



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

REQUEST FOR BID

TCF 02: 2024/25

THE COMPENSATION FUND (CF) WISHES TO INVITE ALL INTERESTED COMPANIES TO SUBMIT BIDS FOR THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

ISSUE DATE:

23 SEPTEMBER 2024

CLOSING DATE AND TIME:

22 OCTOBER 2024 at 11:00 am

BRIEFING SESSION DETAILS

NO BRIEFING SESSION WILL BE HELD.

Enquiries may be directed to: SCM.enquiries@LABOUR.gov.za

NB: Company may ask for clarification on these terms of reference up to close of business **seven (7) days** before deadline for submission of bids.

THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

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**THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE
ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

SBD 1

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	TCF 02: 2024/25	CLOSING DATE:	22 October 2024	CLOSING TIME:	11:00am
DESCRIPTION	THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
The Compensation Fund					
167 Thabo Sehume					
Delta Heights Building					
Pretoria CBD, 0001					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	TSHILIDZI NDIITWANI		CONTACT PERSON		
TELEPHONE NUMBER	012 406 5794		TELEPHONE NUMBER		
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	SCM.Enquiries@LABOUR.gov.za		E-MAIL ADDRESS	SCM.Enquiries@LABOUR.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	

THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE
ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

☐ YES ☐ NO

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

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

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

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

TERMS OF REFERENCE

FOR

**APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE
TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD
AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A
PERIOD OF THIRTY-SIX (36) MONTHS**

**DEPARTMENT OF EMPLOYMENT AND LABOUR
COMPENSATION FUND**



APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS

1. INTRODUCTION

- 1.1 This bid is for the appointment of a service provider to provide toll-free hotline services for blowing the whistle on fraud and corruption allegations for the Compensation Fund.
- 1.2 These services should complement the fraud detection component of the Directorate: Anti-Corruption and Integrity Management through implementation and provision of fraud hotline services.

2. BACKGROUND

- 2.1. The Compensation Fund (CF) Anti-Corruption and Integrity Management is responsible for fraud prevention, fraud detection and fraud investigations, as such the unit requires the services of a fraud hotline service provider to augment its capacity in fulfilling its mandate.
- 2.2. The CF has adopted and maintains a zero tolerance to Fraud and Corruption as well as maladministration.
- 2.3. This infers that Directorate Anti-Corruption and Integrity Management is obliged to timeously detect and identify fraudulent transactions as well as providing remedial actions on red flags.
- 2.4. As required by the Protected Disclosures Act 26 of 2000, the Fund, through the Anti-Corruption and Integrity Management component is also obliged and has a responsibility to implement a whistle-blowing mechanism as well as fraud detection systems to prevent and detect fraud.
- 2.5. Regulation 22(c) of the Public Service Regulations - PSR, 2016 requires of heads of departments to establish a reporting system. "A head of department shall - establish a system that encourages and allows employees and citizens to report allegations of corruption and other unethical conduct, and such system shall provide for- i) confidentiality of reporting; ii) and the recording of all allegations of corruption and unethical conduct received through the system or systems;"
- 2.6. It is against this background that the Terms of Reference should be utilized to source a whistle blowing services provider that will be contracted to the Fund for a period of thirty-six (36) months, to provide the various range of services required towards the achievement of the fraud hotline services.

3. SCOPE OF WORK

- 3.1. The whistle-blowing service provider will be expected to provide full range of services which include but not limited to:
- Administering the whistle blowing line by providing daily allegation reports

- Provide fraud hotline promotional material including posters, banners, car branding, online frequently asked questions and fraud awareness hand booklets
- Building a profile of actual and potential frauds;
- Identifying and reporting transactions/activities that circumvent organizational policies;
- Oversee the entire data/ evidence collection process on calls processed;
- Providing monthly fraud profiling/ fraud trends reports

Deliverables:

- To provide a secure, 24/7-hour, 365 days a year hotline services facilities for reporting misconduct (Fraud and Corruption in the entire 11 official languages that is compliant with the Protected Disclosures Act and Data Protection laws for a period of thirty-six (36) months) using different mediums of communication such as telephone, WhatsApp, SMS, email and so forth.
- Maintain and provide records of all incidents of reported misconduct (Fraud and Corruption).
- Graphic designing of posters, 40 banners, handbooks, online frequently asked questions and car stickers/ branding promoting the Hotline number during the duration of the contract.
- Daily allegations report and supporting documents in a standard format approved by the Fund.
- Monthly allegations report statistics in the format approved by the Fund.
- Monthly, quarterly and yearly allegations register.
- Provide separate reports for fraud and corruption related allegations and service delivery queries.
- Conduct quality assurance on 5% of total calls daily.
- Quality assure call centre agents at least once a week.
- Perform post calls surveys and provide reports.
- Provide weekly and monthly reports on the performance of the agents and the call centre platform.

4. PROJECT TIMELINES AND PAYMENT SCHEDULE

- 4.1.1** The whistle-blowing line service provider will be required to provide a summary which demonstrates the understanding of the requirements. In addition, bidders' submissions should document the following:
- A detailed work-plan as well as the proposed approach to undertaking the scope of the project;
 - Previous experience and references of at least five (5) similar projects within the financial and/or health industries in the public or private sector;
 - Names of personnel to be employed to perform this task and their curriculum vitae.

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APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS

4.1.2 The project duration will be for thirty-six (36) months

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4.1.3 Billing will be based on approved deliverables on a month-to-month basis

Schedule 1 – Fixed Costs

Billable Items or Deliverables	Estimated Expenditure (Year 1)	Estimated Expenditure (Year 2)	Estimated Expenditure (Year 3)	TOTAL cost for the 3 years
To provide quality and secured, 24 hours, 7 days a week hotline services facilities for reporting misconduct (Fraud and Corruption), in the entire 11 official Languages that is compliant with the Protected Disclosures Act and Data Protection laws for a period of 36 months). Using different medium of communication such as telephone, WhatsApp, SMS, email and so forth.				
TOTAL RICE PER ANNUM EXCLUDING VAT				
VAT				
TOTAL PRICE PER ANNUM INCLUDING VAT				
Monthly fixed amount for the service including VAT				

*The service provider must provide fixed amount per month for the service for the duration of the project.

**APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION
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Schedule 2 – Variable Costs

Billable items	Description	Unit price per item including VAT (Year 1)	Unit price per item including VAT (Year 2)	Unit price per item including VAT (Year 3)
Design, supply and delivery of the following items:				
Posters	• Size A0 • Full colour - Branded with Department of Employment and Labour and Compensation Fund corporate colours, Logos and relevant messages • Gloss 300gsm • Laminated			
Pull up Banners	• Size 850 mm x 2 000 mm • Branded with Department of Employment and Labour and Compensation Fund corporate colours, Logos and relevant messages • Printed in Full Colour • Carry Bag for each pull up banner • Vinyl material			
Handbooks	• A6 size booklets • Printed in Full Colour			

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Billable items	Description	Unit price per item including VAT (Year 1)	Unit price per item including VAT (Year 2)	Unit price per item including VAT (Year 3)
	• Branded with Department of Employment and Labour and Compensation Fund corporate colours, Logos and relevant messages • Back to back inside • 350 gsm glossy cover matt cover full colour • Perfect Bind			
Car stickers/ branding, promoting the Hotline number during the duration of the contract	• Magnetic Stickers • 600mm X 400mm			

*The service provider must provide unit price per item and the billing shall be solely based on delivered ordered items

5. REQUIRED EXPERTISE AND SKILLS:

5.1 The team should comprise of the call centre agents managed by the Project Manager and Project Lead/Executive. Members of the team must have both the skills and experience in administering anonymous whistle blowing hotline necessary to undertake the range of tasks set out in this Terms of Reference (TOR). The Service Provider will be accountable for ensuring project deliverables, professional conduct and integrity of the team.

5.2 The Service Provider must have the following skills and experience (Technical Expertise):

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- 10 years or more of the firm rendering Fraud and Corruption Hotline services;
- Ability and knowledge to handle and address all calls made in all 11 Official languages by call centre agents;
- Ability and knowledge to handle hotline reported matters confidentially;
- Project management skills;
- Training and awareness presentation skills;

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- Records management;
 - Ability and knowledge to develop hotline promotional materials to promote the use of the hotline facility.
- 5.3 The Call Centre Manager must have a minimum of 8 years' experience and above as per their resume and not of a company.
- 5.4 The Quality Assurance Officer must have a minimum of 5 years' experience and above as per their resume and not of a company.
- 5.5 Call Centre Agents must have 3-years and above experience in operating the hotline and taking hotline calls

6. PROJECT DURATION

- 6.1. The project is expected to be conducted within three (3) years after signing of the contract.

7. LEGISLATIVE AND REGULATORY FRAMEWORK

This TOR and all contracts will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The bid conditions are supplementary to that of the General Conditions of Contract. Where, however, the TOR conditions are in conflict with the General Conditions of Contract, the TOR conditions prevail.

8. BID SUBMISSION REQUIREMENTS

The bidder has to submit a bid response documentation pack and it must be delivered at the correct physical or postal address and within the stipulated date and time as specified in the "Invitation to Bid" cover page, and the bidders are expected to submit the following:

- Copies in two separate batches (1) Technical (2) Price proposal.
- One original, 4 exact copies of the original technical and price proposal.
- No electronic version will be accepted

9. BID EVALUATION STAGES

- a) The bid evaluation process consists of several phases that are applicable according to the nature of the bid as defined in the table below.
- b) The bid will be evaluated according to the 80/20 principle as prescribed in the Preferential Procurement Regulations of 2022.

Stage	Description	Applicable for this bid
Phase1	Administrative compliance requirements	YES
Phase 2	Technical Mandatory requirements	YES
Phase 3	Technical Functionality evaluation	YES

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Phase 4	Evaluation on Price and Specific Goals or Preference	YES
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The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.

PHASE 1: ADMINISTRATIVE COMPLIANCE REQUIREMENTS

If the Bidder failed to comply with any of the administrative compliance requirements, or if the Fund is unable to verify whether the pre-qualification requirements are met, then the Fund reserves the right to –

- (a) Reject the bid and not evaluate it, or
- (b) Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days after notice any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.
- (c) All bids will be measured against the administrative pre-qualification requirements. Only bids that comply with the criteria mentioned below will be considered for further evaluation.
- (d) The Service providers must be registered with the Central Supplier Database and provide their unique CSD registration number
- (e) If it is a Consortium / Joint Venture must submit Consortium / Joint Venture Agreement that is signed by all parties as acceptable proof of the existence. The Consortium / Joint Venture must clearly set out the roles and responsibilities of the Lead Partner and the Consortium / Joint Venture. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the Consortium / Joint Venture.
- (f) Valid COIDA Letter of Good Standing
- (g) Provide Tax Compliance Status - Pin issued by SARS
- (h) Completed and Signed Standard Bidding Documents (SBD forms)
- (i) SBD 6.1 form as a requirement in above paragraph (h) must be accompanied by proof or documentation required in terms of this tender to claim points for specific goals as specified in this bid.
- (j) Requirements stipulated in (f) to (i) must be provided by both companies submitting bids as part of a consortium or joint venture.

NB: Please note that failure to provide any of the above requirements within (7) working days after the notice will lead to automatic disqualification of the service provider's bid proposal.

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PHASE 2: TECHNICAL MANDATORY REQUIREMENTS

Purpose: Technical Mandatory requirements are the absolute minimum requirements to fulfil the Business Objective.

INSTRUCTION AND EVALUATION CRITERIA

- a. The bidder must comply with ALL the requirements by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as "NOT COMPLY".
- b. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, Compensation Fund reserves the right to treat substantiation evidence that cannot be located in the bid response as "NOT COMPLY".

TECHNICAL MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)	Evidence reference (to be completed by bidder)
a) BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS The Hotline must be certified as external whistle blowing Hotline service provider by Ethics SA	Provide a valid copy of EO1.1.1 certificate from Ethics SA. The bidder should ensure that certification is valid throughout the term of the contract. NB: The Compensation Fund reserves the right to verify information provided.	<provide unique reference to locate substantiating evidence in the bid response >

The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid to proceed to the next stage of the evaluation.

1.1 DECLARATION OF COMPLIANCE

	Comply	Not Comply
The bidder declares by indicating with an "X" in either the "COMPLY" or "NOT COMPLY" column that – (a) The bid complies with the TECHNICAL MANDATORY REQUIREMENT as specified in Phase 2 above; AND (b) The required specification is substantiated by evidence as proof of compliance.		

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PHASE 3: TECHNICAL FUNCTIONALITY EVALUATION

a) Bids will be evaluated strictly according to the bid evaluation criteria set out below.

A minimum threshold of 65 % for the technical elements must be scored; otherwise the bid will be regarded as non-responsive and be disqualified. Bids that do not meet or better the technical threshold score of 65% will not be evaluated further.

1=Poor; 2=Fair; 3= Good; 4=Very Good; 5=Excellent

Technical scorecard			
#	CRITERIA	SCORING GUIDE	WEIGHTS
1	Firm experience in rendering Fraud and Corruption Hotline services. (Attach Company profile, registration documents and list of companies with timelines where services were rendered with contactable references.)	16 years and above = 5 11-15 years = 4 10 years = 3 7-9 years = 2 6 years and below = 1	20%
2	The Call Centre Manager must have experience in a call centre environment as per their resume and not of a company. (Attach Curriculum vitae detailing experience).	11 years and above = 5 9-10 years = 4 8 years = 3 6-7 years = 2 5 years and below = 1	20%
3	The Quality Assurance Officer must have experience in a call centre environment as per their resume' and not of a company. (Attach Curriculum vitae detailing experience).	8 years and above = 5 6-7 years = 4 5 years = 3 3-4 years = 2 2 years' and below = 1	10%
4	Call Centre Agents must have experience in operating the hotline and taking hotline calls. The call centre should be operating 24-7 hours a day, 365 days a year. (Attach a minimum of 5 Curriculum vitae detailing experience).	8 years and above = 5 4-7 years = 4 3 years = 3 2 years = 2 1 year and below = 1	10%
5	The service provider must provide contactable references indicating experience and knowledge in designing and producing promotional material for the promotion of fraud hotline (Attach pictures with company names and dates when they were taken)	11 or more reference letters = 5 6 - 10 reference letters = 4 5 reference letters = 3	10%

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Technical scorecard			
#	CRITERIA	SCORING GUIDE	WEIGHTS
	<i>Note: The reference letters must be in writing, dated, signed, indicating the nature of work and on a client's letterhead of the entity that issued it with contacts.</i>	4 - 3 reference letters- = 2 2 reference letters or less = 1	
6	The service provider must provide contactable reference letters indicating knowledge and experience in producing the allegations register, monthly and yearly consolidated allegations report and evidence of feedback provided to whistle-blowers. <i>Note: The reference letters must be in writing, dated, signed, indicating the nature of work and on a client's letterhead of the entity that issued it with contacts.</i>	11 or more reference letters = 5 6 - 10 reference letters = 4 5 reference letters = 3 4 - 3 reference letters- = 2 2 reference letters or less = 1	10%
7	A detailed work-plan as well as the proposed approach to undertaking the scope of the project.	- A comprehensive detailed work-plan that is specific, measureable, achievable, relevant, time-bound and in line with scope of work plus deliverables and also reflecting the prioritisation of activities and the assessment of the risk plan = 5 - A comprehensive detailed work-plan that is specific, measureable, achievable, relevant and time-bound in line with scope of work. Also reflecting prioritisation of activities = 4	20%

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APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Technical scorecard		
#	CRITERIA	WEIGHTS
	• A comprehensive detailed work-plan that is specific, measureable, achievable, relevant, time-bound and in line with scope of work = 3 • Work plan not aligned with timelines. Work plan describes all high level activities in logical sequence with time frames not compatible with the terms of reference = 2 • Work plan activities do not commensurate with the scope of work and deliverables in the terms of reference = 1	
	MINIMUM THRESHOLD TO BE MET	65%
	TOTAL	100%

b) All bidders who score less than (65% out of 100%) will not be considered for further evaluation on Price and Specific goals.

PHASE 4: PREFERENCE POINTS SYSTEM (PRICE AND SPECIFIC GOALS).

Only Bidders that have met the 65% points threshold in Phase 3 (three) will be evaluated in Phase 4 (four) for Price and Preference. Price and Preference will be evaluated as follows:

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In terms of regulation 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20 Preference Point system in terms of which points are awarded to bidders on the basis of:

- A maximum of 80 points may be awarded to a bidder for the price in this bid.
- A maximum of 20 points may be awarded to a bidder for the specific goals specified in this bid.
- The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- The bid must be awarded to the bidder scoring the highest points.

i. **Stage 1 – Price Evaluation (80 Points)**

The following formula will be used to calculate the points for price:

Where

Criteria	Points
Price Evaluation $Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	80

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{min} = Comparative price of lowest acceptable bid

ii. **Stage 2 – Specific Goals or Preference Evaluation (20 Points)**

(a) Specific Goals or Preference Points Allocation

Specific goals	Points out of (80/20)	Required Proof	Ownership %	Points Claimed	Proof attached (Y/N)
Promotion of Women	8	(a) A certified copy of the founding documentation of			

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owned enterprises		the company with which the ownership is listed (b) Certified copy of identity document such as SA ID book.(for owners/shareholders/directors of the company.) (c) Latest Central Supplier Database (CSD) report with women as owners/shareholders/directors of the company.			
Promotion of enterprises owned by people with disability	1	(a) A certified copy of the founding documentation of the company with which the ownership is listed (b) A signed letter from a duly authorised medical practitioner (c) Latest Central Supplier Database (CSD) report with people with disability as owners/shareholders/directors of the company.			
Promotion of enterprises owned by youth	6	(a) a certified copy of the founding documentation of the company with which the ownership is listed (b) Certified copy of identity document such as SA ID book (for			

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		owners/shareholders/directors of the company.) (c) Latest Central Supplier Database (CSD) report with youth as owners/shareholders/directors of the company.			
Promotion of local enterprises	5	Within Gauteng Province = 5 points Outside Gauteng Province = 0 points (a) certified copy of the founding documentation of the company with which the ownership is listed (b) Proof of residence under the name of the tenderer (c) Latest Central Supplier Database (CSD) report with supplier's address information			
Maximum points	20				

- Failure on the part of a bidder 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.
- The Fund reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the Fund.

12. RULES OF BIDDING / SPECIAL CONDITIONS OF CONTRACT

- The bid validity period is 120 calendar days starting from the closing date of the bid advertisement and any bidder not responding to extension of validity will be disqualified.
- The Fund will enter into contracts with single company for the delivery of the work set out in these terms of reference.
- The shortlisted companies may be required to conduct a presentation to the CF at no cost to the Compensation Fund.

APPOINTMENT OF A FRAUD HOTLINE SERVICE PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS

- d) Tax Compliance status pin must be submitted by all South African companies submitting bids as part of a consortium or joint venture.
- e) Foreign company providing proposals must become familiar with local conditions and laws, and take them into account in preparing their proposals
- f) Bids must be submitted in South African Rands, on a fixed price basis.
- g) The cost of preparing bids and of negotiating the contract will not be re-imbursed.
- h) The Fund is not bound to accept any of the bids submitted.
- i) The Fund reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference.
- j) The Fund reserves the right to call interviews with short-listed bidders before final selection.
- k) The Fund reserves the right to negotiate price with the preferred bidder.
- l) Company may ask for clarification on these terms of reference up to close of business seven (7) days before the deadline for the submission of bids. Any request for clarification must be submitted in writing by email and will be replied to in writing by email. SCM.enquiries@LABOUR.gov.za.
- m) The Fund reserves the right to return late bid submissions unopened.
- n) The Fund reserves the right not to evaluate bids that are not submitted in the format specified in these terms of reference. Failure to submit the bids in the specified format will invalidate your bid.
- o) A company may not contact the Fund or any member of the bid committees, on any matter pertaining to their bid from the time when bids are submitted to the time the consultant contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- p) The deadline for submission of bids is 11h00 on ~~22.OCTOBER~~ 2024
- q) The required service must commence one week after the official order has been placed and contract signed.

M
K2 I.M.

- r) No incomplete tenders, late tenders and tenders received telegraphically or per facsimile shall be accepted.
- s) The personnel of the civil company shall adhere to security regulations of the Fund. This entails issues like locking all valuables and computer equipment, remove of any computer equipment from the Department's premises.
- t) The Compensation Fund reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and presentations.

u) **Bids must be submitted by hand to:**

The Compensation Fund
167 Thabo Sehume,
Delta Heights Building,
Pretoria CBD, 0001

v) **Bids must be clearly marked:**

- I. Bid Number TCF 02: 2024/25
- II. Service Provider / Appointment of a Fraud Hotline Service Provider to Provide Toll-free hotline services for blowing the whistle on fraud and corruption allegations for the Compensation Fund for a period of Thirty-Six (36) months
- III. Compensation Fund: Supply Chain Management
- IV. Attention: Acquisition Management

13. GENERAL CONDITIONS OF CONTRACT

The general conditions of contract as enclosed in the standard bidding documents apply.

14. BRIEFING SESSION

No Briefing Session will be held.

15. ENQUIRIES

SCM.Enquiries@LABOUR.gov.za

SBD 3.3

**PRICING SCHEDULE
(Professional Services)**

NAME OF BIDDER: BID NO: **TCF 02:2024/25**
CLOSING TIME: **11:00 am** CLOSING DATE: **22 October 2024**

OFFER TO BE VALID FOR **120 CALENDAR DAYS** FROM THE CLOSING DATE OF BID.

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

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

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

R.....

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

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

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

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

THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

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

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT

TOTAL:

R.....

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

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT

TOTAL:

R.....

6. Period required for commencement with project after acceptance of bid.....

7. Estimated man-days for completion of project
.....

8. Are the rates quoted firm for the full period of contract? *YES/NO

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

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

***[DELETE IF NOT APPLICABLE]**



Any enquiries regarding bidding procedures may be directed to the –

SCM.enquiries@labour.gov.za

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of institution	State

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

2.2.1 If so, furnish particulars:

.....

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

.....

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

2.3.1 If so, furnish particulars:

.....

.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

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

.....	
Signature	Date
.....	
Position	Name of bidder

SBD 6.1

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

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

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

1.4

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

1.5 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

1.6 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean

that preference points for specific goals are not claimed.

- 1.7 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 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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 points is allocated for price on the following basis:

80/20

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

Where

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

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points	Number of points	Number of points claimed	Number of points claimed
---	------------------	------------------	--------------------------	--------------------------

THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE ON FRAUD AND CORRUPTION ALLEGATIONS FOR THE COMPENSATION FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

	allocated (90/10 system) (To be completed by the organ of state)	allocated (80/20 system) (To be completed by the organ of state)	(90/10 system) (To be completed by the tenderer)	(80/20 system) (To be completed by the tenderer)
Promotion of Women owned enterprises		8		
Promotion of enterprises owned by people with disability		1		
Promotion of enterprises owned by youth		6		
Promotion of local enterprises		5		
Total		20		

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:	
	
	
	

GOVERNMENT PROCUREMENT GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

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

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

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

TABLE OF CLAUSES

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

General Conditions of Contract

1. Definitions 1. The following terms shall be interpreted as indicated:

- 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 "Day" means calendar day.
- 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
- 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. Application.

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

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

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X 85, 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 organization acting on behalf of the Department.
- 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 8 analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

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

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser

10. Delivery 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 those 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

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

18. Contract 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 purchaser's prior written consent.

20. Subcontracts

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

21. Delays in the 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 supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without 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 supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) If the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) If the Supplier fails to perform any other obligation(s) under the contract; or
- (c) If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) The name and address of the supplier and / or person restricted by the purchaser;
 - (ii) The date of commencement of the restriction
 - (iii) The period of restriction; and
 - (iv) The reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

- 24.1 When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the

purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

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

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (a) The purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 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.

29. Governing language

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

30. Applicable law

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

31. Notices

- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

- 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation

34. Prohibition of Restrictive practices

- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the

**THE APPOINTMENT OF FRAUD HOTLINE SERVICES PROVIDER TO PROVIDE TOLL-FREE HOTLINE SERVICES FOR BLOWING THE WHISTLE
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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.