems across the hybrid cloud.
- Ensure application-level HA for all critical production systems.
- Ensure post-disaster failback plan.

DR and HA Policy for Public and Private Cloud

Cloud Type	DR Scope (Non-Critical)	DR Policy	HA Scope (Critical)	HA Requirement
Public Cloud	85 VMs	RTO: 30 Minutes, RPO: 30 Minutes or less	39 VMs	High Availability
Private Cloud	24 VMs (LIMS) 86 VMs	LIMS: RTO: 30 Minutes, RPO: ~0 seconds Others: RTO: 30 Minutes, RPO: 30 minutes or less		

Additional Requirements

- Design and configure the hybrid cloud infrastructure (public and private clouds) per best practices, with payment starting upon service use.
- Include all-inclusive pricing (unified management console, hardware, delivery, installation, configuration, delivery, design, etc.), implementation schedule, technical support details, system enhancements, multiple costing options, and unique features.
- Detail Training plan and certification for Rand Water engineering staff.
- Provide a detailed change management processes, future environment optimization recommendations, incident management, risk management and project plan.

THE BIDDER must demonstrate that the Public and Private cloud solution meets the requirements outlined in Annexure A (Weight: 100%) below. Additionally, due diligence will be conducted on the capabilities of the recommended solution using Annexure A below. In cases where there is a discrepancy between the score obtained from the Annexure A submission and the due diligence score, the due diligence score will be adopted as the final.

NB: How to Complete Annexure A:

Bidder to choose Yes or No to indicate if the solution is responsive or not to the capability.

Bidder to complete and provide evidence as per the “Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder” column.

ANNEXURE A (METHOD STATEMENT) – Solution and Implementation Capabilities

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
1. Overall Hybrid Cloud Architecture Capability			15			
Does the solution support identical technical architecture for both private and public cloud?			3		Bidder to elaborate on how they will align the technical architecture of the private cloud and public cloud to ensure identical functionality and performance.	
Can the public and private cloud solution services offer identical functions and GUIs for compute, storage, network, and security?			2		Bidder to elaborate on the measures they will implement to ensure a consistent user experience across private and public cloud environments, including uniform functions and graphical user interfaces (GUIs) for compute, storage, network, and security services.	

Will the Rand Water IT technical team be able to manage both public cloud resources and private cloud infrastructure via a unified on-premises cloud management portal, without needing to connect to the public cloud?			4		<p>Bidder to elaborate on how they will configure the on-premises unified cloud management portal to enable the Rand Water IT team to manage public cloud resources and private cloud hardware without a direct public cloud connection.</p> <p>Bidder to elaborate on the tools or platforms they will deploy to streamline hybrid cloud resource management for the Rand Water IT team.</p>	
will the hybrid cloud platform natively support advanced cloud-native services (e.g. AI, big data, database) without integrating third-party solutions?			3		<p>Bidder to elaborate on how their hybrid cloud platform will support the Rand Water application team in leveraging cloud-native services such as databases, big data, security, and AI without third-party integrations.</p> <p>Bidder to elaborate on the cloud-native services they will provide to support future evolution and how these will be implemented without third-party dependencies.</p>	
Will the hybrid platform support management capabilities for major public cloud providers?			3		<p>Bidder to elaborate on how their hybrid cloud platform will facilitate management of major cloud providers to ensure scalability.</p> <p>Bidder to elaborate on the mechanisms they will implement to ensure seamless integration and management across multiple cloud providers.</p>	

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
2. Infrastructure as a Service (Public Cloud) Capabilities			25			
Does the bidders platform comply with ISO 27034 for secure software development processes?			2		Bidder to elaborate on how they will ensure compliance with ISO 27034 for secure software programs, including the processes and frameworks to be implemented. processes and frameworks that will be implemented.	
Does the bidders service TL9000-certified for Quality Management?			2		Bidder to elaborate on the steps they will take to comply with TL9000 Quality Management System requirements for the proposed solution.	
Does the bidder adhere to ISO/IEC 27017 guidelines for cloud information security?			2		Elaborate on how the bidder will configure the solution to comply with ISO/IEC 27017 guidelines for information security controls in cloud services.	
Does the bidder have at least Tier 3 data centre classification?			3		Bidder to elaborate on the evidence they will provide to demonstrate that their Data Centers meet Tier 3 standards.	
Does the bidder meet ISO 27018 for Protecting Personally Identifiable Information (PII) in public cloud?			2		Bidder to elaborate on how they will ensure compliance with ISO 27018 for protecting Personally Identifiable Information (PII) in public cloud environments.	
Will the system be compliant with ISO/IEC 27701:2019 for data protection?			2		Bidder to elaborate on the measures they will implement to align with ISO/IEC 27701:2019 for	

					cybersecurity and data protection.	
Is the bidder certified under the Cloud Security Alliance (CSA) STAR program?			2		Bidder to elaborate on how they will achieve and maintain Cloud Security Alliance (CSA) STAR Program certification for cloud security best practices.	
Is the bidder's IaaS platform SAP-certified?			2		Bidder to elaborate on the proof they will provide for SAP certification of the IaaS platform and the configurations that will ensure this compliance.	
Can the bidders infrastructure support Layer 2 communication between on-premises and cloud environments?			3		Elaborate on how the bidder will configure the on-premises and cloud environments to communicate at Layer 2, preventing service disruptions due to IP address changes before and after migration.	
Can the bidder' offer low-latency, high-availability interconnection to public cloud environments?			2		Bidder to elaborate on the technologies or configurations they will use to provide low-latency, high-availability interconnection to public clouds.	
Will Rand Water staff be able to provision durable virtual servers on demand using automation/scripting tools?			1		Bidder to elaborate on how they will enable Rand Water staff to provision durable virtual servers on demand through scripted or automated processes in the IaaS platform.	
Does the bidders public cloud infrastructure include at least 2+ high availability data canterers within South Africa?			2		Bidder to elaborate on the configurations they will implement to ensure the public cloud provides at least two high-availability (HA) Data Centers in South Africa for service reliability.	

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
3. Infrastructure as a Service (Private Cloud) Capabilities			30			
Provide Hardware of Infrastructure (Private Cloud), including but not limited to:						
Does the storage architecture allow three disk failures in RAID (excluding RAID 1/10) without service interruption?			2		Bidder to elaborate on how they will configure Data Center storage to allow three disks (excluding hot spares) in a RAID group (excluding RAID 1 and RAID 10) to fail simultaneously without data loss or service interruption.	
Does the solution provide gateway-free SAN & NAS active-active architecture for load balancing across sites?			2		Bidder to elaborate on the steps they will take to implement a gateway-free SAN & NAS active-active architecture, enabling clients to mount active-active file systems at two sites for load balancing.	
Does the core switch support 100G–400G interconnection and 5G to 100G access?			1		Bidder to elaborate on how they will configure the Data Center core switch to support 100G to 400G interconnection and 5G, 10G, 25G, 40G, 50G, and 100G access.	
Does the access switches support BFD detection intervals ≤ 3.3 ms?			2		Bidder to elaborate on the mechanisms they will implement to ensure the Data Center access switch supports Bidirectional Forwarding Detection (BFD) with a detection interval of ≤3.3 ms.	



Provide Infrastructure (Private Cloud) Services Management, including but not limited to:						
Does the private cloud support graphical API orchestration without plugins?			2		Bidder to elaborate on how they will configure the private cloud to support graphical API orchestration without plug-ins, enabling legacy IT system APIs to be integrated into cloud services for the service catalog.	
Will IT support team create custom service catalogs with granular visibility controls per organization?			1		Bidder to elaborate on the processes they will use to create a custom service catalog in the private cloud, including basic cloud services (e.g., VM, network services) and combined application services, with visibility controls for different organizations.	
Will cloud instances (VMs, storage, IPs) be provisioned with defined durations and auto-expire?			1		Bidder to elaborate on how they will implement the private cloud to allow users to specify request durations for cloud service instances (e.g., VM, block storage, VPC, elastic public IPs) with automatic release and manual renewal options.	
Does the solution support up to five virtual data Center (VDC) levels for different tenant structures?			2		Bidder to elaborate on how they will configure the private cloud to support virtual Data Centers (VDCs) for different tenants, with up to five VDC levels to match Rand Water's organizational structure.	
Provide the following functions requirements for VMs and storage, including but not limited to:						



Does the infrastructure support enhanced bare metal gateway (BMGW) on hardware switches without server configuration?			2		Bidder to elaborate on the steps they will take to implement the enhanced bare metal gateway (BMGW) solution using hardware switches for high-performance, high-bandwidth network access in the private cloud.	
Do VM disks support a maximum size of 64TB per disk?			2		Bidder to elaborate on how they will configure the private cloud to support large-specification VM disks with a maximum size of 64TB to meet Rand Water's large storage requirements.	
Will Rand Water IT team be able to self-manage NAS capacity, permissions, and attachments to multiple VMs?			1		Bidder to elaborate on the mechanisms they will implement to enable VM storage self-service management, including capacity adjustments, deletion, authorization, and automatic attachment to multiple VMs in batches using plug-ins.	
Provide the following functions requirements for network functions, including but not limited to:						
Does the solution support flow and security logs (VPC, ACL, etc.) with policy-based querying?			2		Bidder to elaborate on how they will configure the private cloud's software-defined network (SDN) to support flow logs, security log queries, and recording of security group, network ACL, and traffic logs.	

Is slow start configuration supported on load balancer consoles?			2		Bidder to elaborate on the configurations they will apply to enable slow start on the load balancer console, ensuring new backend servers are warmed up with linearly increasing request handling.	
Does the solution support all standard DNS record types (A, AAAA, CNAME, etc.)?			1		Bidder to elaborate on how they will ensure the private cloud supports A, AAAA, CNAME, MX, TXT, SRV, PTR, NS, and SOA domain name records for reliable and efficient domain name resolution.	
Can the platform support L2 communications between external subnet and VPC subnet in the same segment?			1		Elaborate on how the bidder will configure the private cloud to support Layer-2 communications between external subnets and VPC subnets in the same network segment for seamless service migration.	
Is cross-VPC load balancing with cross-VPC backends supported?			1		Bidder to elaborate on how they will configure the private cloud to support Layer-2 communications between external subnets and VPC subnets in the same network segment for seamless service migration.	
The Private Cloud platform shall natively support following capabilities, which can be added as a platform service in future to support future business requirement, including but not limited to:						
Does the platform support native, enterprise-grade data warehouse solutions?			2		Bidder to elaborate on how they will configure the private cloud to provide an enterprise-class data warehouse with scalable, fully managed analytical database services without third-party integration.	

Does it support native AI R&D lifecycle services (modelling, training, deployment)?			2		Bidder to elaborate on the steps they will take to implement a one-stop, non-third party-integrated AI R&D environment in the private cloud, covering model development, training, management, and deployment.	
Is Transparent Data Encryption (TDE) supported for databases?			1		Bidder to elaborate on how they will configure the private cloud's database service to support Transparent Data Encryption (TDE) for real-time I/O encryption and decryption of data files.	

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
4. Technical and Managed Services			10			
Does the bidder provide managed services for initial provisioning and ongoing cloud/network configuration and support?			3		Bidder to elaborate on how they will configure and deploy the managed service to support cloud resource provisioning and network configuration post-deployment, assisting Rand Water engineers with service deployment and ongoing management.	
Will the bidder train and transfer skills to 10 Rand Water engineers across the full cloud platform?			3		Bidder to elaborate on the training programs they will provide for 10 Rand Water engineers on the entire cloud platform and how they will ensure effective skill transfer.	

Does the professional migration services cover planning, design, execution, testing, and optimization?			2		Bidder to elaborate on how they will execute the migration professional services, including planning, design, assessment, strategy development, architecture design, execution, testing, and optimization	
Does the bidder provide software configuration management including corrective maintenance, product updates, SLAs, and platform-specific service details?			2		Bidder to elaborate on the software configuration management processes they will implement, including corrective maintenance, product updates (e.g., service packs), and standard service-level agreements by severity, and how these will vary by platform.	

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
5. Security and Privacy			10			
Does the infrastructure support unified monitoring and alarm management across compute, network, storage, and cloud resources?			2		Bidder to elaborate on how they will configure infrastructure monitoring and alarm management to support unified monitoring of compute, network, and storage hardware, allowing users to clear, assign, adjust severity, and filter alarms for cloud services.	
Is automated fault demarcation and root cause identification supported?			2		Bidder to elaborate on the mechanisms they will implement to enable quick troubleshooting, including fault root cause demarcation and automatic identification of faulty hosts.	



Does the solution support performance threshold alarms using static and dynamic metrics?			2		Bidder to elaborate on how they will configure intelligent operation and maintenance to support performance threshold alarms based on static and dynamic metrics.	
Can host security check for file tampering across OS, apps, and components?			2		Bidder to elaborate on the host security measures they will implement to check for file tampering in the OS, applications, and other components.	
Does the system defend against brute-force attacks using password and SMS/email authentication?			2		Bidder to elaborate on how they will configure host security to prevent brute-force attacks using password and SMS/email authentication.	

Capabilities	Yes or No	Comply or Not Comply	Weighting	Bidder's Score	Substantiation of compliance via evidence reference documents, Videos, narration, or graphical presentation to be provided by Bidder	
6. Resiliency and Recovery Capabilities			10			
Does the solution support resource pool isolation across compute, storage, and network?			2		Bidder to elaborate on how they will implement resource pool security isolation for computing, storage, and network resource pools built on the physical infrastructure.	
Can the solution offer backup/restore capabilities aligned with Rand Water's RTO and RPO?			2		Bidder to elaborate on the configurations they will apply to ensure backup and restoration services meet Rand Water's Recovery Time Objective (RTO) and Recovery Point Objective (RPO).	
Is backup deduplication or compression supported.			2		Bidder to elaborate on how they will implement deduplication or compression of backup	



					data in the proposed software.	
Can the DR/backup services achieve 1 GB/s backup, and 1 TB/h restore performance?			2		Bidder to elaborate on how they will configure the private cloud's DR and backup services to achieve 1 GB/s backup performance and 1 TB/h recovery performance and 1 TB/h recovery performance.	
Does the system support RBAC and multi-tenancy access configurations on private cloud backup services?			1		Bidder to elaborate on how they will configure the private cloud backup services to support unified disaster recovery for cloud services and applications across intra-cloud and cross-cloud scenarios.	
Can RBAC (Role Base Access Control) and Multi-Tenancy access be configured.			1		Bidder to elaborate on how they will configure Role-Based Access Control (RBAC) and multi-tenancy access to meet Rand Water's security and organizational requirements.	
TOTAL			100			



BID NUMBER. RW 10392896/25R
BID DESCRIPTION: RW10392896/25R BID DESCRIPTION: PROVISION OF CLOUD HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS

PART C4: SITE INFORMATION

C4. SITE INFORMATION

PART C4: SITE INFORMATION

C4. SITE INFORMATION

Rand Water, a state-owned water utility established under the Water Services Act 108 of 1997. It operates continuously (24/7/365) in the Gauteng region of South Africa, supplying bulk water to its customers. Rand Water's IT infrastructure is central to its mandate of delivering reliable, high-quality water services. The organization operates a complex network of water treatment plants, pumping stations, pipelines, and reservoirs, monitored and controlled through IT systems.

Its operations rely heavily on an extensive IT infrastructure that underpins mission-critical functions, including real-time monitoring of water systems, laboratory testing, financial management, and customer service. However, the current IT environment, detailed in the bid document RW10392896/25R and the provided "Current Application System Workload.xlsx," is entirely on-premises, hosted in Rand Water's data centers. This setup, comprising 240 end-of-life (EOL) physical servers and 282 virtual machines (VMs), is outdated, siloed, and inefficient, posing significant operational, financial, and security challenges. The bid seeks to transition to a five-year hybrid cloud solution with hyper-converged infrastructure (HCI) to modernize the infrastructure, migrating suitable workloads to a public cloud while maintaining a private cloud on-premises.

Key applications include:

- **Supervisory Control and Data Acquisition (SCADA):** Enables real-time monitoring and control of water treatment and distribution processes, ensuring operational efficiency and rapid response to issues.
- **Laboratory Information Management System (LIMS):** Manages water quality testing, critical for regulatory compliance and public health.
- **SAP:** Supports enterprise resource planning (ERP), including finance, human resources, procurement, and supply chain management.

- **Other Systems:** Encompass customer relationship management (CRM), geographic information systems (GIS), payroll, cybersecurity, and administrative functions like file servers and domain controllers.

These systems are vital for maintaining service continuity, meeting regulatory requirements (e.g., the Protection of Personal Information Act, POPIA), and supporting strategic goals such as sustainability and digital transformation. These sites include the head office located in Glenvista, Johannesburg, and smaller offices situated near water processing plants, such as Central Depot, Zuikerbosch, Vereeniging, and Analytical Services, as well as other remote locations across multiple provinces.

Disadvantages of the Current Setup:

- **Reduced Productivity:** EOL hardware leads to frequent outages and slow performance, disrupting business operations and user experience.
- **Increased Maintenance Costs:** Obsolete components require costly repairs and maintenance, with limited vendor support for outdated systems.
- **Limited Scalability:** The rigid infrastructure struggles to accommodate growing workloads, hindering Rand Water's ability to adapt to new business requirements.
- **Operational Complexity:** The siloed architecture complicates procurement, deployment, and management, increasing administrative overhead and delaying IT projects.
- **Inability to Meet Modern Demands:** The legacy design lacks the agility and performance needed to support contemporary enterprise applications and rapid business operations.
- **Security Vulnerabilities:** Outdated systems are prone to cyber threats, as they often lack patches for modern vulnerabilities, risking data breaches and non-compliance with regulations like POPIA.
- **Energy Inefficiency:** Separate server and storage systems consume excessive power and cooling, inflating operational costs and environmental impact.

Below is a diagram that depicts the current on-premises IT design:

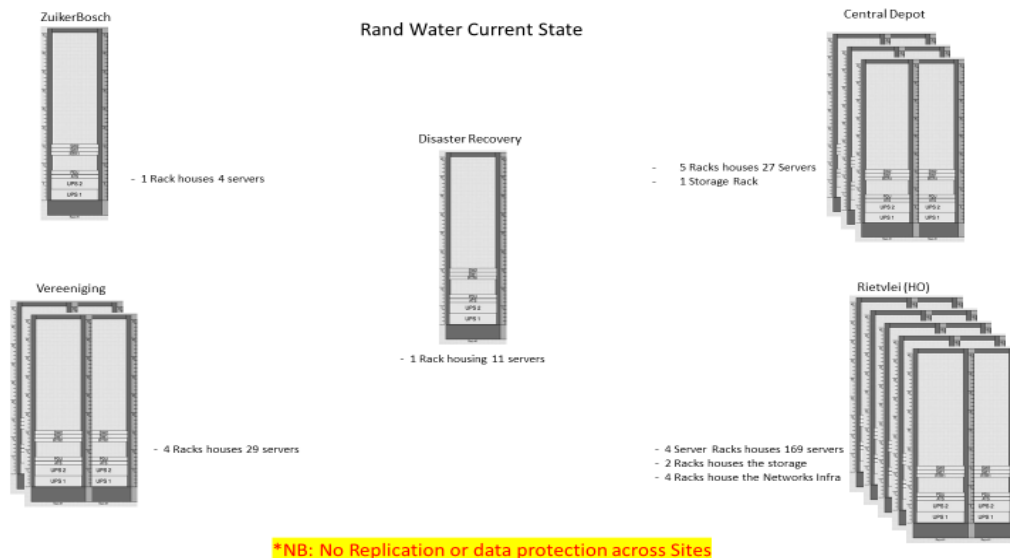


Table1

NB: The Bidder must refer to **Annexure B: Current Application System Workload** provided with this bid document to fully understand the scope of work and scoping requirements.