

RFQ Number: 3069c/24

Provision of Direct/Indirect Newsletter and SMS messaging subscription platform services which should include database hosting and management, create email templates and send weekly/monthly bulk SMS/ email, tracking and analytics services for a period of 24 months.

Closing Date and Time: 11h00 on 18 July 2024

Validity Period: 60 Calendar days after the closing date.

ONLINE BRIEFING SESSION

Date:	11 July 2024
Time:	10am
Venue:	Meeting ID: 397 201 936 086 Passcode: 2ymxYG
Compulsory:	Yes

BID DOCUMENTS MUST BE SUBMITTED ELECTRONICALLY TO THE FOLLOWING EMAIL ADDRESS:

RFQsubmissions@weathersa.co.za

ENQUIRIES:

Any clarification required by a bidder regarding the meaning or interpretation of the document or any aspect concerning the submission is to be requested **in writing** from:

SCM: Acquisition Department
South African Weather Service
Email: rfq@weathersa.co.za

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PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF SOUTH AFRICAN WEATHER SERVICE

1 SUPPLIER INFORMATION

The following section must be completed by the bidder. Failure to do so may result in the offer being rejected.

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 BBE SUBMITTED IN ORDER TO QUALIFY FOR POINTS CLAIMED]					

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 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, 2022, the General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract (SCC).
1.4. The successful bidder will be required to fill in and sign a written contract form (SBD7).
1.5. Bidders are advised to initial all pages of their bid.
1.6. Submission of RFQ responses Responses to this RFQ must be submitted before the closing date and time indicated on the cover page of the RFQ.
1.7. The South African Weather Service (SAWS) is not bound to accept any of the offers submitted and reserves the right to:
1.7.1 Reject bids that are not according to Specifications / Terms of Reference;
1.7.2 Reject bids with incomplete standard bidding documents (SBD's);
1.7.3 Request further information from any bidder after the closing date of the bid for clarity purposes;
1.7.4 Conduct site inspection/s to verify the infrastructure of bidders before final selection and award;
1.7.5 Not to award the bid if the bid price is not market related;
1.7.6 Not to award the bid to a bidder whose tax matters have not been declared by the SARS to be in order;
1.7.7 Reject a bid if the bidder has committed a proven corrupt or fraudulent act in competing for any contract;
1.7.8 Award the bid in totality to one or partially to more than one bidder;
1.7.9 Conduct reference / background checks on bidders and / or individuals to, among other things, verify information provided by a bidder, confirm a firm's existence and track record, identify its owners and affiliations or verify an individual's educational and professional credentials.
1.8. The South African Weather Service may, prior to award of the bid, cancel the bid if:
1.8.1. Due to changed circumstances, there is no longer a need for the goods or services requested;
1.8.2. Funds are no longer available to cover the total envisaged expenditure;
1.8.3. No acceptable tenders are received;

- 1.8.4. Due to material irregularities in the tender process.
- 1.9. Any effort or attempt by a bidder to influence the award decision in any matter may result in the rejection of the bid.
- 1.10. Costs incurred by the bidder in respect of attending any briefing / information / site visit / presentation will be borne by the bidder and the South African Weather Service will not be liable to reimburse such costs incurred by the bidder or his/her representative/s.
- 1.11. Cost incurred by the bidder in preparing and submission of any bid proposal will be borne by the bidder and the South African Weather Service will not be liable to reimburse such costs incurred by the bidder or his/her representative/s.
- 1.12. The South African Weather Service shall on receipt of any proposal relating to this bid become the owner thereof and shall not be obliged to return any proposal.
- 1.13. The bidders shall indemnify the South African Weather Service against all third-party claims of infringement of patent, trademark, or industrial design rights arising from the use of the goods or any part thereof by the South African Weather Service.
- 1.14. The South African Weather Service reserves the right to request a bidders latest audited financial statements prior to the award of the bid in order to ascertain financial stability of the bidder. Failure by a bidder to provide such information upon request may result in the rejection of the bid submitted by the bidder.
- 1.15. Subcontracting: Tenderers or contractors must submit proof of subcontracting between the main tenderer and the subcontractor. Proof of subcontracting arrangement may include a subcontracting agreement between the main tenderer and the subcontractor.
- 1.16. The SAWS reserves the right to request final presentation only to the short listed bidders to the evaluation committee. The shortlisted service providers will be subjected to present their service offering in line with the bid requirements/scope of work. The SAWS might also conduct site visit to ensure the firm existence and validate the firm's proposed capacity/employees and administration office.
- 1.17. The service provider must have duly approved operational premises with the necessary infrastructure to provide services and relevant accreditation by the relevant body. Before the awarding of the tender a due diligence site visit will be carried out at the premises of the service provider.
- 1.18. Supplier Performance Management is viewed by the SAWS as critical component in ensuring value for money acquisition and good supplier relations between the SAWS and all its suppliers. The successful bidders shall upon receipt of written notification of an award, be required to conclude a SLA with the SAWS, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance level and ensure effective delivery of service, quality and value-add to SAWS's business. Successful bidders are required to comply with the above condition, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.
- 1.19. The SAWS respects your privacy and acknowledge that your submission/s will contain personal details, which may belong to you, others and / or to your company (Personal Information). By sending us your submissions, you expressly give us consent to process and further process the Personal

Information contained therein which processing will be done in accordance with POPIA, the SAWS POPIA policy and our standard section 18 informed consent documentation which sets out why we need the Personal Information, what we will do with it, and who we will share it with, which you are to familiarise yourself with by downloading it from our website i.e. www.weathersa.co.za

- 1.20. Unless stated otherwise in this RFQ or as mutually agreed upon by both parties prior to award of the RFQ, all payments due to creditors for goods delivered / services rendered will be settled within thirty (30) days from receipt of an invoice.

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 the South African Revenue Service (SARS) to enable the South African Weather Service to verify the taxpayer's (Bidder's) profile and tax status.
- 2.3 Application for a 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 Tax Compliance Status (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.
- 2.8 Foreign suppliers with neither South African tax obligations nor history of doing business in South Africa must complete the questionnaire on page 2 and 3 of Annexure A. In instances where a recommendation for award of a bid will be made to a foreign bidder, the South African Weather Service will submit the bidders completed Annexure A bid document to the South African Revenue Service. The South African Revenue Service will then issue a confirmation of tax obligations letter to the South African Weather Service confirming whether or not the foreign entity has tax obligations in South Africa.

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

PART C
DECLARATION BY BIDDER

I, in my capacity as
..... hereby declare that I have read and
understood the contents and conditions of this bid and certify that the information furnished is true
and correct. I accept that, in addition to cancellation of a contract, action may be taken against me
should the information provided prove to be false.

Signature:

Date:

Annexure B

General Conditions of Contract

In accordance with the Framework for Supply Chain Management [Section 76 (4) (c) of the PFMA] that was promulgated in Government Gazette Number 25767 on 5 December 2003 as Treasury Regulations, National Treasury is required to issue general conditions of contract and bid documentation for supply chain management.

This Request for Quotation and any contract emanating from this Request for Quotation are subject to the General Conditions of Contract (GCC) which were revised in July 2010.

The General Conditions of Contract (GCC) revised and issued by National Treasury in July 2010 are available on the website of National Treasury.

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

Annexure C

Bidder's Disclosure

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 State institution

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.

2.2 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:

.....
.....

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

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.

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.

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

Annexure F

Preference Points Claim Form in terms of the
Preferential Procurement Regulations 2022

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

The applicable preference point system for this tender is the 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:

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

Where

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

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level of Contributor		
Level 1	20	
Level 2	18	
Level 3	14	
Level 4	12	
Level 5	8	
Level 6	6	
Level 7	4	
Level 8	2	
Non-compliant contributor	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

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

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

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

Annexure G

Pricing Schedule for Services

NAME OF BIDDER:

1. PRICING SCHEDULE/S

- 1.1 **Item 1:** Provision of Direct/Indirect Newsletter and SMS messaging subscription platform services which should include database hosting and management, create email templates and send weekly/monthly bulk SMS/ email, tracking and analytics services for a period of 24 months as per requirement in Annexure H.

All prices must be in South African rand value and must be inclusive of VAT.

- 1.2 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 VAT for the project. R

- 1.3 Period required for commencement of the project after acceptance of bid?

- 1.4 The fee shall be fixed (with a variable component on actual email or SMS sends per month) for the duration of this engagement, including any permitted extensions. The fee rates quoted must relate to productive (working) time. These rates will be binding over the duration of the contract.

- 1.4.1 Bidders must state the actual rates that will be charged to SAWS inclusive of any discount.
Failure to complete the schedule in the format specified in the TABLE 1 below may result in your tender being rejected.
Tenderers must state the actual rates that will be charged to SAWS inclusive of any unconditional discount.

TABLE 1: Pricing/Fees schedule**N.B: Please submit market progressive and competitive rates.**

ITEM PER MONTH	COST EXCLUSIVE OF VAT	COST INCLUSIVE VAT	COMMENTS ON DISCOUNT OFFERED TO CLIENTS
Platform Setup (once off)			
Support (value-add)			
Training (value-add)			
Template Creation (value-add)			
Database Import (value-add)			
Email Send (value-add)			
Campaign Report (value-add)			
Relationship Manager (value-add)			
Platform Subscription Fee per Month			
Email and SMS Quota (up to 20 000 Volume emails and SMS P/M with aggressive acquisition campaigns)			
Hosting and Database Administration			
TOTAL COST			

Annexure H

RFQ Terms of Reference for the provision of Direct/Indirect Newsletter and SMS messaging subscription platform services which should include database hosting and management, create email templates and send weekly/monthly bulk SMS/ email, tracking and analytics services for a period of 24 months.

The service provider or direct supplier must show the ability to develop and provide expertise in the provision of database hosting and management, create email templates and weekly/monthly email sends/newsletters and SMS subscription platform which should include tracking, reporting and analytics services with a minimum of 5 (five) years Government/Public or Private sectors experience. In addition, the service provider or direct supplier must provide direct newsletter/SMS platform subscription access to SAWS.

1 DESCRIPTION

Request for quotation to appoint a service provider or direct supplier for the provision of Direct/Indirect Newsletter and SMS messaging subscription platform services which should include database hosting and management, create email templates and send weekly/monthly bulk SMS/ email, tracking and analytics services for a period of 24 months and/or to also include direct newsletter/SMS platform subscription access to SAWS.

2 INTRODUCTION

The South African Weather Service (SAWS) is a Section 3(a) public entity under the Ministry of Environment, Forestry and Fisheries (DEFF) and is governed by a Board. The organisation is an authoritative voice for weather and climate related services in South Africa and is a member of the World Meteorological Organisation (WMO) to fulfil a range of international obligations of the government. South African Weather Service (SAWS) strives to be a Weather and Climate Centre of Excellence providing innovative solutions to ensure a weather-smart region, sustainable development, and economic growth.

Template: RFQ TORs for the provision of Direct/Indirect Newsletter and SMS messaging subscription platform services– Annexure H



SAWS is tasked with providing scientifically reliable weather and climate data in the field of meteorology and hydrology that is quality, timely and accurate to the broader South African society information that assist them in decision-making and empowering citizens to adapt to the effects of the ever-changing weather and climate patterns. This is a combination of both public goods and commercial services.

Therefore, Marketing's role is to develop digital platforms that engage both our consumer and our customer, and the bulk email sends/newsletter and SMS messaging service is one important tool that will ensure that we are cost effective and efficient in promoting, engaging, and reaching out to our customers and continue to receive consistent feedback on how to improve our products and services and offer customer-centric weather and climate solutions.

3 BACKGROUND

SAWS has not aggressively utilized bulk email marketing to promote and advertise products and services to create the propensity for people to transact with it. Bulk email and SMS marketing is one of the most effective advertising mediums that are used to promote products and services with a clear call to action and create an enabling environment for profitable revenue generation opportunities.

SAWS possesses scientific content in abundance and did not aggressively monetize it in the past. There is a dire need to amplify the content marketing strategy as its sustainable competitive advantage which necessitates all efforts to be skewed towards strategic content marketing that incorporates developing, designing, and creating compelling, believable content that resonates with various weather and climate information users in South Africa.

Template: RFQ TORs for the provision of Direct/Indirect Newsletter and SMS messaging subscription platform services– Annexure H



4 SCOPE OF WORK

4.1 Timeframes

The duration of the contract will be for a period of twenty-four (24) months and/ or on a project basis from the date of the appointment.

4.2 Purpose

The objective of this bid is to appoint a suitably qualified, innovative, and creative service provider or direct supplier to provide SAWS with bulk email and SMS marketing that will enable effective marketing and promotion of our product and services to existing and new customers. This should detail the provision of a digital communication subscription platform (bulk email and SMS) which should include database hosting and management, create email templates and weekly/monthly SMS/ email sends/newsletters tracking and analytics services for a period of 24 months and to also include direct newsletter/SMS platform subscription access to SAWS.

4.3 Requirements and Terms and conditions

Service Provider or Direct Supplier should provide proposals based on the following broad service categories as described below. They are:

The services to be provided by the bidder includes:

- I. Direct access to Newsletter/SMS software platform and monthly subscription with or without management services.
- II. Provision of bulk and transactional email and SMS system which would enable us to manage all our digital communications from one central hub.
- III. Direct management and control and service scalability (variable rate due to fluctuating number of monthly emails).
- IV. Provision of ongoing customer relationship management and training support.
- V. Database hosting and management.
- VI. Database development campaign.
- VII. Design and layout of emailer with high resolution adaptable to any digital platform.
- VIII. The design and layout mobile compliant html mailers.

Template: RFQ TORs for the provision of Direct/Indirect Newsletter and SMS messaging subscription platform services– Annexure H



-
- IX. Bulk email sends and SMS subscription platform.
 - X. Surveys and Subscriber Feedback.
 - XI. The management of email subscriptions campaigns via the website into an externally hosted database.
 - XII. The management and security of the SAWS database on an off-site PoPI compliant server.
 - XIII. The send, analyse, monitoring and reporting of the newsletters.
 - XIV. Access to a live reporting portal.
 - XV. Sell digital advertising and design and facilitate the send of the newsletters.
 - XVI. Electronic broadcasts of newsletters or digital flyers.
 - XVII. Develop, create, and print promotion and advertising items (e.g. digital leaflets and flyers, digital banners and brochures, infographics, animation in online formats, etc.).
 - XVIII. Digital marketing tools (e.g. infographics, animations, advertisement creation, and web assets).
 - XIX. Publications and Marketing campaigns elements.
 - I. Credible and targeted market and customer intelligence, feedback, and input.
 - II. Clean and validate the email list to remove invalid or inactive addresses.
 - III. Segment the email list based on relevant criteria (e.g., demographics, past interactions) with the ability to personalise the email both for B2B and B2C.
 - IV. Scheduling and automating email campaigns for maximum efficiency and effectiveness.
 - V. Automated system and cater for manual intervention.
 - VI. The frequency of bulk email and SMS send is either weekly or monthly.
 - VII. The management of subscriptions via the website into an externally hosted database platform.
 - VIII. Maintain an opt-in/opt-out mechanism to handle subscription preferences.
 - IX. Provide call to action (CTA) enablement to drive click through rates.
 - X. Configure email send or template to minimise spam.
 - XI. Design and develop the newsletter that is interactive and rotating.
 - XII. Provide three mock-ups bulk email template three days or earlier after the client briefing.
 - XIII. The send, analyse, monitoring and reporting of the newsletters.
 - XIV. Provide set up authentication protocols to improve deliverability.
 - XV. Monitor email delivery rates, open rates, click-through rates, and other relevant metrics.
 - XVI. Capability to track and analyse customer interactions and conversion.

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-
- XVII. Generate and provide regular reports on key indicators such as open rates, click through rates and conversions.
 - XVIII. Provide a bounce rate report.
 - XIX. Integrations with SAWS website, social media and CRM/NetSuite platforms including other existing traditional and digital business platforms.
 - XX. Ensure compliance with applicable laws and regulations related to email marketing.
 - XXI. Conducting survey/polls to extract customer insights and subscriber feedback.
 - XXII. Any other related service that may be required from time to time.

The service provider or direct supplier will work closely with the SAWS marketing and other internal stakeholders to receive a brief on each promotional activity or campaign.

It is important to note that the scope of work may also include additional tasks based on specific requirements, such as integrating email marketing with other marketing channels such as Graphic Design, CRM, Social-Media, Website, etc., creating personalized, dynamic content, or implementing advanced automation workflows.

4.3.1 Other Requirement

- Provide metrics to track;
 - Open rates: the percentage of subscribers who opened the email.
 - Click-through rates: the percentage of subscribers who clicked on a link in the email.
 - Conversion rates: the percentage of subscribers who completed a desired action, such as making a purchase or filling out a form.
 - Bounce rate: the rate of email not reaching the recipient.
- Unlimited reverts on email template design.
- No additional fees will be accepted without prior negotiations and approval.
- The rate for the bulk email send must be variable and volume driven with the associated discount to be passed on to SAWS.

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- Weekly virtual or physical status meetings to accompany weekly reports.
- Service provider might be required from time to time to be based at our Centurion Head Office.
- Ad hoc presentation of reports and analytics to MANCO and EXCO is a prerequisite and should be at no additional fees.
- The design work must incorporate new technologies and must depict creativity.

4.3.2 Experience

The service provider or direct supplier is required to have minimum five (5) years extensive knowledge and experience in the provision or ownership of database hosting, management, weekly/monthly email sends/newsletter and SMS messaging subscription platform including analytics tracking and reporting, and content marketing creation including the required emailer templates creation, interactive bulk email solution and email marketing solutions for both government/public and private organisations.

4.3.3 Software

- Bulk email and SMS-message distribution subscription platform and software.
- Web-hosted software into a sophisticated multi-channel marketing and automation tool.
- Direct access or subscription to Everlytics or Mailblaze or any other credible platform for SAWS.
- Relevant, responsive, interactive, and appropriate and up-to-date design software to host and manage database, to create templates and send bulk emails, campaign management, analytics, and reporting.
- Ensure that the database as well as the engagement with members of the database is compliant with the Protection of Personal Information Act as well as the regulations of Direct Marketing Association of South Africa.
- To provide SAWS with service levels and reporting as follows:
Monthly reports indicating:
 1. Number of successful transmissions to the database per instance of distribution.
 2. Open rates and read rates of all instances of transmission to the database.
 3. Database growth or un-subscription.
 4. Reporting on click-through rates from the Newsletter.

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Guaranteed turnaround times of 5 (five) to 24 (twenty-four) hours dependent on receipt of all approved content and the urgency of an instance, as indicated by SAWS.

- Service providers should be available for working over weekends/public holidays as and when required.
- The South African Weather Service will only pay for approved designs. For example, if three options were produced, only the approved option used will be paid for unless the brief changes. The quotations must also consider that we require a maximum of 3 reverts per brief and resizing options.
- SAWS will ensure comprehensive and accurate briefs.

NB: Service provider must deliver all artwork with open files included, upon completion of each assignment.

4.4 Ownership and Intellectual Property

- The service provider or direct supplier will deliver the produced work to SAWS and its recipients, and the ownership will be transferred and solely owned by SAWS.
- Service Provider or Direct Supplier must, always, be able to provide segmented portions or database in full to SAWS within 24 hours of request.
- Service Provider or Direct Supplier may not, under any circumstance, use, sell, pass on, lend or disclose the SAWS database to any third party.
- - IP
- - Copyrights

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5. EVALUATION OF BIDS

The RFQ will be evaluated in 3 phases as mentioned below:

- **Phase 1: SCM compliance requirements.**
- **Phase 2: Functional evaluation. (Mandatory and Functional scoring)**
- **Phase 3: Price/Pricing Schedule and Specific Goals.**

5.1 Phase 1: SCM Compliance requirements

RFQs received will be verified for completeness and correctness. SAWS reserve the right to accept or reject a RFQ based on the completeness and correctness of the documentation and information provided.

Bidders are to ensure that they submit the following documentation / information with their RFQ.

Document	Comments
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Bidders must be registered on the CSD. A CSD registration number must be provided.
Request for Invitation (Annexure A)	Completed and signed
SBD 3.3 for services (Pricing Schedule)	Completed and signed
SBD 4 (Bidder's Declaration)	Completed and signed
SBD 6.1 (Preference Points Claim Form)	Completed and signed if points are claimed
SARS (South African Revenue Service) Tax Compliant	Bidders tax matters must be in order
BBBEE Certificate	Valid and compliant original B-BBEE and/or certified copies of Sworn Affidavit must be submitted for any points claimed

Bidders who comply with the above requirements will be considered for further evaluation.

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5.2 Phase 2: Technical / Functional Evaluation

The Technical/Functional Evaluation criteria will consist of the following:

5.2.1 Mandatory requirements.

Step 1: Briefing session

Briefing session attendance is mandatory. Non-attendance will result in automatic disqualification.

Step 2: Submission of Schedule of Work Carried out by the Bidder or Direct Provider

Schedule of Work Carried out by the Bidder or Direct Provider.

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and SMS messaging subscription platform

Schedule of Work Carried out by the Bidder or Direct Provider.

The service provider or direct provider must indicate in the spaces provided below a complete list of 6 (six) similar contracts awarded in the last five (5) years, 6 (six) from Government/Public or from private clients, including the current contract (if any). This information shall be deemed to be material to the awarding of this bid.

Table A: Schedule of Work Carried out by the Bidder. (Must be completed by bidder or Direct Provider)

	Company Name	Nature of work	Value of the work	Contact person & contact number	Duration of the project (Start and end date)
1					
2					
3					
4					
5					
6					

Signature of person authorized to sign the bid: _____ Date: _____

Bidders who comply with the mandatory technical / functional requirements will be considered for further evaluation.

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5.2.2 Non-mandatory functional requirements

Evaluation of the non-mandatory functional requirements will be done in terms of the criteria as stated in step 3 below.

Step 3- Table B: Non-Mandatory Functional Requirements

CRITERIA	SUB-CRITERIA	MAXIMUM POINTS	SUB-CRITERIA SCORING
1.Company Experience	Experience and capacity to provide the direct or indirect newsletter and SMS messaging subscription platform that includes database hosting, management, and weekly/monthly bulk email and SMS messaging sends, analytics tracking and reporting, and content marketing creation and emailer templates creation) and Signed and Contactable References in the last 5 (five) years from current or previous clients, detailing the provision of similar services. 6 (six) from Government/Public or from Private Clients.	15	6 References =15 4-5 References =10 1-3 References =5 No reference =0
2.Team and Team Leader Experience	Dedicated team experience and capacity in providing direct or indirect bulk newsletter and SMS messaging subscription platform services. Provide CVs of the creative Team and Team Leader.	5	5 Years Experience =5 3 to 4 Years Experience =3 Less Than 3 years =0
3.Confirmation of Direct/Indirect Bulk Newsletter and SMS messaging subscription platform and licence.	Attached copy of Direct/Indirect Bulk Newsletter and SMS messaging subscription platform and licence.	30	Certified copy of original Direct/Indirect Bulk Newsletter and SMS messaging subscription platform and licence =30 No Certified copy of original Direct/Indirect Bulk Newsletter and SMS messaging subscription platform and licence =0

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4. Portfolio report on Proof of ability to create email template, host database, Send Bulk Emails and SMS messaging.	Submit portfolio report on proven ability to create email template, host database and send Bulk emails and SMS messages Weekly/Monthly There are three key areas that we are highlighting in our requirements: authentication, unsubscribe links, and spam rate threshold: • Authentication: Bulk senders must strongly authenticate their emails and ensure that the sender's identity is verified. Which will help close some of the security loopholes that could be exploited. • Unsubscribe links: Bulk senders will now need to offer Gmail and Yahoo recipients the ability to unsubscribe from commercial emails with a single click, and they'll also be required to process unsubscribe requests quickly, so typically within two days. • Spam rate threshold: Google and Yahoo will begin to block messages from bulk-sending organizations with a spam complaint rate of 0.3% or higher.	10	Email template creation, above 250 000 and up to 500 000 Emails and SMS sends with authentication, unsubscribe links, and spam compliant rate of 0.3 or higher =10 Email template creation, equal to 250 000 Emails and SMS sends with authentication, unsubscribe links, and spam compliant rate of 0.3 or higher =5 Email template creation, Less Than 250 000 Emails and SMS sends with authentication, unsubscribe links, and spam compliant rate of 0.3 or higher =3
Total		60	

Bidders who score a minimum of 48 out of total score of 60 for Step 3 will qualify for further evaluation in terms of demonstration and presentation, Step 4.

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Step 4- Table B: Non-Mandatory Functional Requirements (Demonstration and Presentation)

CRITERIA	SUB-CRITERIA	MAXIMUM POINTS	SUB-CRITERIA SCORING
1.Demonstration/ Presentation of Direct/Indirect Bulk Newsletter and SMS messaging subscription platform access and performance.	Detailed, effective and properly coordinated step-by-step Direct/Indirect Bulk Newsletter and SMS messaging subscription platform access and performance demonstration.	20	Detailed, effective and properly coordinated step-by-step Direct/Indirect Bulk Newsletter and SMS messaging subscription platform access and performance demonstration =20 Somehow detailed and fairly coordinated Direct/Indirect Bulk Newsletter and SMS messaging subscription platform access and performance demonstration =10 No/Poorly detailed, ineffective and uncoordinated step-by-step Direct/Indirect Bulk Newsletter and SMS messaging subscription platform access and performance demonstration =0
2. Present Email Template	Present any designed Digital and Mobile ready E-mail Template: • Template design in html. • Packaging of all elements into zip file • Testing and Debugging • Responsive layout implementation	12	Excellent template=12 Good Template =6 Fair Template =4 Poor Template =0
3. Demonstrate the ability to host database, Send Bulk Emails and SMS messaging, tracking and	Demonstrate the ability to host database and send Bulk emails and SMS messages Weekly/Monthly, tracking and analytics reporting. There are three key areas that we are highlighting in our requirements:	8	Above 250 000 and up to 500 000 Emails and SMS sends with authentication, unsubscribe links, and spam compliant rate of 0.3 or higher =8 Equal to 250 000 Emails and SMS sends with authentication,

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analytics reporting.	authentication, unsubscribe links, and spam rate threshold: • Authentication: Bulk senders have to strongly authenticate their emails and ensure that the sender's identity is verified. Which will help close some of the security loopholes that could be exploited. • Unsubscribe links: Bulk senders will now need to offer Gmail and Yahoo recipients the ability to unsubscribe from commercial emails with a single click, and they'll also be required to process unsubscribe requests quickly, so typically within two days. • Spam rate threshold: Google and Yahoo will begin to block messages from bulk-sending organizations with a spam complaint rate of 0.3% or higher.		unsubscribe links, and spam compliant rate of 0.3 or higher =4 Less Than 250 000 Emails and SMS sends with authentication, unsubscribe links, and spam compliant rate of 0.3 or higher =2
Total		40	

Bidders who score a minimum of 28 of out of a total score of 40 for Step 4 will qualify for further evaluation in terms of Price and Specific Goals.

5.3 Phase 3: Price/Pricing Schedule and Specific Goals Evaluation

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000.

Points for this RFQ shall be awarded for:

- (a) Price/Pricing Schedule;

And

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(b) Specific Goals (Refer to Annexure F: Preference Points Claim Form).

The maximum points for this bid are allocated as follows:

	POINTS
PRICE/PRICING SCHEDULE	80
SPECIFIC GOALS (Refer to Annexure F: Preference Points Claim Form)	20
Total points for Price and Specific Goals	100

Subject to section 2(1)(f) of the Preferential Procurement Policy Framework Act, 2000 (Act no 5 of 2000), the RFQ will be awarded to the bidder scoring the highest points.

6. DUE DILIGENCE

The South African Weather Service 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, reference checks and requests for additional information.

7. SPECIAL CONDITIONS OF CONTRACT

This bid and all contract emanating there from will be subject to the General Conditions of Contract (GCC) issued in accordance with Chapter 16A of the Treasury Regulations published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions are supplement to that of the General Conditions of Contract. Where, however the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of the Contract prevail.

SAWS reserve the right to exclude bidders who fail to comply with any of the Special Conditions of Contract as stated below.

7.1 Address where services are required.

The successful bidder will be required to render the services at the following address:

South African Weather Service
1263 Heuwel Road
Centurion
0157

Annexure I

POPIA : Supplier Notice and Consent Form



POPIA: SUPPLIER NOTICE AND CONSENT FORM

I confirm that I am duly authorised to sign this consent form.

Name (Print)

Capacity

Signature

Name of Firm

Date



(Hereinafter referred to as “the **Data Subject** “)

A company/organization duly incorporated under the laws of Republic of South Africa, having its
main place of business

at....., with

registration number:.....

POPIA: SUPPLIER NOTICE AND CONSENT FORM

Preparatory Statement

Whereas the “**Data Subject**” is in agreement with the contents of this Notice and Consent Form and grants SAWS permission to process certain confidential/personal information, for purposes of

whereas the “**Data Subject**” is considering making an offer (the “**Offer**”) to SAWS on a solicited Bid/Tender/RFQ/RFP/RFI, subject to conducting due diligence, as a result of which certain confidential/personal information of the Data Subject may be disclosed to SAWS.

The Data Subject hereby gives consent to the following:

1. Purposes

SAWS will process, including collect, your personal information (as set out in point 2 below) for the following purposes:

- a) strategic sourcing;
- b) procurement;
- c) contract management;
- d) supplier management;
- e) invoice management;
- f) payments;
- g) debt recovery;
- h) fraud prevention; and
- i) supplier discovery.

The provision of personal information is voluntary. However, if you do not provide your personal information, we may not be able to perform the above-mentioned purpose/s.

2. Legal basis for the processing

We process your personal information on the basis that (i) processing information is necessary for pursuing our legitimate interests (according to section 11(1) of the Protection of Personal Information Act, No. 4 of 2013 (“POPIA”)), which lies in achieving the purposes as set out in point 1 above, (ii) processing is necessary to carry out actions for the conclusion or performance of “supply chain management functions” for which you are party (according to section 11(1)(b) of POPIA), or (iii) processing complies with an obligation imposed by law on us (according to section 11(1)(c) of POPIA).

We process the following personal information (for specific natural or juristic person and can be used to identify you or that person):

POPIA: SUPPLIER NOTICE AND CONSENT FORM

- a) Master data
 - Name
 - Addresses
 - Contact numbers
 - Email address
 - Other contact details of the supplier
 - Supplier primary contact person's name and contact information
 - Job position and role / qualifications
 - Partner roles of the suppliers needed for invoicing and ordering
 - Identification / company registration number
 - BBBEE status
 - Central Supplier Database number
- b) Accounting and payment information
 - VAT & Income tax numbers
 - Tax clearance pin
 - Bank details
 - Bank account type and number
 - Name of the account holder
 - Attachment of confirmation documents
 - Terms of payment
 - Accounting correspondence
- c) Supplier classification
 - Category
 - Vendor portfolio
 - Product categories
 - Main product category
 - Additional product categories
 - Vendor category.
- d) Declared conflict or potential conflict of interest
- e) Information on goods and/or services offered by supplier
 - quantity and quality of offered goods and/or services
 - other commercial terms of the offer
- f) Contract information
 - commercial terms of the contract
 - legal terms of the contract
 - any other contractual documentation
 - information about contract performance and instances of non-performance

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3. Retention periods

Your personal information will only be kept for as long as we reasonably consider necessary for achieving the purposes set out in point 1 above and as is permissible under applicable laws. We will, in any case, retain your personal information for as long as there are statutory retention obligations or potential legal claims are not yet time barred.

4. Law enforcement

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the public; and
- to prevent violation of our supplier relation terms.

5. Regulators

We may disclose your personal information as required by law or governmental audit.

6. Sharing

We may share your personal information with:

- other divisions or public entities within the South African Government as the South African Weather Service (SAWS) is a Section 3(a) public entity under the Ministry of Environmental Affairs and is governed by a Board, so as to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services;
- an affiliate, in which case we will seek to require the affiliates to honor this privacy notice;
- our goods or services providers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for the SAWS and not for their own benefit);
- credit bureaus to report account information, as permitted by law;
- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilize the services to receive payments and you meet their criteria); and
- other third parties who provide us with relevant services, where appropriate.

7. Suppliers rights

Under applicable law, you have, among others, the rights (under the conditions set out in applicable law): (i) to check whether and what kind of personal data we hold about you and to request access to and the right to rectify the information collected (ii) in certain circumstances, to object to the processing of personal information, in the prescribed manner, on reasonable grounds relating to your particular situation, unless legislation provides for such processing or to object for the purposes of direct marketing; or (iii) to lodge a

POPIA: SUPPLIER NOTICE AND CONSENT FORM

complaint with the Information Regulator. The address of the Information Regulator is 33 Hoofd Street Forum III, 3rd Floor Braampark, Braamfontein, Johannesburg.

8. Your obligations

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

9. Security

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our website is hosted in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recovery procedures where appropriate.

10. Data Storage

We will try to keep the personal information we collect as accurate, complete, and up to date as is necessary for the purposes defined in this notice. Please note that to better protect you and safeguard your personal information, please inform us of any required corrections to your personal information.

11. Limitation

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies/notices or practices of any third parties.

12 Enquiries

If you have any questions or concerns arising from this notice and consent form or the way in which we handle personal information, please contact the South African Weather Service Deputy Information Officer:

HEAD OFFICE
1263 Heuwel Road
Centurion
0157
+27 12 367 6000
Email for Head Office: CRS@weathersa.co.za