



NOTICE NO: 135/2026

PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS

An electronic copy of the completed tender document with returnable documents must be submitted with tender submission saved in a flash drive or SD Cards/CD. Failure to submit AN ORIGINAL HARD COPY AND A COPY ON EITHER USB or SD Cards/CD will deem the bid non-responsive. Bidders are encouraged to submit USB's and SD Cards only. The submission of CDs in a condition that is capable of being handled i.e. device that is readable and not broken is solely the responsibility of the bidder. Visibly broken CDs at tender opening stage will not be accepted.

A Compulsory Virtual Clarification Session will be arranged for Tuesday, 23 June 2026 @10h00am. Prospective bidders can use the very same link below which is direct from this advert, it will link them directly to the meeting. The link will also be available on the municipal website.

Join Microsoft Teams Meeting

<https://teams.microsoft.com/meet/391961530974448?p=S9wWJooUz9ixuNCICV>

Meeting ID: 391 961 530 974 448

Passcode: Ur9Yk9VR

CLOSING DATE:	THURSDAY, 09 JULY 2026 @ 12:00.
Location for Submission of Bid	Tender Box, 16 Woltemade Street (front entrance), Jeffrey's Bay, Room 122

Name of tendering firm:

Contact Person (*Full Names*):

Tel No.: Cell No.:

Fax No.:

E-mail:

Supplier Database No.: CSD No.:

Signature of Tenderer:

Issued by: Kouga Local Municipality, PO Box 21, Jeffreys Bay, 6330

Contact person: Mr. S. Mpahla, email:tenders@kouga.gov.za and copy smpahla@kouga.gov.za

NB: THIS TENDER WILL BE EVALUATED ON THE 80 FOR PRICE AND 20 FOR SPECIFIC GOALS

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PLEASE TAKE NOTE OF ALL LISTED INSTRUCTIONS AND COMMENT

- NB: PLEASE ENSURE THAT YOU FAMILIARIZE YOURSELF WITH THE COMPLETE DOCUMENT AND SIGN ALL PAGES WHERE IT IS REQUIRED TO DO SO. ALL DOCUMENTATION MUST BE ORIGINALLY SIGNED IN BLACK INK (COPIES OF SIGNARTORIES WILL NOT BE ACCEPTED)
- FAILURE TO FULLY COMPLETE THE COMPULSORY MUNICIPAL BIDDING DOCUMENTS WILL RESULT IN THE TENDER BEING CLASSIFIED AS NON-RESPONSIVE.
- THE NATIONAL TREASURY CENTRAL DATABASE AND TAX COMPLIANCE WILL BE VERIFIED ON DAY OF EVALUATING ANY TENDER. IN INSTANCES OF NON-COMPLIANCE BIDS WILL BE DECLARED NON-RESPONSIVE. (Subject to MFMA Circular 90)
- TENDER DOCUMENTATION IS AVAILABLE ON E-TENDER AND AN ELECTRONIC COPY MAY BE REQUESTED FROM THE SUPPLY CHAIN OFFICE.
- PLEASE BE ADVISED THAT A COPY OF A CERTIFIED COPY DOES NOT CONSTITUTE A CERTIFIED COPY.
- DO NOT USE CORRECTION FLUID IN THE DOCUMENT. IF ANY MISTAKES ARE MADE, PLEASE DRAW A LINE THROUGH IT AND INITIAL NEXT TO IT.
- DOCUMENT TO BE COMPLETED IN INK. DOCUMENTATION COMPLETED IN PENCIL WILL NOT BE CONSIDERED.
- THE FOLLOWING DOCUMENTS MUST BE SUBMITTED WITHIN THE TIME SPECIFIED IN THE REQUEST. **FAILURE TO COMPLY WILL RESULT IN NON-ACCEPTANCE OF THE TENDER.THESE DOCUMENTS MAY BE REQUESTED AS SUPPORT TO THE CONTRACT FILE DOCUMENTATION FOR EVALUATION PURPOSES.**
 1. National Treasury Central Database Summary Report
 2. Business Registration Documents/ Formal Registration Documentation/ JV Agreements/Consortia/ Partnerships and Trust's – Applicable to all entities (ie. Companies, Public & Private Entities, Partnerships and Joint Ventures). CM9/ Name Change Document will not suffice as Proof of Business Registration.
 3. A copy of a valid Tax Compliance Pin for all entities and all partners of Joint Venture)
 4. Certified ID copies.
 5. Latest Municipal Billing Clearance Certificate/ Copy of Municipal Account / Rental Documentation to be submitted
 6. Audited financial Statements for the last 3 financial years (if applicable)
 7. Project Implementation Plan to Be Submitted (if applicable)
 8. Any Special Conditions of Contract Documentation- Must be submitted as set out in tender contract or upon request.

PERSONAL DETAILS OF THE TENDERER

PLEASE PROVIDE THE FOLLOWING DETAILS:

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE KOUGA LOCAL MUNICIPALITY					
BID NUMBER:	135/2026	CLOSING DATE:	09 JULY 2026	CLOSING TIME:	12:00
DESCRIPTION	PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT:

Kouga Local Municipality:					
16 Woltemade Street (front entrance)					
Jeffreys Bay					
6330					
Room 122					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		<input type="checkbox"/> Yes <input type="checkbox"/> No

	<input type="checkbox"/> No		
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]			
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED (IF APPLICABLE)		BID PRICE	R
SIGNATURE OF BIDDER	DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED			
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:		TECHNICAL INFORMATION MAY BE DIRECTED TO:	
DEPARTMENT	Supply Chain Office	CONTACT PERSON	Mr. S. Mpahla
CONTACT PERSON		TELEPHONE NUMBER	042 200 2200
TELEPHONE NUMBER	042 200 2200	FACSIMILE NUMBER	
FACSIMILE NUMBER			
E-MAIL ADDRESS	tenders@kouga.gov.za		mpahla@kouga.gov.za

- 1. BID SUBMISSION:**
- 1.1. BIDS MUST BE DELIVERED BEFORE THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
 - 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE**
 - 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
 - 1.4. IN ADDITION TO ALL APPLICABLE LEGISLATION THE SUPPLY CHAIN POLICY APPROVED 30 MARCH 2026 AND MUNICIPAL RISTRATION (BLACKLISTING) OF SUPPLIERS POLICY APPROVED 29 APRIL 2026 WILL APPLY TO THIS TENDER.
- 2. TAX COMPLIANCE REQUIREMENTS**
- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
 - 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO

ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.

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

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

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

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

CERTIFICATION:

I declare that the information in this annexure is true and correct in all respects.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

NATIONAL TREASURY – GENERAL CONDITIONS OF CONTRACT

TABLE OF CLAUSES

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 "Award" shall mean the acceptance of a bid or proposal.

1.2 "Collusion" means any agreement, arrangement, understanding, or coordinated conduct, whether formal or informal, between two or more parties, including suppliers, officials, or third parties, which is intended to improperly influence procurement outcomes, pricing, competition, or decision-making processes, or to deceive or prejudice the Municipality.

1.3 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.4 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.5 "Contract period" shall mean the duration of the contract as set out in the contract.

1.6 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.7 "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

1.8 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.9 "Country of Origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.10 "Days" means calendar day.

1.11 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.12 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.13 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.14 “Force majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.15 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.16 “GCC” means the General Conditions of Contract.

1.17 “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.18 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.

1.19 “Project site” where applicable, means the place indicated in bidding documents.

1.20 “Purchaser” means the organization purchasing the goods.

1.21 “Republic” means the Republic of South Africa.

1.22 “Blacklisting/restricting” shall mean the act of disqualifying a person or an entity from participating in the procurement process of Kouga Local Municipality.

1.23 “SCC” means the Special Conditions of Contract.

1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

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

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.

6. Patent rights

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

7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

(b) a cashier's or certified cheque

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost

and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

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

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser

10. Delivery and documents

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

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

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

12. Transportation

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

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;

(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

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

14. Spare parts

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

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b) in the event of termination of production of the spare parts:

(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

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

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

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

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

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

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

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

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

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchasers request for bid validity extension, as the case may be.

18. Contract amendments

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

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchasers prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

20.2 Subcontractors or local SMME's shall be paid within 7 days after submitting their valid invoice for works completed to the Contractor unless the bidder provides the payment arrangement within their structure, however this may not exceed 14 calendar days, notwithstanding payment claims received by the Municipality.

21. Delays in the supplier's performance

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

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the suppliers notice, the purchaser shall evaluate the situation and may at his discretion extend the suppliers time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the suppliers point of supply is not situated at or near the place where the supplies are required, or the suppliers services are not readily available.

21.5 Except as provided under GCC Clause 23, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

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

22. Penalties

22.1 Subject to GCC Clause 23, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 31.

23. Force Majeure

23.1 Notwithstanding the provisions of GCC Clauses 22 and 31, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

23.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

24. Termination for insolvency

24.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

25. Settlement of Disputes

25.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

25.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

25.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

25.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

25.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier.

26. Limitation of liability

26.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

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

27. Governing language

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

28. Applicable law

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

29. Taxes and duties

29.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

29.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

29.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a Valid tax compliance pin certificate, submitted by the bidder. This certificate must be issued by the South African Revenue Services.

30. Prohibition of Restrictive practices

30.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

30.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

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

31. Restriction of Suppliers

31.1 Authority to Restrict Suppliers

31.1.1 The Municipality may, **independently of the National Treasury restriction process**, restrict a supplier, contractor, service provider or any associated person from doing business with the Municipality where such conduct undermines the integrity, fairness, transparency or effectiveness of the supply chain management system.

31.1.2 This municipal restriction process shall function as an **internal control and risk-management mechanism** and shall not replace or contradict the National Treasury restriction process. 35.1.3 The Accounting Officer shall be the final authority for approving any restriction imposed in terms of this policy.

31.2 Grounds for Restriction

A supplier must be restricted from doing business with the Municipality if the supplier has:

a) Failed to perform satisfactorily in terms of a municipal contract, including persistent poor performance after written warnings;

b) Breached any material term or condition of a contract with the Municipality;

c) Submitted **fraudulent, false or misleading information**, including but not limited to:

- Fraudulent or falsified B-BBEE certificates or affidavits;
- Misrepresentation of experience, capacity, qualification, financial standing or subcontracting arrangements;

d) Engaged in fraud, corruption, collusion, bribery or unethical conduct;

e) Attempted to improperly influence municipal officials, councillors or SCM role-players;

f) Failed to comply with applicable legislation where such non-compliance materially affects performance;

g) Been convicted of an offence involving dishonesty, fraud, corruption or financial misconduct.

h) If found that the appointment of the bidder/vendor/service provider caused or poses a reputational risk to the Municipality in line with the provisions of the Kouga Municipality Supply Chain Management Policy.

i) is listed on the National Treasury or any other Governmental Restriction or blacklisting list.

31.3 Restriction Periods and Sanctions

31.3.1 Restriction periods shall be **proportionate to the severity, intent and impact** of the offence.

31.3.2 Without limiting the Municipality's discretion, the following guideline sanctions apply:

a) **Fraudulent B-BBEE Submissions or other Documentation**

- Restriction for **up to five (5) years** from doing business with the Municipality;
- Mandatory reporting to National Treasury for possible national restriction;
- Possible termination of existing contracts, subject to legal advice.

b) Fraud, Corruption, Collusion or Bribery

- Restriction for **up to five (5) years**;
- Reporting to National Treasury and law-enforcement agencies.

c) Poor Performance or Contractual Breach

- Restriction for **one (1) year to five (5) years**, depending on severity and recurrence.

d) Misrepresentation (excluding B-BBEE fraud) and Reputational Damage

- Restriction for **one (1) to five (5) years**.

KOUGA LOCAL MUNICIPALITY (EC108)
DIRECTORATE: OFFICE OF THE DEPUTY MUNICIPAL MANAGER
NOTICE NO: 135/2026

PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS

Prospective Service Providers are hereby invited to submit tenders for the Provision of Support & Maintenance Services for the Incident Command Centre (ICC) for a period of three (3) years.

Tenders

An electronic copy of the tender document will be available on E-Tender portal www.etender.gov.za or the municipal website www.kouga.gov.za as from **Monday, 08 June 2026**. After downloading the tender document from the website each prospective bidder **MUST** ensure that all the pages of the tender document are printed.

A **Compulsory Virtual Clarification Session** will be arranged for **Tuesday, 23 June 2026 @10h00am**. Prospective bidders can use link below which is direct from this advert to access the meeting. **Please take note that no attendee arriving 10 minutes late or more** will be allowed to attend the clarification meeting.

Join Teams Meeting

<https://teams.microsoft.com/meet/391961530974448?p=S9wWJooUz9ixuNCICV>

Meeting ID: 391 961 530 974 448

Passcode: Ur9Yk9VR

Please note:

- Telegraphic, telephonic, telex, facsimile, email, or late tenders will not be accepted.
- This contract will be evaluated on the 80/20-point system. 80 points for price and 20 points for specific goals. To claim points for specific goals prospective bidders MUST submit proof/ required documents.
- **An electronic copy of the completed tender document with returnable documents must be submitted with tender submission saved in a flash drive or SD Card/CD. Failure to submit AN ORIGINAL HARD COPY AND A COPY ON EITHER USB or SD Card/CD will deem the bid non-responsive. Bidders are encouraged to submit USB's and SD Cards only. The submission of CDs in a condition that is capable of being handled i.e. device that is readable and not broken is solely the responsibility of the bidder. Visibly broken CDs at tender opening stage will not be accepted.**
- **Bidders must note that the Municipality may make use of additional vetting methods to further qualify capacity of bidders to eliminate delays during project implementation.**
- Draft Project Implementation may be requested.
- A valid Tax compliance Status pin must be submitted.
- Prospective Service Providers must register on Kouga Municipality's Supplier database as per the registration requirements.
- The National Treasury Central Supplier Database Summary report must be submitted.
- The Council reserves the right to accept any tender and, or part thereof, appoint more than one contractor, and does not bind itself to accept the lowest or any tender. The Council reserves the right to appoint any contractor.
- The validity period for submission will be 90 days from the closing date.
- Tenders that are deposited in the incorrect box or delivered to any other venue will not be considered.

Any inquiries relating to this tender must be submitted in writing via e-mail to tenders@kouga.gov.za and copied to smpahla@kouga.gov.za

Completed documents in a sealed envelope endorsed **"NOTICE NO: 135/2026: PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS"** Must be placed in the Tender Box at 16 Woltemade Street (front entrance), Jeffrey's Bay, Room 122 on or before **THURSDAY, 09 JULY 2026 at 12:00.**

C. DU PLESSIS

MUNICIPAL MANAGER

P.O. Box 21
JEFFREYS BAY
6330

For Placement: Herald/Municipal Website/ Municipal Notice Boards in all offices/areas – 08 June 2026

CONDITIONS OF TENDER

1. PRICES

- All prices tendered and all deposits or payments made shall be in the currency of the Republic of South Africa.
- Prices should remain fixed for the period of the Tender. Should the successful Tenderer wish to alter any Tender price during the currency of the Tender period bidder can only do so **twelve months after award has been made and thereafter once annually**, the Municipality reserve the right to:
 - Accept the amended price provided that one (1) month written notice was given to the Municipality; or
 - Call for new Tenders in respect of the particular items concerned or negotiate new prices with alternative suppliers to the exclusion of the Tenderer.
 - Tenderers shall state the time of delivery in days from date of the official order by the Municipality and all tendered prices are to include VAT as well as costs of delivery to the various localities in the Kouga Area as may be indicated by the Kouga Local Municipality.
 - All prices tendered shall be VAT included (if the tenderer is a VET vendor.
 - Rates inserted should be applicable from date of appointment. The applicable measure for escalation shall apply. Proof to be provided for any request for increase.

2. LAYOUT

This tender document is divided into several sections. Please read through all the sections. In particular, the Conditions of Tender and table of clauses are most important, as they contain several new clauses in the light of the procurement policy and please take note of the conditions of tender and the list of required documents to be handed in, seeing that nonadherence to these requirements can lead to non-responsiveness of tender.

3. SUBMISSION

- Please read through carefully the Conditions of Tender, which deals with submission of tender. Your completed tender document must be placed in a sealed envelope, and the contract number and name of the contract written clearly on the outside. **An electronic copy of the completed tender document with returnable documents must be submitted with tender submission saved a in a flash drive or SD Cards/CD. Failure to submit AN ORIGINAL HARD COPY AND A COPY ON EITHER USB or SD Cards/CD will deem the bid non-responsive. Bidders are encouraged to submit USB's and SD Cards only. The submission of CDs in a condition that is capable of being handled i.e. device that is readable and not broken is solely the responsibility of the bidder. Visibly broken CDs at tender opening stage will not be accepted.**

The envelope must be deposited, In accordance with the instructions in the Tender Advertisement. It is the Service Provider's responsibility to ensure that their bid is deposited in the correct tender box before the closing date and time. No bid document delivered at any other venue or tender box than the mentioned one will be considered.

4. SCOPE OF CONTRACT

Provision of Support & Maintenance Services for the Incident Command Centre (ICC) for a period of three (3) years.

5. VALIDITY OF TENDER

Tenders shall remain valid for acceptance for a period of 90 days.

6. ACQUAINTANCE WITH TENDER DOCUMENTS

By submission of a tender, the Tenderer will be deemed to have acquainted himself fully with the tender documents, local requirements and the laws prior to pricing and submission of tender.

7. TENDER EXPENSES

The Council will not be responsible for any expense incurred by the tenderer in submitting a tender.

8. UNCONDITIONAL DISCOUNT (if applicable)

The quoted prices can be subject to an unconditional discount. Tenderers must state on the Schedule of Prices the percentage of unconditional discount they are offering.

9. OTHER SUPPLIERS

Should the tenderer after acceptance of his tender for any reason whatsoever not be able to provide or deliver the service to the Municipality within the reasonable specified time, the Municipality reserves the right to obtain goods from any other source or tenderer, in which case the tenderer will be liable for any additional costs incurred in case of a difference in price.

10. SURCHARGE IN RESPECT OF FALSE DISCLOSURE

Should the information submitted by the tenderer with his/her tender for the purpose of being allocated equity preference points, be found, during the currency of the contract, to be false, then the tenderer shall be liable to pay to the Employer the additional costs incurred by the Employer as the result of the Employer awarding the contract to the tenderer on the basis of the information submitted.

The additional cost shall be the difference between the sum tendered by the tenderer and the sum tendered by the tenderer who would have been awarded the tender, had the tenderer not submitted the false information.

11. B-BBEE

Refer to new legislation, circulars, and codes regarding B-BBEE.

12. CORRESPONDENCE

An active email address must be provided. All correspondence and request for information with bidder will be sent to this email address as provided. If not submitted within the specified timeframe of the request for information, the bid may be declared non-responsive.

13. CONTRACT PERIOD

For a period of 3 years after the date of appointment.

Signed	Date	Name (block letters)	Capacity in firm

KOUGA LOCAL MUNICIPALITY
NOTICE NO: 135/2026
PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT
COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS

EVALUATION CRITERIA

Phase 1	Special Conditions
Phase 2	Price Scoring
Phase 3	Specific Goals Scoring

No	Specific Goals Categories	Max points allocation	Evaluation Indicators
1	B-BBE Status Level Contributor	10	As for B-BBEE points allocation table below.
2	The promotion of enterprises located in a specific province for work to be done or services to be rendered in that province.	10	10 Points- Located within the boundaries of the Kouga Local Municipality
			6 Points- Located within the boundaries of Sarah Baartman District Municipality & Nelson Mandela Metro Municipality
			4 Points- Located within the boundaries of the Eastern Cape
			1 Point- Outside of the boundaries of the Eastern Cape

Bidders MUST submit a valid B-BBEE sworn affidavit/ certificate AND Latest Municipal Billing Clearance Certificate/ Copy of Municipal Account / Rental Documentation in the name of the bidding entity, to claim points for specific goals. . In the event that the municipal account is in the name of the director, an affidavit must be done to that effect clearly stating the company name operating from the address. Information provided for Virtual offices will not be accepted.

An electronic copy of the completed tender document with returnable documents must be submitted with tender submission saved in a flash drive or SD Cards/CD. Failure to submit AN ORIGINAL HARD COPY AND A COPY ON EITHER USB or SD Cards/CD will deem the bid non-responsive. Bidders are encouraged to submit USB's and SD Cards only. The submission of CDs in a condition that is capable of being handled i.e. device that is readable and not broken is solely the responsibility of the bidder. Visibly broken CDs at tender opening stage will not be accepted.

Tender Specification

Project Overview & Requirements: The Kouga Local Municipality (KLM) integrated Incident Command Centre (ICC) is currently fully operational. Kouga Local Municipality seeks to appoint a qualified service provider to deliver ongoing support, maintenance, and enhancements of the existing ICC in line with Hikvision best practices and Municipal ICT governance policies.

A **Backup Security Operations Centre (SOC)** is also required to provide full redundancy, manage AI-driven functionality, and operate as a seamless failover control room in the event of ICC downtime.

1 BACKGROUND

Kouga Municipality operates an existing Incident Command Centre (ICC) comprising the following components:

- 1.1 Video wall: 16 LCD TVs configured for multi-screen situational awareness;
- 1.2 Operators: Operating a minimum of 2 to 5 per shift;
- 1.3 Management platform: HikCentral Professional server providing Video Surveillance System (VSS) and Video Wall functionality;
- 1.4 Monitoring approximately +/- **300 CCTV cameras** deployed across various sites;
- 1.5 Some cameras are Kouga owned and some are privately owned (e.g. neighborhood watch), but given to KLM for monitoring;
- 1.6 Network capacity is in the process of being upgraded and ensure dedicated adequate size and ensure quality of service;
- 1.7 Power infrastructure at the ICC is supported by Inverter and solar panels to ensure continuity.

2 SCOPE OF SERVICES

- 2.1 The bidder must provide support and maintenance of the ICC and ensure availability of SOC functionality;
- 2.2 SOC must operate as a LIVE replicated environment of the Incident Command Centre (ICC) capable of assuming full monitoring operations at any time should the ICC become unavailable;
- 2.3 The bidder must provide a SAIDSA-approved Backup Control Room referred to as a Security Offsite Centre (SOC);
- 2.4 The bidder must ensure Redundant fiber connectivity between the ICC and SOC must be implemented and quoted in accordance with Kouga Municipality network redundancy standards;
- 2.5 The bidder will assist/guide/advise the municipality to upgrade the operating standards (processes and infrastructure) of the ICC;
- 2.6 The SOC shall also be responsible for managing all AI alarms and triggers and provide daily reporting of all AI triggers.
- 2.7 Migrating the current ICC services to the new HikCentral server with bigger capacity and supplying a redundant HikCentral server incl all licensing of the same specs for the SOC;
- 2.8 Preventive and corrective maintenance for HikCentral server (OS, database, application services), Video Wall layouts, decoders/controllers, and the 16 TV video wall (including mounts and cabling) for both ICC and SOC;
- 2.9 Expand the viewing capabilities of the ICC (Video Wall layout) and a minimum of 9 x 46" LED Video Wall screens at the SOC dedicated to the ICC for redundant purposes;
- 2.10 Pulling images from the cameras to project on the Video Wall using HikCentral platform;
- 2.11 Software and firmware lifecycle management: HikCentral upgrades/patches; decoder/controller firmware updates; for both ICC and SOC;
- 2.12 The bidder shall provide an enterprise-grade infrastructure health monitoring platform (e.g. SolarWinds) capable of monitoring temperature, SNMP alerting, routers, switches, PCs, servers, backup servers, VPN integrity, fiber connectivity, wireless infrastructure, LAN infrastructure, inverters and access control systems. Daily reports to be given relating to all

the infrastructure including temperatures, Voltages, battery status, VPN integrity and communication between all the CCTV cameras.

- 2.7 The system architecture must retain a minimum of six (6) months of live CCTV footage. All recordings must be stored at both the ICC and the Backup SOC. Both environments must mirror each other through synchronized storage replication ensuring continuous evidence availability from either facility.
- 2.8 The Backup SOC must be fully operational and function as a redundant extension of the ICC designed using high-availability and disaster-recovery architecture enabling seamless operational failover of monitoring and command functions. The SOC must also handle and drive all AI operations.
- 2.9 Operator and administrator training must be conducted at Both the ICC and the Backup SOC to ensure operational readiness across both control room environments.
- 2.10 Provision of priority reports from go-live for the complete project at both the ICC and SOC for the period of the contract (to be determined on project kickoff);

3 TECHNICAL REQUIREMENTS

3.1 Noncompliance on one of the following requirements of the technical specification will disqualify the bidder:

3.2 Technical Specification

Req #	Requirement description	Comply		Comment
		No	Yes	
1	Consolidate all CCTV views at the ICC on to the new HikCentral-P-Ver-HW1D.			
2	Ensure System availability target (up to 99.9%), this KPI is excluding failure of hosting environment / infrastructure and refers to contracting hours (7-7).			
3	REAL-TIME redundant synchronization between the ICC and the Backup SOC ensuring continuous replication and instant failover capability.			
4	Continuous CCTV stream availability and monitoring support must apply to BOTH the ICC and the Backup SOC ensuring synchronized camera feeds and operational redundancy.			
5	Availability of support from 7am to 7pm 5 days a week Monday till Friday.			
6	Availability of support as after-hours support complying to service standards Req #2, Req #20.			

7	Demonstrated experience with HikCentral-P-Ver-HW1D (current supported version) and Video Wall configuration specified on the reference letter (5 years and 3 letters).			
8	Capability to support existing hardware: 300+ TVs forming the video wall, HikCentral server, decoders/controllers, and operator monitors.			
9	Provide remote monitoring capability for proactive alerts and automated health checks.			
10	Provide secure API integration for authorized blacklist or watchlist verification			
11	Provide Continuous support and linking of CCTV views, ANPR detection events, snapshots, and clips to the HikCentral server as part of AI scope			
12	Compliance with municipal ICT governance, cybersecurity standards, and physical security policies, align with vendor guidance for HikCentral Professional, ANPR data handling, API integrations, and watchlists			
13	Documented change control, patch management, and rollback procedures.			
14	Preventive maintenance: quarterly (firmware/software checks, panel calibration, decoder diagnostics, health review).			
15	Availability of local technical support resources Kouga/PE with location evidence.			
16	Firmware/Software updates: within 30 days of vendor release, subject to change control			
17	Perform Backup validation: monthly; evidence retrieval from offsite storage within 4 hours of request			
18	Reports must also include temperature spikes, VPN integrity monitoring, network stability metrics and failover verification logs across ICC and SOC infrastructure.			
19	Provide audit trails and access logs for all camera access and blacklist queries.			

20	<p>Service provider will ensure compliance with the following services standards as part of Managed Service:</p> <ol style="list-style-type: none"> 1 Critical fault / incidents (system down): restoration within 1 hour 2 Major fault / incidents: restoration within 4 hours 3 Minor fault/ incidents: restoration within 24 hours 4 Daily 12 hours managed service availability 7am till 7pm support hotline 5 Remote diagnostic capabilities 6 Minimum 3-year maintenance agreement 7 Software updates and patches included 			
21	<p>Provide reporting on the following monitoring capabilities</p> <ol style="list-style-type: none"> 1. Real-time device status dashboard 2. Automated failure detection and alerting 3. Predictive maintenance algorithms 4. Camera tampering detection 5. Storage system health checks 6. Continuous Functional / business reporting based on Hik capabilities (details to be decided during operationalization of the project) 			
22	<p>Provide Maintenance Management as follows:</p> <ol style="list-style-type: none"> 1. Automated ticket generation for failures 2. Scheduled maintenance windows 3. Service level agreement (SLA) monitoring 			
23	<p>Provide for the following training Requirements:</p> <ol style="list-style-type: none"> 1. Administrator training (40 hours) 2. Operator training (80 hours) 3. Maintenance training (40 hours) 4. Train-the-trainer program 			

	5. Simulation-based training environment 6. Annual refresher training (when necessary)			
24	Compliance must also include SAIDSA and PSIRA regulatory requirements where applicable.			
25	Full migration from old server to new HikCentral Server with all functionalities (in scope requirements) must take maximum of 2 months			
26	Incident evidence must additionally be archived to offsite storage and retained for a minimum of five (5) years.			
27	The system architecture must retain a minimum of six (6) months of live CCTV footage. All recordings must be stored at both the ICC and the Backup SOC.			
28	All Bidders are required to attend the site visit at a date to be announced during tender briefing session			
29	Letter of Good Standing – The bidder must provide a valid Letter of Good Standing confirming compliance with applicable regulatory bodies and statutory requirements.			

4 **SPECIAL CONDITIONS**

The service provider must submit:

- 4.1. Company profile and minimum of 5 years' experience
- 4.2 At least 3 reference projects /References of similar scale
- 4.3 CVs and relevant technical certifications of all key technical personnel must be submitted (Project Manager, Technical Lead and supporting technical engineers).
- 4.4 Proof of Hikvision / HikCentral training or certification
 - 4.4.1 Hikvision Certified Security Expert: (HCSE) (Technical Lead)
 - 4.4.2 Project Management Certification (any): (Project Manager)
- 4.5 Networking Certifications (e.g. Cisco, Mikrotik) – for personnel responsible for network infrastructure supporting the ICC and SOC environments.
- 4.6 SAIDSA Accreditation – All installations must comply with SAIDSA standards, and a Certificate of Compliance (COC) must be issued via SAIDSA for applicable security installations. The evaluation team will verify all bidders Memberships on the SAIDSA.
- 4.7 PSIRA Act 56 of 2001 Certification (in the name of the Bidding entity)

5 PRICING SCHEDULE TEMPLATE

Bidders must provide a detailed cost breakdown including:

Commercial Structure & Pricing Requirement

All costs associated with this tender must be structured over a **36-month period**.

- **Capital Expenditure (CAPEX):**
All hardware, equipment, and infrastructure must be treated as a **36-month rental (rent-to-own model)**, inclusive of support, maintenance, and insurance.
- **Once-Off Costs (Including Labour):**
Any once-off costs, including installation, setup, and professional services (e.g. Tier 3 labour), **must not be quoted as a single upfront fee**.

These costs must be:

- Amortized over the 36-month contract period, and
- Included either within the monthly rental fee **or** clearly itemized as a **monthly line item**
- **Objective:**
To ensure a **fully bundled, predictable monthly cost model**, with no significant upfront capital outlay.

KOUGA LOCAL MUNICIPALITY

NOTICE NO:135/2026

PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS

PRICING SCHEDULE

NOTE:

1. Only firm prices will be accepted. Non-firm prices will not be considered.
2. All delivery costs MUST be included in the bid price, for delivery at the prescribed destination.
3. Document MUST be completed in non-erasable black ink.
4. NO correction fluid/tape may be used.
- a. In the event of a mistake having been made, it shall be crossed out in ink and be accompanied by an initial at each and every alteration.
5. The Bidder MUST indicate whether he/she/the entity is a registered VAT Vendor or not.
6. In the case of the Bidder not being a registered VAT Vendor, both columns (amount/rate excluding AND including VAT) must reflect the same amount.
7. Rates inserted should be applicable from date of appointment. The applicable measure for escalation shall apply. Proof to be provided for any request for increase, please see tender conditions point 1.

NB! TOTAL WILL BE USED FOR EVALUATION PURPOSES ONLY.

ITEM DESCRIPTION	RATE (EXCL.VAT)	VAT	RATE INCL.VAT)
<u>5.1</u> <u>5.1.1 SERVER Migration from Old to New Server</u> Initial Setup: uninterrupted Tier 3 specialist labour for system implementation and configuration (Per Month)	R	R	R
<u>5.1.2 virtually server support</u> Ongoing Support: 20 hours of Tier 3 support (Per Month)	R	R	R

5.2 – SERVER Hardware Infrastructure & Redundant SOC Deployment

System Replication: Provision and deploy hardware and licensing to fully replicate the ICC environment within the SOC, including redundant synchronization in accordance with the tender specifications. Include all AI licencing too.

Commercial Model: Structured as a rent-to-own solution over a 36-month period.

Support & Certification: Includes Tier 4 server support with networking certification e.g. CISCO and MikroTik certified expertise, covering both ICC and SOC environments for the full duration.

Viewing Platforms & Video Wall: Provide two independent high end viewing platforms with 2 x 27” screens, including a dedicated video wall 9x46” within the SOC exclusively for ICC operations.

Dedicated Infrastructure: All systems and resources will be fully dedicated to ICC and SOC, ensuring performance, security, and operational integrity.

Included Services: Insurance, Fuel (operational requirements) Training and Certifications

Preventative and corrective maintenance (36 months)

Escalation: Full escalation support included, ensuring rapid response and resolution through Tier 3 and Tier 4 levels.

EQUIPMENT RENTAL - RENT TO OWN incl Insurance (per month)	R	R	R
CISCO & MIKROTIK ENGINEER TIER 4 – virtually available within 1 hour of request (for operating hours 7am to 7pm) (per hour)	R	R	R

5.3 –Support Services (Local Dedicated Team – within 150km radius from Humansdorp ICC)

Dedicated Local Support Team: Provision of a fully dedicated, close proximity-based support team to service the ICC and ensure efficient response to all support requests must be available onsite within 2hours.

Operating Hours: Monday to Friday, 07:00 – 19:00, providing Tier 1 and Tier 2 support coverage.

After-Hours Support: Emergency call-out services available for after-hours and weekends, with a maximum allocation of 15 hours per week under worst-case conditions. Include Public Holidays and Sundays.

Support Structure:

Admin Support Equivalent to Tier 2 Expertise and Qualification – Incl all governing fees incl Psira Bonus and Overtime

Tier 2 Technician- Incl all governing fees incl Psira Bonus and Overtime

Included Resources & Operational Support: Fully equipped support vehicle, Fuel for operational requirements, Tools and equipment, Insurance coverage, Ongoing maintenance. Include Annual Training.

ADMIN SUPPORT EQUIVALENT TO TIER 2 EXPERTISE AND QUALIFICATION (Per Hour)	R	R	R
TECHNICIAN TIER 2 (Per Hour)	R	R	R

<p><u>5.4 – Video Storage, Replication & Server Infrastructure (Per Month)</u> Live Footage Replication & Storage: Provision of storage servers within the SOC to support continuous replication of live footage, with a minimum retention period of 6 months. Including Offsite Redundant storage Enterprise Infrastructure: Deployment of enterprise-grade hardware with built-in redundancy to ensure high availability, reliability, and data integrity. Investigation Data Retention: All footage related to investigations will be securely stored and retained for a minimum period of 5 years. This must be on Enterprise grade servers with redundancy. Support & Maintenance: Full support and maintenance services included, covering all server infrastructure and storage systems. System Availability: Guaranteed 99% uptime of all storage and server environments, ensuring uninterrupted access and performance.</p>	R	R	R
<p><u>5.5 – Rapid Response Support (Out-of-Hours Services) Tier 4 (Per Month)</u> Scope of Service: Rapid response to incidents requiring immediate attention beyond standard operating hours.</p>			
<p><u>5.5.1</u> After-Hours Coverage: Provision of 12 hours per month for out-of-hours support, including weekends and public holidays.</p>	R	R	R
<p><u>5.5.2</u> Specialist Support: Services delivered by a Tier 4 Engineer, ensuring expert-level response and resolution for critical issues.</p>	R	R	R

<p><u>5.6 – Infrastructure Health Monitoring System</u> <u>Monitoring Platform- RATE PER MONTH</u> Deployment of an enterprise-grade infrastructure health monitoring solution (e.g., SolarWinds Advanced or Datadog equivalent) supporting up to 400 channels.Full Infrastructure Coverage: Comprehensive monitoring of all critical components, including: Network switches, Servers, Inverters, Routers, Fibre infrastructure, VPN tunnels, Redundancy Monitoring: Continuous heartbeat monitoring between Primary and Secondary servers to ensure system availability and failover readiness.Alerting & Diagnostics: Automated real-time alerts for network and system performance issues, including: High latency (ping response), Network degradation / slow speeds, Device or service failures, Enabling rapid investigation and resolution.Reporting: Generation of daily health and performance reports for proactive system management.Included Infrastructure:Dedicated health monitoring serversSoftware licensing for a period of 36 months</p>	R	R	R
<p><u>5.7 HEALTH STATUS SOFTWARE RENTAL- PER MONTH</u></p>	R	R	R
<p><u>5.8 – Training & Capacity Development</u></p>			
<p>5.8.1 Administrator Training (Onsite): 40 hours of comprehensive training covering system configuration, user management, and administrative controls.</p>	R	R	R
<p>5.8.2 Operator Training (Onsite): 80 hours of hands-on training focused on day-to-day operations, monitoring procedures, incident handling, and system navigation.</p>	R	R	R
<p>5.8.3 Maintenance Training (Virtual): 40 hours of technical training for maintenance personnel, including</p>	R	R	R

troubleshooting, preventative maintenance, and system optimization.			
5.8.4 Maintenance Training for IT Administrator: Train-the-Trainer Programme (Onsite): Enablement of designated personnel to deliver internal training, ensuring long-term knowledge transfer and sustainability (3 days).	R	R	R
5.8.5 Simulation-Based Training Environment (Onsite): Provision of a controlled simulation platform to allow practical, scenario-based training without impacting live operations (16 Hours).	R	R	R
5.8.6 Ongoing Development (if required): Refresher training provided as required to maintain competency and align with system updates or operational changes. Allow 30 Hours (4 trips onsite).	R	R	R
<u>TOTAL FOR EVALUATION PURPOSES</u>	R	R	R
OPTIONAL			
NB: BIDDER MUST PRICE ON 5.9, THE MUNICIPALITY RESERVES THE RIGHT TO MAKE USE OF THE SERVICE OR NOT			
<u>5.9 – SOC Staffing & Backup Monitoring Capability (Per Month)</u>			
5.9.1. Backup SOC Provisioning: Establishment of a fully functional backup SOC, ensuring continuous monitoring capability and operational redundancy.			
5.9.2. Staffing Structure: 6 x Grade C CCTV Operators, 2 x Grade B CCTV Supervisors			

<p>5.9.3. 24/7 Monitoring Coverage: Resource allocation structured to ensure 2 CCTV operators on duty at all times (24/7).</p>			
<p>5.9.4. Relief Staff: Provision of 2 additional Grade C CCTV operators to support shift rotation, leave cover, and operational continuity.</p>			
<p>5.9.5. Monitoring Infrastructure: 2 x Dedicated CCTV monitoring stations Centralized video wall for enhanced situational awareness</p>			
<p><u>TOTAL</u></p>	R	R	R

NAME OF TENDERER: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____

COMPANY REPRESENTATIVE: _____

FORM OF OFFER AND ACCEPTANCE - COMPULSORY
NOTICE NO: 135/2026
PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT
COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS

1. I hereby undertake to render services/goods described in the attached bidding documents to Kouga Municipality in accordance with the requirements and task directives / proposals specifications stipulated in **Bid Number: 135/2026** at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Valid Tax compliance Status; Pin
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Specific goals claims in terms of the Preferential Procurement Regulations 2022;
 - Declaration of interest;
 - Declaration of Bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. **The offered total of the Prices for the Office Equipment and Print Management Software provision of support & maintenance services for the Incident Command Centre (ICC) for a period of three (3) years inclusive of value added Tax is correct.**
6. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
7. I confirm that I am duly authorized to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

.

ACCEPTANCE

TO BE COMPLETED BY THE ACCOUNTING OFFICER OF KOUGA MUNICIPALITY

By signing this part of the Form of Offer and Acceptance Kouga Municipality accepts the tender offer. This acceptance of this offer shall form an agreement between the municipality and the tenderer upon the terms and conditions contained in this document. By signing this form of offer and acceptance it constitutes a legal and binding contract between Kouga Municipality and the tenderer.

NAME (PRINT)

CAPACITY

SIGNATURE

WITNESSES

3

.

DECLARATION OF INTEREST- COMPULSORY

1. No bid will be accepted from persons in the service of the state*.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

3.1 Full Name:

3.2 Identity Number:

3.3 Position occupied in the Company (Director, trustee, shareholder)

3.4 Company Registration Number:

3.5 Tax Reference Number:

3.6 VAT Registration Number:

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

3.8 Are you presently in the service of the state* **YES / NO**

3.8.1 If yes, furnish particulars.....

* MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- (i) any municipal council;
- (ii) any provincial legislature; or
- (iii) the national Assembly or the national Council of provinces;

(b) a member of the board of directors of any municipal entity;

(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e) a member of the accounting authority of any national or provincial public entity; or

(f) an employee of Parliament or a provincial legislature.

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

.....
.....

3.9. Have you been in the service of the state for the past twelve months? **YES / NO**

3.9.1 If yes, furnish particulars.

.....
.....

3.10. Do you, have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid?

YES/NO

3.10.1 If yes, furnish particulars.

.....
.....

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?

YES/NO

3.11.1 If yes, furnish particulars

.....
.....

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

YES / NO

3.12.1 If yes, furnish particulars.

.....
.....

3.13 Are any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? **YES / NO**

3.13.1 If yes, furnish particulars.

.....

3.14 Do you or any directors, trustees, managers, principal shareholders Or stakeholders of this company have any interest in other related companies or business whether or not they are bidding for this contract? **YES / NO**

3.14.1 If yes, furnish particulars.

.....

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

Full Name	Identity Number	State Employee Number (applicable of employed by government (state))

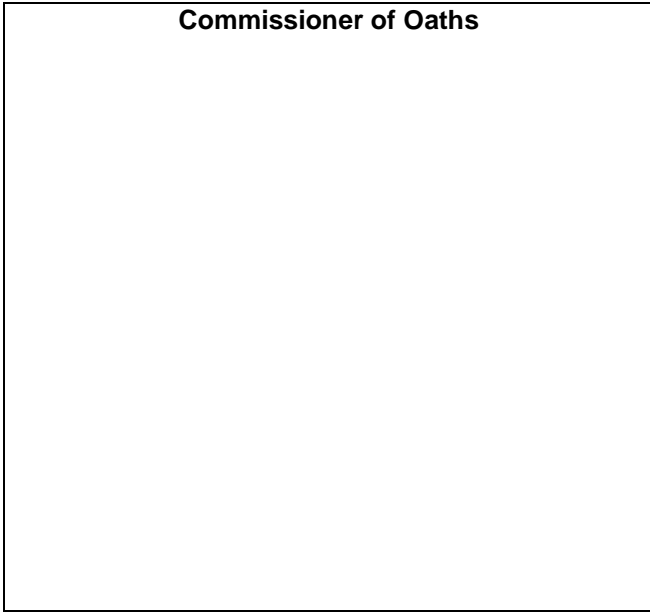
.....
 Signature

.....
 Date

.....
 Capacity

.....
 Name of Bidder

Commissioner of Oaths



**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 Point Scoring for BEE

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

B-BBEE Status Level of Contributor	Number of Points for Preference (80/20)	Number of Points for Preference (90/10)
1	10	5
2	8	4
3	6	3
4	4	2
5	3	1
6	2	1
7	2	1
8	2	1
Non-compliant contributor	0	0

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 Point scoring for tender

The maximum points for this tender are allocated as follows:

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

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

**Below would be the allocation for Specific Goals:
Preference in terms of locality of the service provider/contractor rendering services to Kouga Local Municipality.**

NO	Specific Goals Categories	Max points allocation	Evaluation indicators
1	B-BBEE Status level Contributor	10	As for B-BBEE points allocation table below.
2	Local area of supplier or contractors	10	<p>10 Points- Located within the boundaries of the Kouga Local Municipality</p> <p>6 Points- Located within the boundaries of Sarah Baartman District Municipality & Nelson Mandela Metro Municipality</p> <p>4 Points- Located within the boundaries of the Eastern Cape</p> <p>1 Point- Outside of the boundaries of the Eastern Cape</p>

- 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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps} = \mathbf{80} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right)
 \end{array}$$

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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps} = \mathbf{80} \left(\mathbf{1} + \frac{\mathbf{Pt} - \mathbf{Pmax}}{\mathbf{Pmax}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left(\mathbf{1} + \frac{\mathbf{Pt} - \mathbf{Pmax}}{\mathbf{Pmax}} \right)
 \end{array}$$

Where:

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

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

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

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:

.....

.....

.....

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES - COMPULSORY

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

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

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

4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
Item	Question	Yes	No
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than ONE month?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.5.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

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

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

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

CERTIFICATE OF INDEPENDENT BID DETERMINATION - COMPULSORY

1 This Municipal Bidding Document (MBD) must form part of all bids¹ invited.

2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

3 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:

- a. take all reasonable steps to prevent such abuse;
- b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
- c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.

4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

NOTICE 135/2026

**PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT
COMMAND CENTRE (ICC) FOR A PERIOD OF THREE (3) YEARS**

in response to the invitation for the bid made by:

KOUGA MUNICIPALITY

(Name of Municipality / Municipal Entity)

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

I certify, on behalf of: _____ that:
(Name of Bidder)

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

(f) bidding with the intention not to win the bid.

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

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

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

³ 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.

KOUGA MUNICIPALITY

Attach resolution re authority of signatory.

AUTHORITY FOR SIGNATORY

Companies submitting tenders must provide evidence that the person who signed the tender document has authority to do so, by attaching a copy of the relevant resolution of the Board of Directors, duly signed and dated, to this form. Alternatively, this form may be completed by competent authority.

By resolution of the Board of Directors at a meeting held on

Mr/Ms

Has been duly authorised to sign all documents in connection with this Tender on behalf of:

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

SIGNED OF BEHALF OF COMPANY:

IN HIS CAPACITY AS:

SIGNATURE OF SIGNATORY:

COMPANY STAMP:

INDEMNITY AGREEMENTS

SUPPLIER

"I the undersigned, having been given permission by the Municipal Manager to enter the property of the Municipality for purposes of deliveries and having recognised the inherent hazards that exist in premises of this nature, hereby acknowledge that I enter the said property entirely at my own risk and that I shall have no claim against the Municipality or any of its employees, agents or mandataries for any loss, damage or injury whether fatal or otherwise, whether or not same is a result of any negligent act or omission on the part of the Municipality or any of its employees or other independent contractors or is as a result of the use of defective materials or equipment supplied by the Municipality or by way of any human or mechanical error, default or failure occurring on the said property or by way of any other cause, nothing at all excepted. Further, I hereby hold the Municipality blameless for any damage, injury or loss suffered by any person or such person's dependants as a result of the said contractual work and I undertake to compensate fully the Municipality for any loss sustained by it through and by way of such contractual work".

SIGNED:

DATE.....

WITNESS:

DATE:

WITNESS:

DATE:

JOINT VENTURE DECLARATION

Only to be completed if applicable

Submit your Joint Venture Agreement and Consolidated B-BBEE score card together with this annexure.

Section 1: Name of each enterprise: _____	
Address of each enterprise: _____ _____ _____	
Section 2: VAT registration number(s), if any:	
Section 3: CIDB registration number(s), if any:	
Section 4: Has an original valid Tax Clearance Certificate been submitted by each enterprise?	
YES <input type="checkbox"/> NO <input type="checkbox"/>	
Section: 5 Percentage equity ownership by black persons (no franchise prior to elections).	%
Section: 6 Percentage equity ownership by women.	%
Section: 7 Percentage equity ownership by a person who has a disability.	%
Section: 8 Percentage of the contract value managed or executed by the HDI member.	%

SIGNED ON BEHALF OF TENDERER _____

KOUGA LOCAL MUNICIPALITY

CERTIFICATE FOR PAYMENT OF MUNICIPAL SERVICES
--

DECLARATION IN TERMS OF CLAUSE 112(1) OF THE MUNICIPAL FINANCE MANAGEMENT ACT (NO.56 OF 2003) - (To be signed in the presence of a Commissioner of Oaths)

I, _____, _____ (full name and ID no.), hereby acknowledge that according to SCM Regulation 38(1)(d)(i), the Municipality may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the Tenderer or any of its directors/members/partners to the Kouga Municipality, or to any other municipality or municipal entity, are in arrears for more than **1 (one) month**. **The certificate will not be accepted as locality points and solely for compliance with Section 38 (1)(d) of the SCM policy.**

I declare that I am duly authorised to act on behalf of _____ (name of the firm) and hereby declare, that to the best of my personal knowledge, neither the firm nor any director/member/partner of said firm is in arrears on any of its municipal accounts with any municipality in the Republic of South Africa, for a period longer than **1 (one) month**.

I further hereby certify that the information set out in this schedule and/or attachment(s) hereto is true and correct. The Tenderer acknowledges that failure to properly and truthfully complete this schedule may result in the tender being disqualified, and/or in the event that the tenderer is successful, the cancellation of the contract.

PHYSICAL BUSINESS ADDRESS(ES) OF THE TENDERER	MUNICIPAL ACCOUNT NUMBER

FURTHER DETAILS OF THE BIDDER'S Director / Shareholder / Partners, etc.:

Director / Shareholder / partner	Physical address of the Business	Municipal Account number(s)	Physical residential address of the Director / shareholder / partner	Municipal Account number(s)

NB: If the entity rents / leases premises, a copy of a valid rental/lease agreement must be submitted with this tender.

Signature	Position	Date

<p>COMMISSIONER OF OATHS</p> <p>Signed and sworn to before me at _____, on this ____ day of _____ 20</p> <p>by the Deponent, who has acknowledged that he/she knows and understands the contents of this Affidavit, it is true and correct to the best of his/her knowledge and that he/she has no objection to taking the prescribed oath, and that the prescribed oath will be binding on his/her conscience.</p> <p>COMMISSIONER OF OATHS:-</p> <p>Position:</p> <p>Address:</p> <p>Tel:</p>	<p>Apply official stamp of authority on this page:</p>
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KOUGA LOCAL MUNICIPALITY

**NOTICE NO 135/2026: PROVISION OF SUPPORT & MAINTENANCE SERVICES FOR THE INCIDENT COMMAND CENTRE (ICC)
FOR A PERIOD OF THREE (3) YEARS**

The tenderer must insert in the space provided below, a list of work (goods supplied) **similar in nature** to this Contract, completed by him/her during the past five years, or work presently being performed by his/her firm: -

Employer	Contact Person (Name, Tel No, e-mail)	Description of Work	Value of Work	Year Completed

SIGNED OF BEHALF OF THE TENDERER:

ATTACH HERETO ALL DOCUMENTS AS REQUIRED IN THE TENDER