

SASSA: 08-25-ICT-KZN

INVITATION TO BID

SASSA: 08-25-ICT-KZN APPOINTMENT OF SERVICE PROVIDER(S) FOR THE SUPPLY AND INSTALLATION OF QUEUE MANAGEMENT SYSTEM INFRASTRUCTURE FOR SASSA LOCAL OFFICES AT KZN

NO BRIEFING SESSION

PROPOSALS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:

: SASSA KwaZulu Natal Regional Office
Reception Area (Ground Floor)
No. 1 Bank Street
Pietermaritzburg
3201

PUBLICATION DATE : 25th of November 2025
CLOSING DATE : 09th of December 2025
TIME : 11:00am
TECHNICAL ENQUIRIES : Mr M Pillay
CONTACT NUMBER : 033) 846 3342/ 084 556 5455
EMAIL ADDRESS : MarvinP@sassa.gov.za

SUPPLY CHAIN MANAGEMENT ENQUIRIES CAN BE DIRECTED TO:

CONTACT PERSON : Mr L.G Shandu
CONTACT NUMBER : 033 846 9532
EMAIL ADDRESS : LuckyGS@sassa.gov.za

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Call 0800 60 10 11/ 0800 701 701



[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]

South African Social Security Agency
Northern Cape Region

SASSA REGIONAL OFFICE • 33 Du Toitspan Road
Cnr Du Toit Span Road & Phakamile Mabija
Permanent Perm Building
Kimberley 8301

BID ADVERTISEMENT FORM

Bid Description	APPOINTMENT OF SERVICE PROVIDER(S) FOR THE SUPPLY AND INSTALLATION OF QUEUE MANAGEMENT SYSTEM INFRASTRUCTURE FOR SASSA LOCAL OFFICES AT KZN		
Bid Number	SASSA: 08-25-ICT-KZN		
Name of Institution	South African Social Security Agency		
The place where goods, works or services are required	KZN REGION		
Closing date and time	Date	09 December 2025	Time 11:00 am
Contact details	Postal Address	Private Bag X 9146 Pietermaritzburg 3201	
	Physical Address	No 1 Bank Street Pietermaritzburg 3201	
	Telephone	(033) 846 9532	(033) 846 3342/ 084 556 5455
	Fax	N/A	N/A
	E-mail	LuckyGS@sassa.gov.za	MarvinP@sassa.gov.za
	Contact Person	Mr L Shandu	Mr M Pillay
Where bids can be collected	Downloaded from the website: www.sassa.gov.za / www.etenders.gov.za		
Where bids should be delivered	No 1 Bank Street Pietermaritzburg 3201 Ground Floor, Tender Box		
Category (refer to annexure A)	General (ICT)		
Sector	Public		
Region	KZN		
Compulsory Briefing Session/ site visit	NO BREIFING SESSION		

DESCRIPTION		REQUIRED AT	ADVERT No.	CLOSING DATE
APPOINTMENT OF SERVICE PROVIDER(S) FOR THE SUPPLY AND INSTALLATION OF QUEUE MANAGEMENT SYSTEM INFRASTRUCTURE FOR SASSA LOCAL OFFICES AT KZN				
NO BRIEFING SESSION			SASSA: 08-25-ICT- KZN	09 DECEMBER 2025
VENUE AND PHYSICAL ADDRESS	DATE AND TIME			
N/A	N/A			
NB: Documents are to be downloaded from the website: www.sassa.gov.za / www.etenders.gov.za				
ENQUIRIES				
Enquiries may be directed to Manager SCM: Mr L Shandu at (033 846 9532) and or Assistant Manager ICT: Mr M Pillay (033) 846 3342/ 084 556 5455) during office hours (Monday to Friday) 08:00 to 16:00				
BIDS SUBMISSION				
Bid documents must be deposited in the tender Box situated on Ground Floor of SASSA Offices, No 1 Bank Street, Pietermaritzburg, 3201. Bid documents submitted by electronic mail, facsimile or other similar apparatus will not be accepted for consideration. Bidders should ensure that their bids are delivered in due date and time. Any bid documents received after the closing date and time will not be accepted.				

Advert placement date: 25th of November 2025

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SASSA: 08-25-ICT-KZN	CLOSING DATE:	09 th OF DECEMBER 2025	CLOSING TIME:	11:00AM
DESCRIPTION	SASSA: 07-25-ICT-KZN APPOINTMENT OF SERVICE PROVIDER(S) FOR THE SUPPLY AND INSTALLATION OF QUEUE MANAGEMENT SYSTEM INFRASTRUCTURE FOR SASSA LOCAL OFFICES AT KZN				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mr L.G Shandu		CONTACT PERSON	Mr M Pillay	
TELEPHONE NUMBER	033 846 9532		TELEPHONE NUMBER	033) 846 3342/ 084 556 5455	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	LuckyGS@sassa.gov.za		E-MAIL ADDRESS	MarvinP@sassa.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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ 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?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 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 FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS 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:

.....



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

SBD 3.1

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder..... Bid number SASSA: **08-25-ICT-KZN**

Closing Time: **11:00 AM**

Date: **09 December 2025**

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
-	Required by:		
-	At:		
-	Brand and model		
-	Country of origin		
-	Does offer comply with specification?		*YES/NO
-	If not to specification, indicate deviation(s)		
-	Period required for delivery		*Delivery: Firm/not firm
-	Delivery basis (all delivery costs must be included in the bid price)		

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

***Delete if not applicable**

STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1** 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.
- 1.2** 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.

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.

STANDARD BIDDING DOCUMENT (SBD) 4
person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

.....

.....

.....

.....

.....

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

2.3.1 If so, furnish particulars:

.....

.....

.....

.....

.....

3. DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

STANDARD BIDDING DOCUMENT (SBD) 4

- 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.
- 3.5 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.
- 3.6 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.
- 3.7 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

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge
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STANDARD BIDDING DOCUMENT (SBD) 4

business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....
Signature Date

.....
Position Name of bidder

in an activity for the execution of a contract.

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**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**

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

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

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

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

The maximum points for this tender are allocated as follows:

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

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

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:

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

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:

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

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points 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)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership		20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership		18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership		16		
B-BBEE Status Level 1 - 2 contributor		14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership		12		
B-BBEE Status Level 3 - 4 contributor		8		
B-BBEE Status Level 5 - 8 contributor		4		
Others (Non-Compliant)		0		
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.				

Returnable documents to claim points		Please tick below for the attached document
1	B-BBEE Certificate	
2	Sworn Affidavit (EME or QSE)	
3	CSD registration number	

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

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30.	Applicable law
31.	Notices
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33.	National Industrial Participation Programme (NIPP)

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.

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| 2. Application | <p>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.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p> |
| 3. General | <p>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.</p> <p>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</p> |
| 4. Standards | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p> |
| 5. Use of contract documents and information; inspection. | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
| 6. Patent rights | <p>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.</p> |
| 7. Performance security | <p>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.</p> |

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,
tests and
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

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

9. Packing

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

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

10. Delivery 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.

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| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>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.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>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.</p> |
| 19. Assignment | <p>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.</p> |
| 20. Subcontracts | <p>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.</p> |
| 21. Delays in the supplier's performance | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

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

22. Penalties

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

23. Termination 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 and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard

the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

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

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

24. Anti-dumping and countervailing duties and rights

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

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security,

damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

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

**26. Termination
for insolvency**

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

**27. Settlement of
Disputes**

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

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

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

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

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

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of
liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

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

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation Programme (NIP)** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER(S)
FOR THE SUPPLY AND INSTALLATION OF QUEUE MANAGEMENT SYSTEM
INFRASTRUCTURE FOR SASSA LOCAL OFFICES AT KZN**

ACRONYMS

SASSA	:	South African Social Security Agency
GCC	:	General Conditions of Contract
SCC	:	Special Conditions of Contract
KZN	:	KwaZulu Natal
SBD	:	Standard Bidding Documents
B-BBEE	:	Broad Based Black Economic Empowerment
CIPC	:	Companies and Intellectual Property Commission
SANAS	:	South African National Accreditation System
SABS	:	South African Bureau of Standards
SANS	:	South African National Standards
SMME	:	Small Micro Medium Enterprise
OEM	:	Original Equipment Manufacturer
EME	:	Emerging Micro Enterprise
CSD	:	Central Suppliers Database
SARS	:	South African Revenue Services
VAT	:	Value Added Tax
SLA	:	Service Level Agreement

1. PURPOSE

The appointment of service provider(s) for the supply, delivery and installation of Queue Management System Infrastructure for SASSA Local Offices at KZN.

2. BACKGROUND

SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.

In order to effectively and efficiently discharge SASSA's mandate, it is essential that SASSA has sufficient working tools that are conducive for the delivery of services in a dignified manner.

3. OBJECTIVE

The objective of SASSA KZN Region is to streamline the grants application process to be more efficient by reducing the turnaround time for the application process. To this effect SASSA KZN seeks to appoint service provider(s) for the supply and installation of Queue Management System Infrastructure for SASSA Local Offices at KZN.

4. SCOPE OF WORK

The service provider(s) is required to supply, deliver and instal Queue Management System Infrastructure for SASSA Local Offices at KZN in line with **Annexure A**, for the Grants Administration's automation and digitisation projects within SASSA KZN Region.

SASSA will provide **56** ticket printers (2x ticket printers per office) and **140** 2D handheld scanners (5x 2D handheld scanners per office) to be installed by service provider in line with **Annexure C (Local Office Addresses)**.

5. RESPONSIBILITIES

5.1. The Service Provider shall:

- 5.1.1. Conduct business in a courteous and professional manner.
- 5.1.2. Ensure that all equipment supplied meet the exact requirements as per the Specification provided and the standard instructions of SASSA.
- 5.1.3. Ensure that delivery is done within the required timeframe.
- 5.1.4. Supply, deliver and Install QMS items to the specified delivery physical address as per attached **ANNEXURE C**.
- 5.1.5. Supply, deliver and install new goods.

5.2. SASSA shall:

- 5.2.1. Not accept any responsibility for any damages suffered by the service provider.
- 5.2.2. Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfil their duties.
- 5.2.3. Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.
- 5.2.4. Comply with SASSA security and emergency policies, procedures and regulations
- 5.2.5. SASSA reserves the right to award the bid to one or more service providers.
- 5.2.6. SASSA reserves the right to award the bid in whole or only partial.
- 5.2.7. SASSA reserves the right not to appoint any service provider.

6. BID CONDITIONS OF CONTRACT

- 6.1. Bidder/s shall have to treat all available data provided by SASSA in the process as strictly confidential, such data remains the property of SASSA.
- 6.2. The goods/items in **ANNEXURE A** must meet SABS/ SANAS requirements.
- 6.3. The risk and cost associated with delivery, off-loading and installation of goods to the designated delivery address will be incurred by the service provider.
- 6.4. The goods supplied under the contract shall be fully insured by the service provider against loss or damage while in transit. SASSA will take ownership once goods are delivered and/ or installed.
- 6.5. Goods delivered not according to specification will not be accepted by SASSA.

- 6.6. Bidder/s will be disqualified if found to have misrepresented information in their bid proposals.
- 6.7. All prices must be quoted in South African Currency (ZAR) and must be VAT inclusive where applicable.
- 6.8. General Conditions of Contract on government procurement of July 2010 will also apply in this bid. Should any dispute, disagreement or claim arise between the parties concerning this contract or interpretation of any of the provisions of this contract, or the liability of either of the parties arising from any alleged breach of this contract or any other course, the parties shall make any effort to resolve amicably such dispute or disagreement by mutual consultation.
- 6.9. The goods should carry a 3-Year Next Business Day (NBD) Warranty.
- 6.10. The expected delivery date is **13 February 2026**.
- 6.11. Exchange rate applicable must be hedged until delivery.
- 6.12. Bid prices must be firm from the time of submitting quotations to the delivery.
- 6.13. Bidder/s will, as part of this Bid, provide a 3-month workmanship warranty where the bidder/s will be liable to remedy any identified poor workmanship at no cost to SASSA. This to be completed within 15 working days of being notified.
- 6.14. All warranties and/or license(s) procured by the service provider(s) on behalf of SASSA shall be under the name of SASSA KZN. Where such warranty(s) and/or license(s) need to be activated against an OEM account, such activation will be done by SASSA.

7. SPECIAL CONDITIONS OF CONTRACT

- 7.1 Bidder/s must fully complete and meet all minimum requirements of the specification as per **Annexure A (Technical specification) and Annexure B1, B2, B3 and B4 (Bid Pricing)**.
- 7.2 Bidders must submit a signed reference letter(s) of completed projects supported by purchase order(s) / award letter(s) for the supply and delivery and/or installation of ICT Equipment and/or ICT Infrastructure with the minimum value of R500,000.00 per order(s) / award letter(s). In the case of a project that it's still going on, it is the responsibility of a service provider to quantify the completed part. A signed reference letter(s) must be in the company/organization's (Bidder's client) letterhead with the following information:

- The name of the company/organization serviced,
- Name and contact details (contact number and e-mail address) of the person to be contacted,
- Start & end date of service.
- Monetary value of R500 000.00 and above.
- The service performed must not be older than 5 years from the closing date of the bid.

Failure to meet the above special conditions will result in the disqualification of the bid.

8. BID EVALUATION CRITERIA

Bids will be evaluated in terms of the below-mentioned criteria:

Stage One

Phase 1: Special Condition of the contract

Phase 2: Functionality

Phase 3: Administrative Compliance

Stage Two

Phase 1: Price and preference points system (80/20)

9. STAGE ONE-PHASE ONE: SPECIAL CONDITION OF THE CONTRACT

9.1 Bidder/s must fully complete and meet all minimum requirements of the specification as per **Annexure A (Technical specification) and Annexure B1, B2, B3 and B4 (Bid Pricing).**

9.2 Bidders must submit a signed reference letter(s) of completed projects supported by purchase order(s) / award letter(s) for the supply and delivery and/or installation of ICT Equipment and/or ICT Infrastructure with the minimum value of R500,000.00 per order(s) / award letter(s). In the case of a project that it's still going on, it is the

responsibility of a service provider to quantify the completed part. A signed reference letter(s) must be in the company/organization's (Bidders client) letterhead with the following information:

- The name of the company/organization serviced,
- Name and contact details (contact number and e-mail address) of the person to be contacted,
- Start & end date of service.
- Monetary value of R500 000.00 and above.
- The service performed must not be older than 5 years from the closing date of the bid.

Failure to meet the above special conditions will result in the disqualification of the bid.

10. STAGE ONE-PHASE TWO: FUNCTIONALITY CRITERIA

Bidders must score a minimum of 70 points on functionality criteria evaluation. Bidders who score less than 70 points for functionality shall be disqualified and shall not be subjected to further evaluation. (70).

The functionality evaluation will be conducted using the weighted average method. The table below contains details of the evaluation criterion and the weights of each Functional Requirements component. Criteria below will be evaluated according to the following values:		
1=Poor 2=Average 3=Good 4=Very Good 5=Excellent		
NO	Functionality Criteria	WEIGHTING
1	Experience Track record of having completed a project/s in the supply and delivery and/or installation of ICT equipment and/or ICT infrastructure items with monetary value as outlined below: All bidder/s must provide signed reference letter/s for the supply and/or installation of ICT equipment and/or ICT infrastructure with the	(40 points)

	minimum value of R500 000.00 per purchase order/contract/award letter. (The service performed must not be older than 5 years from the closing date of the bid). a) 1 completed project with R500 000 or above = 1 point b) 2 completed projects with R500 000 or above = 2 points c) 3 completed projects with R500 000 or above = 3 points d) 4 completed projects with R500 000 or above = 4 points e) 5 or more completed projects with R500 000 or above = 5 points NB: Reference letter/s must be signed and contain the following required information: • The name of the company/organization serviced, • Name and contact details (contact number and e-mail address) of the person to be contacted, • Start & end date of service • Monetary value of R500 000.00 and above. • The service performed must not be older than 5 years from the closing date of the bid. • Failure to provide signed reference letter/s with all the minimum information as requested above, will result in the disqualification of the bid. • The South African Social Security Agency reserves the right to contact the bidder's client on the reference letter/s for validation.	
2	Capacity of single project Track record of having completed a single project in the supply and delivery of ICT equipment and/or ICT infrastructure with monetary value as outlined below: All bidder/s must provide reference letter/s for the supply and delivery of ICT equipment and/or infrastructure with the minimum value of R500 000.00 per purchase order/contract/award letter(s). (The	(60 points)

	service performed must not be older than 5 years from the closing date of the bid). a) Single project with R500 000 – R1 000 000 = 1 point b) Single project with R1 000 001 – R1 500 000 = 2 points c) Single project with R1 500 001 – R2 000 000 = 3 points d) Single project with R2 000 001 – R2 500 000 = 4 points e) Single project with R2 500 001 and above = 5 points NB: Reference letter/s must be signed and contain the following required information: • The name of the company/organization serviced, • Name and contact details (contact number and e-mail address) of the person to be contacted, • Start & end date of service • Monetary value of R500 000.00 and above. • The service performed must not be older than 5 years from the closing date of the bid. • Failure to provide signed reference letter/s with all the minimum information as requested above will result in the disqualification of the bid. • The South African Social Security Agency reserves the right to contact the bidder's client on the reference letter/s for validation.	
	TOTAL	100 points

11. STAGE ONE-PHASE THREE: ADMINISTRATION COMPLIANCE

Bidder/s who fail to comply with the below requirements may be disqualified.

Administrative Compliance requirements
Tax compliant status (Tax Pin Letter/CSD MAAA)
Proof of Registration on the Central Supplier Database (CSD) with National Treasury (CSD Registration Report)

Certified copy of original Identity Document of each director as per (CIPC) (certified within 6 months). (A copy of a certified copy will not be accepted).

A valid BBBEE Certificate/ Sworn Affidavit

Fully completed and signed Standard Bidding Document Forms (SBDs).

- SBD 1
- SBD 3.1
- SBD 4
- SBD 6.1

12. STAGE TWO-PHASE ONE

12.1 Phase 1 - Price and Preference Points System (80/20)

Bidders will be evaluated on Price and Preference Points System based on **Annexure B and BBBEE Status Level of Contribution. Incomplete Annexure B (BID Pricing: Table 1, 2, 3 and 4) will not be evaluated and will be disqualified.**

Price and Preference Points	100
Price	80
BBBEE Status Level of Contribution (specific goal)	20

Points awarded for B-BBEE Status Level of Contribution (specific goal)

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:

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

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 (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3-4 contributor with at least 51% women ownership	18	
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disable ownership	16	
B-BBEE Status Level 1-2 contributor	14	
B-BBEE Status Level 3-8 contributor with at least 51% youth or disable ownership	12	
B-BBEE Status Level 3-4 contributor	8	
B-BBEE Status Level 5-8 contributor	4	
Others (Non-Compliant)	0	

Returnable documents to claim points		Please tick below for the attached document
1	B-BBEE Certificate	
2	Sworn Affidavit (EME or QSE)	
3	CSD registration number	

NB: Bidders must submit a BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Sworn Affidavit signed by Emerging Micro Enterprise (EME) representative and attested by the Commissioner of Oaths, or CIPC BBEE Certificate.

Failure to submit a certificate from accredited verification agency or sworn affidavit or CIPC BBEE Certificate substantiating the BBEE status level of contribution or non-

compliant contributor, such bidder shall score 0 points out of the allocated maximum points for BBBEE.

13. PRICING

13.1 Prices must be VAT inclusive only for the prospective service providers that are registered as VAT Vendors with SARS. If you are not a registered VAT vendor, the prices should exclude the VAT amount.

13.2 All overhead costs (transport & labour) should be included in the bid price.

14. JOINT VENTURE AND CONSORTIUM

14.1 Where a joint venture or consortium are formed, a copy of the joint venture or consortium agreement must be attached.

14.2 Companies will be individually required to comply with administrative compliance requirements (Companies must submit individual or separate CSD Reports, Tax Pin Letter)

14.3 In the event of a Joint venture and Consortium, a Joint venture / Consortium must submit a consolidated BBBEE Status Level Contributor in the name of a Joint Venture and not for individual bidders/companies)

15. SITE BRIEFING SESSION:

There will be no compulsory site briefing.

16. DELIVERY ADDRESS OF BID DOCUMENT

The Tender documents should be delivered to the following address:

**SASSA KZN Regional Office
1 Bank Street
Pietermaritzburg
3201**

17. DELIVERY ADDRESS FOR ITEMS UNDER ANNEXURE A:

Goods and services should be delivered to the following address:

QMS in line with **Annexure C**

18. TICKET PRINTERS AND HANDHELD SCANNERS ARE TO BE COLLECTED AT THE FOLLOWING ADDRESS:

SASSA KZN Regional Office

1 Bank Street

Pietermaritzburg

3201

19. TECHNICAL ENQUIRIES

Should you require any further information in this regard, please do not hesitate to contact:

Name: Mr. Marvin Pillay

Office Telephone No: (033) 846 3342

E-Mail: MarvinP@sassa.gov.za

OR

20. ADMINISTRATIVE ENQUIRIES

Should you require any further information in this regard, please do not hesitate to contact:

Name: Mr LG Shandu

Office Telephone No: 033- 846 9532

E-Mail: LuckyGS@sassa.gov.za

ANNEXURE A:

QMS –TECHNICAL SPECIFICATION

QMS FOR 28 SASSA LOCAL OFFICES

1. Supply of Hardware and/or Software Detailed Specifications

Desktop Specification		QTY	YES/NO (INDICATE)
Tiny form factor Desktop		28	
Size	Tiny Form Factor		
CPU	Intel Core i7-12700 Processor with vPro		
Chipset	Intel		
Memory	16GB DDR4		
Video	Integrated HDMI		
Audio	Integrated Speakers		
Network	Integrated Gigabit Ethernet		
HDD	512GB NVMe SSD		
I/O Support	None		
Keyboard	Standard US Keyboard Layout – must be wired		
Mouse	Optical Mouse - must be wired		
Energy Compliance	Star Energy Rating		
Warranty	3 Year Next Business Day Onsite		
Software	Microsoft Windows 11 Professional 64-bit pre-installed (SASSA will upgrade in accordance with MS Enterprise Agreement All relevant OEM Drivers and Applications		
Monitor	19" HDMI LED		
Optical Drive	None		
Power Cable	Dedicated 3-way daisy chain power cable to connect both monitor and CPU		
Security	Combination Cable Lock Security Mount to Wall or Desk		
Branding	6cmx6cm SASSA logo on BIOS start-up		
Imaging	Service provider must supply a desktop computer to SASSA ICT as per specification for it to be imaged. The imaged desktop will then be used by the service provider to image the rest of the consignment.		

Sound Solution Specifications			
Item	Specifications	QTY	Yes/No
Indoor Speakers – Wall/Ceiling Mount	ABS Plastic Enclosure - White	02	
	Coxial Wall Mounted Speaker		
	Size: 5inch		
	30W/8 Ohm		
	100V Line Transformer – built in		
	All relevant fittings and cables		
	Weatherproof Casing	01	

Outdoor Speakers	100V Line		
	10W		
	All relevant fittings and cables		
	External galvanized anti-rust protective cage for speaker		
Amplifier	30W Mixer Amplifier	01	
	4 Volume Zones min		
	Input for Microphone		
	100V/8 Ohm line speaker output		
	All relevant fittings and cables		
Power plugs	SA dedicated power points for outdoor speakers.	01	
	SA dedicated power points for QMS cabinet	01	
Network Fly lead	10m network cable to connect the QMS server PC in the QMS cabinet to the network cabinet.	01	

Supplier Representative : _____

Position : _____

Signature : _____

Date : _____

ANNEXURE B1 : BID PRICING**(QMS INFRASTRUCTURE AND INSTALLATION)**

ITEM	QUANTITY	UNIT PRICE (PER DEVICE)	TOTAL AMOUNT (QUANTITY X UNIT PRICE) VAT EXCL.	TOTAL AMOUNT VAT INCL.
DESKTOP COMPUTER	28			
Indoor Speakers – Wall/Ceiling Mount	56			
Outdoor Speakers	28			
Amplifier	28			
Power plugs	56			
Network Fly lead	28			
TOTAL GRAND VAT INCL.				

Supplier Representative : _____

Position : _____

Signature : _____

Date : _____

ANNEXURE B 2: BID PRICING

INSTALLATION OF 56 TICKET PRINTERS IN LINE WITH ANNEXURE C

ITEM	QUANTITY	UNIT PRICE (PER TICKET PRINTER)	TOTAL AMOUNT (QUANTITY X UNIT PRICE TICKET PRINTER) VAT EXCL.	GRAND TOTAL VAT INCL.
TICKET PRINTERS	56			

Supplier Representative : _____

Position : _____

Signature : _____

Date : _____

ANNEXURE B 3: BID PRICING

INSTALLATION OF 140 2D HANDHELD SCANNER IN LINE WITH ANNEXURE C

ITEM	QUANTITY	UNIT PRICE (PER 2D HANDHELD SCANNER)	TOTAL AMOUNT (QUANTITY X UNIT PRICE PER 2D HANDHELDSCANNER) VAT EXCL.	GRAND TOTAL VAT INCL.
2D HANDHELD SCANNER	140			

Supplier Representative : _____

Position : _____

Signature : _____

Date : _____

ANNEXURE B 4: BID PRICING

GRAND TOTAL VAT INCL: ANNEXURE B 1	R
GRAND TOTAL VAT INCL ANNEXURE B 2	R
GRAND TOTAL VAT INCL ANNEXURE B 3	R
TOTAL BID AMOUNT VAT INCL. (THIS IS AN AMOUNT TO BE TRANSFERRED TO SBD 3.1)	

Supplier Representative : _____

Position : _____

Signature : _____

Date : _____

ANNEXURE C: LOCAL OFFICE ADDRESSES

Name of District	Address	Number of Ticket Printers per office	Number of 2D Handheld Scanners per office
Midlands District			
Kranskop	66 Mainstreet, Kranskop	2	5
Weenen	Retief Street, Weenen 3325 (Magistrate court)	2	5
Glencoe	05 Tin Street, Glencoe	2	5
Madadeni	2882 Section 2, Madadeni	2	5
Utrecht	64 Kerk Straat,Utrecht	2	5
Dukuza	Shop No.7 Dukuza Thusong centre, Tshanibezwe, Main Rd 3349	2	5
<u>PMB District</u>			
Hlanganani	Near Magistrate court , Bulwer , 3244	2	5
Impendle	23 Mafahleni street, Impendle Village, Impendle,3227	2	5
Port Shepstone	44 Main Harding Rd, Marburg, Port Shepstone, 4240	2	5
Gamalakhe	318 Ray Nkonyeni Road, Gamalakhe	2	5
Ixopo	19 Main street, Ixopo	2	5
Umzimkhulu	R56 Old Border Post, Umzikhulu, 3297	2	5
Richmond	SOCDEV Nelson Street Richmond	2	5
Camperdown	No. 5 drosdy place , Camperdown	2	5
Harding	356 Ballance Street, Harding 4680	2	5

<u>Ulundi District</u>			
Manguzi	1 Blackrock Road, Manguzi, 3973 - Manguzi Police Station	2	5
Mbazwana	P466, Mbazwana	2	5
Melmoth	294 Symmonds Street, Melomth	2	5
Mahlabathini	SASSA (Social Development Building), Mashona Area	2	5
Louwsberg	Lot 18 Corner King Street, Louwsburg	2	5
Vryheid	Mason street behind Mason clinic	2	5
<u>Durban District</u>			
Wentworth	SASSA Wentworth Austerville Dr, Jacobs, Durban, 4052	2	5
Lamontville	1 MSIZI DUBE ROAD. LAMONTVILLE.4027	2	5
Chesterville	74 Mahlathi Road, Chesterville, 4091	2	5
PISCOS	Dept. Social Welfare, Umzinyathi Rd Inanda	2	5
Ndwedwe	P100 Magistrate Court Lane, Ndwedwe	2	5
Mandini	Lot 101 Msomuhle Road Sundumbili 4491	2	5
Stanger	YELLOW WOOD DRIVE, KWADUKUZA 4450	2	5