



INVITATION TO BID: FMA 0006-2025/26

VALIDITY PERIOD OF BID OFFER: 90 DAYS FROM CLOSING DATE

THE DEPARTMENT OF THE PREMIER WISHES TO INVITE POTENTIAL BIDDERS TO SUBMIT A BID FOR THE PROCUREMENT OF CONTACT CENTRE SERVICES FOR THE DEPARTMENT OF THE PREMIER WITHIN THE WESTERN CAPE GOVERNMENT FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS

BID NUMBER: FMA 0006-2025/26

Contact person: Mustapha Baderoen

Date of advertisement: Tuesday, 02 September 2025

Closing Date of advertisement: Thursday, 25 September 2025

Non-Compulsory Briefing Session: Tuesday, 09 September 2025 @ 11H00
via Microsoft Teams (Online Application)

In order to participate, potential Bidders must ensure that an e-mail address (representative) is sent to Jade.Haupt@westerncape.gov.za; and Dotp.acq@westerncape.gov.za on or before Monday, 08 September 2025 at 13H00.

NB! Microsoft Teams Application needs to be installed on the relevant platform in order to participate (e.g. Cell Phone, Laptop and or Desktop).

Late bid offers shall not be admitted for consideration.

Bidders to note that should the Bid document be too big to fit into the Bid Box, to please contact the following Supply Chain Management office who will ensure that bid documents get deposited into the bid box before the closing date and time: Procurement Office - 021 483 4679 / 8213 / 3578 / 2943

Completed and signed (in ink) bid documents must be submitted on the official bid forms and may not be re-typed.

Completed and signed (in ink) bid documents if posted must be addressed to:

The Director, Supply Chain Management and Administration, P.O. Box 659 Cape Town, 8000 and sufficient time must be allowed for the delivery of the bid to the offices of SCM, situated in 7 Wale Street, Cape Town.

Or

DEPOSITED IN THE DEPARTMENT OF THE PREMIER TENDER BOX SITUATED ON THE GROUND FLOOR (ENTRANCE) OF NO. 4 DORP STREET, CAPE TOWN (CNR KEEROM AND DORP STREET) before the closing time of the bid.

RFB/s will be regarded as late if received after the closing time of the bid.

The Department of the Premier (DotP) reserves the right to cancel the bid at any stage of the process.

ALL PRICES MUST BE QUOTED IN RSA CURRENCY AND MUST BE INCLUSIVE OF VAT.

The service provider/s must comply with the conditions for the processing of personal information as prescribed by the Protection of Personal Information Act, No 4 of 2013 (POPI). The service provider/s is required to provide the WCG with a certificate confirming that the personal information provided to the service provider/s by the WCG has been destroyed.

This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations 2022, the General Conditions of Contract (GCC) and any other Conditions and or Special Conditions of Contract that might be stipulated in the requirement. Bidder's attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

The successful bidder will be required to sign a written contract form within 7 days after the award of the bid.

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PART A INVITATION TO BID

ZERO-TOLERANCE TO FRAUD, THEFT AND CORRUPTION (ANTI-FRAUD, THEFT AND CORRUPTION)

THE WCG IS COMMITTED TO GOVERN ETHICALLY AND TO COMPLY FULLY WITH ANTI-FRAUD, THEFT AND CORRUPTION LAWS AND TO CONTINUOUSLY CONDUCT ITSELF WITH INTEGRITY AND WITH PROPER REGARD FOR ETHICAL PRACTICES.

THE WCG HAS A ZERO TOLERANCE APPROACH TO ACTS OF FRAUD, THEFT AND CORRUPTION BY ITS OFFICIALS AND ANY SERVICE PROVIDER CONDUCTING BUSINESS WITH THE WCG.

THE WCG EXPECTS ALL ITS OFFICIALS AND ANYONE ACTING ON ITS BEHALF TO COMPLY WITH THESE PRINCIPLES TO ACT IN THE BEST INTEREST OF THE WCG AND THE PUBLIC AT ALL TIMES.

THE WCG IS COMMITTED TO PROTECTING PUBLIC REVENUE, EXPENDITURE, ASSETS AND REPUTATION FROM ANY ATTEMPT BY ANY PERSON TO GAIN FINANCIAL OR OTHER BENEFIT IN AN UNLAWFUL, DISHONEST OR UNETHICAL MANNER.

INCIDENTS AND SUSPICIOUS ACTIVITIES WILL BE THOROUGHLY INVESTIGATED AND WHERE CRIMINAL ACTIVITY IS CONFIRMED, RESPONSIBLE PARTIES WILL BE PROSECUTED TO THE FULL EXTENT OF THE LAW.

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)

BID NUMBER:	FMA 0006-2025/26	CLOSING DATE:	25 SEPTEMBER 2025	CLOSING TIME:	11H00
DESCRIPTION:	BID FOR THE PROCUREMENT OF CONTACT CENTRE SERVICES FOR THE DEPARTMENT OF THE PREMIER WITHIN THE WESTERN CAPE GOVERNMENT FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT THE GROUND FLOOR (ENTRANCE) OF NO. 4 DORP STREET, CAPE TOWN (CNR KEEROM AND DORP STREET) before the closing time of the bid.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Procurement Office	CONTACT PERSON	Mustapha Baderoen
TELEPHONE NUMBER	021-483-4679 / 8213 / 3578 / 2943	TELEPHONE NUMBER	N/A
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	Dotp.acq@westerncape.gov.za	E-MAIL ADDRESS	Dotp.acq@westerncape.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:	AND	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
IF YES, WAS THE CERTIFICATE ISSUED BY A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN NATIONAL ACREDITATION SYSTEM (SANAS)	[TICK APPLICABLE BOX] ☐ Yes ☐ No		

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs & QSEs) MUST BE SUBMITTED TOGETHER WITH A COMPLETED 6.1 IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE] 100002

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]
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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. 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.
- 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (WCBD7).

2. TAX COMPLIANCE REQUIREMENTS

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

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

BIDDER REPRESENTATIVE: (Print Name and Surname)

.....

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

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

DATE:

.....

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PRICING SCHEDULE
(Specialist Resource Services)

WCBD 3.3

Name of Bidder.....	Bid number: FMA 0006 -2025/26
Closing Time: 11:00am	Closing date: 25 September 2025

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

PROCUREMENT OF CONTACT CENTRE SERVICES FOR THE DEPARTMENT OF THE PREMIER WITHIN THE WESTERN CAPE GOVERNMENT FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS

Notes: Provide a fixed all-inclusive price for Year 1 only. Years 2 to 3 will be increased annually on the anniversary of the commencement date of the contract ("anniversary month"), subject to the official Consumer Price Index (CPI) rate determined by Statistics South Africa in respect of the anniversary month. The successful bidder will have to apply for this increase on an annual basis, as it is subject to the prior written approval of the WCG . Please ensure that the rate quoted per resource role is the all-inclusive fixed hourly rate payable in Year 1 for any resource provided for that resource role.

(A)	(B)	(C)	(D)	(E)
#	Contact Centre Services required Resource Roles	All-Inclusive, Fixed Hourly Rate (incl. VAT)	Quantity	Total Cost (incl. VAT) Calculation: Hourly Rate x Quantity (C) x (D)
S1a	Citizen Service Operations Manager (at WCG site)		1	
1b	Citizen Service Operations Manager (off site)		1	
2a	Citizen Service Team Leaders (at WCG site)		1	
2b	Citizen Service Team Leaders (off site)		1	

(A)	(B)	(C)	(D)	(E)
#	Contact Centre Services required Resource Roles	All-Inclusive, Fixed Hourly Rate (incl. VAT)	Quantity	Total Cost (incl. VAT) <i>Calculation: Hourly Rate x Quantity (C) x (D)</i>
2c	Citizen Service Team Leaders (After-Hours ¹ at WCG site)		1	
2d	Citizen Service Team Leaders (After-Hours off site)		1	
3a	Citizen Service Agents (at WCG site)		10	
3b	Citizen Service Agents (off site)		10	
3c	Citizen Service Agents (After-Hours at WCG site)		1	
3d	Citizen Service Agents (After-Hours off site)		1	
4a	Quality Assurer (at WCG site)		1	
4b	Quality Assurer (off site)		1	
5a	Contact Centre Process Analyst (at WCG site)		1	
5b	Contact Centre Process Analyst (off site)		1	
6a	Data Analyst (at WCG site)		1	
6b	Data Analyst (off-site)		1	
		TOTAL INDICATIVE COST <i>For evaluation purposes only. Sum of column (E)</i>		

Please provide details of duly designated or authorised person submitting the price schedule on behalf of the bidder:

Print Name(s) and Surname: _____

Designation: _____

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¹ Refer to paragraph 3.7 *Operating Hours* for an understanding of normal hours and *After-Hours*.

Signature:

For Bidding enquiries:

Email: dotp.acq@westerncape.gov.za

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PROVINCIAL GOVERNMENT WESTERN CAPE

DECLARATION OF INTERESTS, BIDDERS PAST SCM PRACTICES AND INDEPENDENT BID DETERMINATION

1. To give effect to the requirements of the Western Cape Provincial Treasury Instructions, 2019: Supply Chain Management (Goods and Services), Public Finance Management Act (PFMA) Supply Chain Management (SCM) Instruction No. 3 of 2021/2022 - SBD 4 Declaration of Interest, Section 4 (1)(b)(iii) of the Competition Act No. 89 of 1998 as amended together with its associated regulations, the Prevention and Combating of Corrupt Activities Act No 12 of 2004 and regulations pertaining to the tender defaulters register, Paragraph 16A9 of the National Treasury Regulations and/or any other applicable legislation.
2. 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.
3. All prospective bidders intending to do business with the Institution must be registered on the Central Supplier Database (CSD) and the Western Cape Supplier Evidence Bank (WCSEB) if they wish to do business with the Western Cape Government (WCG) via the electronic Procurement Solution (ePS).
4. The status of enterprises and persons listed on the National Treasury's Register for Tender Defaulters will be housed on the ePS. Institutions may not under any circumstances procure from enterprises and persons listed on the Database of Tender Defaulters.
5. The status of suppliers listed on the National Treasury's Database of Restricted Suppliers will be housed on the ePS; however, it remains incumbent on institutions to check the National Treasury Database of Restricted Suppliers before the conclusion of any procurement process. For suppliers listed as restricted, institutions must apply due diligence and risk assessment before deciding to proceed with procurement from any such supplier.

6. **Definitions**

"bid" means a bidder's response to an institution's invitation to participate in a procurement process which may include a bid, price quotation or proposal;

"Bid rigging (or collusive bidding)" occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and/or services through a bidding process. Bid rigging is, therefore, an agreement between competitors;

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701

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"business interest" means -

- (a) a right or entitlement to share in profits, revenue or assets of an entity;
- (b) a real or personal right in property;
- (c) a right to remuneration or any other private gain or benefit, or
- (d) includes any interest contemplated in paragraphs (a), (b) or (c) acquired through an intermediary and any potential interest in terms of any of those paragraphs;

"Consortium or Joint Venture" 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;

"Controlling interest" means, 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;

"Corruption"- General offences of corruption are defined in the Combating of Corrupt Activities Act, 2004 (Act No 12 of 2004) as:

Any person who directly or indirectly -

- (a) accepts or agrees or offers to accept an! gratification from any other person, whether for the benefit of himself or herself or for the benefit of another person; or
- (b) gives or agrees or offers to give to any other person any gratification, whether for the benefit of that other person or for the benefit of another person., in order to act personally or by influencing another person so to act, in a manner—
 - (i) that amounts to the-
 - (aa) illegal. dishonest. unauthorised. incomplete. or biased: or
 - (bb) misuse or selling of information or material acquired in the course of the exercise, carrying out or performance of any powers, duties or functions arising out of a constitutional, statutory, contractual or any other legal obligation:
 - (ii) that amounts to-
 - (aa) the abuse of a position of authority;
 - (bb) a breach of trust; or
 - (cc) the violation of a legal duty or a set of rules;
 - (iii) designed to achieve an unjustified result; or
 - (iv) that amounts to any other unauthorised or improper inducement to do or 45 not to do anything. of the, is guilty of the offence of corruption.

"CSD" means the Central Supplier Database maintained by National Treasury;

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"employee", in relation to –

- (a) a department, means a person contemplated in section 8 of the Public Service Act, 1994 but excludes a person appointed in terms of section 12A of that Act; and
- (b) a public entity, means a person employed by the public entity;

"entity" means any -

- (a) association of persons, whether or not incorporated or registered in terms of any law, including a company, corporation, trust, partnership, close corporation, joint venture or consortium; or
- (b) sole proprietorship;

"entity conducting business with the Institution" means an entity that contracts or applies or tenders for the sale, lease or supply of goods or services to the Province;

"Family member" means a person's -

- (a) spouse; or
- (b) child, parent, brother, sister, whether such a relationship results from birth, marriage or adoption or some other legal arrangement (as the case may be);

"intermediary" means a person through whom an interest is acquired, and includes a representative or agent or any other person who has been granted authority to act on behalf of another person;

"Institution" means –

a provincial department or provincial public entity listed in Schedule 3C of the Act;

"Provincial Government Western Cape (PGWC)" means

- (a) the Institution of the Western Cape, and
- (b) a provincial public entity;

"RWOEE" means -

Remunerative Work Outside of the Employee's Employment

"spouse" means a person's -

- (a) partner in marriage or civil union according to legislation;
- (b) partner in a customary union according to indigenous law; or
- (c) partner with whom he or she cohabits and who is publicly acknowledged by the person as his or her life partner or permanent companion.

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7. Regulation 13(c) of the Public Service Regulations (PSR) 2016, effective 1 February 2017, prohibits any employee from conducting business with an organ of state, or holding a directorship in a public or private company doing business with an organ of state unless the employee is a director (in an official capacity) of a company listed in schedules 2 and 3 of the Public Finance Management Act.
 - a) Therefore, by 31 January 2017 all employees who are conducting business with an organ of state should either have:
 - (i) resigned as an employee of the government institution or;
 - (ii) cease conducting business with an organ of state or;
 - (iii) resign as a director/shareholder/owner/member of an entity that conducts business with an organ of state.
8. Any legal person, or their family members, may make an offer or offers in terms of this invitation to bid. In view of potential conflict of interest, in the event that the resulting bid, or part thereof, be awarded to family members of persons employed by an organ of state, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where the bidder is employed by the Institution.
9. The bid of any bidder may be disregarded if that bidder or any of its directors abused the institution's supply chain management system; committed fraud or any other improper conduct in relation to such system; disclosure is found not to be true and complete; or failed to perform on any previous contract.
10. Section 4(1)(b)(iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a per se prohibition meaning that it cannot be justified under any grounds.
11. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorises accounting officers and accounting authorities to:
 - a) disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b) cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
12. Communication between partners in a joint venture or consortium will not be construed as collusive bidding.

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13. 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.

SECTION A DETAILS OF THE ENTITY	
CSD Registration Number	MAAA
Name of the Entity	
Entity registration Number (where applicable)	
Entity Type	
Tax Reference Number	

Full details of directors, shareholder, member, partner, trustee, sole proprietor or any persons having a controlling interest with a right or entitlement to share in profits, revenue or assets of the entity should be disclosed in the Table A below.

TABLE A

FULL NAME	DESIGNATION (Where a director is a shareholder, both should be confirmed)	IDENTITY NUMBER	PERSONAL TAX REFERENCE NO.	PERCENTAGE INTEREST IN THE ENTITY

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701

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SECTION B: DECLARATION OF THE BIDDER'S INTEREST

The supply chain management system of an institution must, irrespective of the procurement process followed, prohibit any award to an employee of the state, who either individually or as a director of a public or private company or a member of a close corporation, seek to conduct business with the WCG, unless such employee is in an official capacity a director of a company listed in Schedule 2 or 3 of the PFMA as prescribed by the Public Service Regulation 13(c).

Furthermore, an employee employed by an organ of state conducting remunerative work outside of the employee's employment should first obtain the necessary approval by the delegated authority (RWOOE), failure to submit proof of such authority, where applicable, may result in disciplinary action.

B1.	Are any persons listed in Table A identified on the CSD as employees of an organ of state? <i>(If yes, refer to Public Service Circular EIM 1/2016 to exercise the listed actions)</i>	NO	YES
B2.	Are any employees of the entity also employees of an organ of state? <i>(If yes complete Table B and attach their approved "RWOEE")</i>	NO	YES
B3.	Are any family members of the persons listed in Table A employees of an organ of state? <i>(If yes complete Table B)</i>	NO	YES

TABLE B

Details of persons (family members) connected to or employees of an organ of state should be disclosed in Table B below.

[illegible]

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SECTION C: PERFORMANCE MANAGEMENT AND BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

To enable the prospective bidder to provide evidence of past and current performance.

C1.	Did the entity conduct business with an organ of state in the last twelve months? (If yes complete Table C)	NO	YES
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C2. TABLE C

Complete the below table to the maximum of the last 5 contracts.

NAME OF CONTRACTOR	PROVINCIAL DEPARTMENT OR PROVINCIAL ENTITY	TYPE OF SERVICES OR COMMODITY	CONTRACT/ ORDER NUMBER	PERIOD OF CONTRACT	VALUE OF CONTRACT
C3. Is the entity or its principals listed on the National Database as companies or persons prohibited from doing business with the public sector?					NO YES
C4. Is the entity or its principals listed on the National Treasury Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No. 12 of 2004)? (To access this Register enter the National Treasury's website, www.treasury.gov.za , click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 326 5445.)					NO YES
C5. If yes to C3 or C4, were you informed in writing about the listing on the database of restricted suppliers or Register for Tender Defaulters by National Treasury?				NO	YES N/A
C6. Was the entity or persons listed in Table A convicted for fraud or corruption during the past five years in a court of law (including a court outside the Republic of South Africa)?					NO YES
C7. Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?					NO YES

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SECTION D: DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT

This form must be signed by a duly authorised representative of the entity in the presence of a commissioner of oaths.

- I, hereby swear/affirm;
- i. that the information disclosed above is true and accurate;
 - ii. that I have read understand the content of the document;
 - iii. that I have arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
 - iv. that the entity undertakes to independently arrive at any offer at any time to the Institution without any consultation, communication, agreement or arrangement with any competitor. In addition, that there will be no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specification, 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;
 - v. that the entity or its representative are aware of and undertakes not to disclose the terms of any bid, formal or informal, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract; and
 - vi. that there have been no consultations, communications, agreements or arrangements made 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 that my entity was not involved in the drafting of the specifications or terms of reference for this bid.

DULY AUTHORISED REPRESENTATIVE'S SIGNATURE

I certify that before administering the oath/affirmation I asked the deponent the following questions and wrote down his/her answers in his/her presence:

- 1.1 Do you know and understand the contents of the declaration? ANSWER:
- 1.2 Do you have any objection to taking the prescribed oath? ANSWER:
- 1.3 Do you consider the prescribed oath to be binding on your conscience? ANSWER:
- 1.4 Do you want to make an affirmation? ANSWER:
2. I certify that the deponent has acknowledged that he/she knows and understands the contents of this declaration, which was sworn to/affirmed and the deponent's signature/thumbprint/mark was placed thereon in my presence.

.....
SIGNATURE FULL NAMES Commissioner of Oaths

Designation (rank) ex officio: Republic of South Africa

Date: Place

Business Address:

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701

This form must be completed annually. Should the information herein declared change in the course of the year or before the next renewal or in relation to any bid, quotation or contract, it is the entity's responsibility to advise the Institution in writing of the change in such details.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 AND IN TERMS OF THE WESTERN CAPE GOVERNMENTS INTERIM STRATEGY AS IT RELATES TO PREFERENCE POINTS

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS (TENDERERS) MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER, PREFERENTIAL PROCUREMENT REGULATIONS, 2022 AND THE BROAD BASED BLACK ECONOMIC EMPOWERMENT ACT AND THE CODES OF GOOD PRACTICE

1. DEFINITIONS

- 1.1 **"acceptable tender"** means any tender which, in all respects, complies with the specifications and conditions of tender as set out in the tender document.
- 1.2 **"affidavit"** is a type of verified statement or showing, or in other words, it contains a verification, meaning it is under oath or penalty of perjury, and this serves as evidence to its veracity and is required for court proceedings.
- 1.3 **"all applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 1.4 **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.5 **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 1.6 **"bid"** means a written offer on the official bid documents or invitation of price quotations and "tender" is the act of bidding /tendering;
- 1.7 **"Code of Good Practice"** means the generic codes or the sector codes as the case may be;
- 1.8 **"consortium or joint venture"** 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;
- 1.9 **"contract"** means the agreement that results from the acceptance of a bid by an organ of state;

- 1.10 **"EME"** is an Exempted Micro Enterprise with an annual total revenue of R10 million or less.
- 1.11 **"Firm price"** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.12 **"Large Enterprise"** is any enterprise with an annual total revenue above R50 million;
- 1.13 **"non-firm prices"** means all prices other than "firm" prices;
- 1.14 **"person"** includes a juristic person;
- 1.15 **"price" means an amount of money tendered for goods or services, and** includes all applicable taxes less all unconditional discounts;
- 1.16 **"proof of B-BBEE status level contributor"** means-
- (a) The B-BBEE status level certificate issued by an authorized body or person;
 - (b) A sworn affidavit as prescribed in terms of the B-BBEE Codes of Good Practice; or
 - (c) Any other requirement prescribed in terms of the Broad- Based Black Economic Empowerment Act.
- 1.17 **QSE** is a Qualifying Small Enterprise with an annual total revenue between R10 million and R50 million;
- 1.18 **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- 1.19 **"sub-contract"** means the primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.
- 1.20 **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- 1.21 **"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;
- 1.22 **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- 1.23 **"the Regulations"** means the Preferential Procurement Regulations, 2022;

- 1.24 **"total revenue"** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 11 October 2013;
- 1.25 **"trust"** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 1.26 **"trustee"** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

2. GENERAL CONDITIONS

2.1 The following preference point systems are applicable to all bids:

- 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).

2.2 Preference point system for this bid:

- (a) The value of this bid is estimated to exceed/not exceed R50 000 000 (all applicable taxes included) and therefore the preference point system shall be applicable; or
- (b) Either the 80/20 or ~~90/10~~ preference point system will be applicable to this tender
(delete whichever is not applicable for this tender).

2.3 Preference points for this bid (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution.

2.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

2.5 Failure on the part of a bidder to fill in, sign this form and submit in the circumstances prescribed in the Codes of Good Practice either a B-BBEE Verification Certificate issued by a Verification Agency accredited by the South African Accreditation System (SANAS) or an affidavit confirming annual total revenue and level of black ownership together with the bid or an affidavit issued by Companies Intellectual Property Commission, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

3. ADJUDICATION USING A POINT SYSTEM

- 3.1 Subject to Section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the **bidder obtaining the highest number of total points** will be awarded the contract.
- 3.2 A tenderer must submit proof of its B-BBEE status level of contributor in order to claim points for B-BBEE.
- 3.3 A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE will not be disqualified but will only score:
- (a) points out of 80 for price; and
 - (b) 0 points out of 20 for B-BBEE
- 3.4 Points scored must be rounded off to the nearest 2 decimal places.
- 3.5 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.6 As per section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the contract may be awarded to a bidder other than the one scoring the highest number of total points based on objective criteria in addition to those contemplated in paragraph (d) and (e) of the Act that justifies the award to another tenderer provided that it has been stipulated upfront in the tendering conditions.
- 3.7 Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.

4. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

4.1 POINTS AWARDED FOR PRICE

4.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEM

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

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of tender under consideration

$P_{\min}$ = Price of lowest acceptable tender

5. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

5.1 POINTS AWARDED FOR PRICE

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

80/20

or

90/10

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

6. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

- 6.1 In terms of WCG interim strategy, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

- 6.2 An **EME** must submit a valid, originally certified affidavit confirming annual turnover and level of black ownership or an affidavit issued by Companies Intellectual Property Commission
- 6.3 A **QSE that is less than 51 per cent (50% or less) black owned** must be verified in terms of the QSE scorecard issued via Government Gazette and submit a valid, original or a legible certified copy of a B-BBEE Verification Certificate issued by SANAS.
- 6.4 A **QSE that is at least 51 per cent black owned (51% or higher)** must submit a valid, originally certified affidavit confirming turnover and level of black ownership as well as declare its empowering status or an affidavit issued by Companies Intellectual Property Commission.

- 6.5 A **large enterprise** must submit a valid, original or originally certified copy of a B-BBEE Verification Certificate issued by a verification agency accredited by SANAS.
- 6.6 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 6.7 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status level verification certificate for every separate tender.
- 6.8 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

7. BID DECLARATION

- 7.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

8. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPH 6

- 8.1 B-BBEE Status Level of Contribution..... = *(maximum of 20 points)*

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 6.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or an affidavit confirming annual total revenue and level of black ownership in terms of the relevant sector code applicable to the tender.

9. SUB-CONTRACTING

- 9.1 Will any portion of the contract be sub-contracted? **YES/NO** *(delete which is not applicable)*

- 9.1.1 If yes, indicate:

(i) what percentage of the contract will be subcontracted?%

(ii) the name of the sub-contractor?

(iii) the B-BBEE status level of the sub-contractor?

(iv) whether the sub-contractor is an EME or QSE? **YES/NO** *(delete which is not applicable)*

- 9.1.2 Sub-contracting relates to a **particular** contract and if sub-contracting is applicable, the bidder to state in their response to a particular RFQ that a portion of that contract will be sub-contracted.

10. DECLARATION WITH REGARD TO COMPANY/FIRM

10.1 Name of company/ entity:

10.2 VAT registration number:

10.3 Company Registration number:

10.4 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

[SELECT APPLICABLE ONE]

10.5 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contribution indicated in paragraph 7 above, qualifies the company/ firm for the preference(s) shown and I/we acknowledge that:

- (a) The Western Cape Government reserves the right to audit the B-BBEE status claim submitted by the bidder.
- (b) As set out in Section 13O of the B-BBEE Act as amended, any misrepresentation constitutes a criminal offence. A person commits an offence if that person knowingly:
 - (i) misrepresents or attempts to misrepresent the B-BBEE status of an enterprise;
 - (ii) provides false information or misrepresents information to a B-BBEE Verification Professional in order to secure a particular B-BBEE status or any benefit associated with compliance to the B-BBEE Act;
 - (iii) provides false information or misrepresents information relevant to assessing the B-BBEE status of an enterprise to any organ of state or public entity; or
 - (iv) engages in a fronting practice.
- (c) If a B-BBEE verification professional or any procurement officer or other official of an organ of state or public entity becomes aware of the commission of, or any attempt to commit any offence referred to in paragraph 10.5 (a) above will be reported to an appropriate law enforcement agency for investigation.

- (d) Any person convicted of an offence by a court is liable in the case of contravention of 10.5 (b) to a fine or to imprisonment for a period not exceeding 10 years or to both a fine and such imprisonment or, if the convicted person is not a natural person to a fine not exceeding 10 per cent of its annual turnover.
- (e) The purchaser may, if it becomes aware that a bidder may have obtained its B-BBEE status level of contribution on a fraudulent basis, investigate the matter. Should the investigation warrant a restriction be imposed, this will be referred to the National Treasury for investigation, processing and imposing the restriction on the National Treasury's List of Restricted Suppliers. The bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, may 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.
- (f) The purchaser may, in addition to any other remedy it may have –
 - (i) disqualify the person from the bidding process;
 - (ii) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (iii) 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; and
 - (iv) forward the matter for criminal prosecution.
- (g) The information furnished is true and correct.
- (h) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 2 of this form.

SIGNATURE(S) OF THE BIDDER(S):

DATE:

ADDRESS:

.....

WITNESSES:

1.

2.

TERMS OF REFERENCE

PROCUREMENT OF CONTACT CENTRE SERVICES FOR THE DEPARTMENT OF THE PREMIER WITHIN THE WESTERN CAPE GOVERNMENT FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS.

1 Purpose

1.1 The Department of the Premier (hereinafter referred to as "the Department") **within the Western Cape Government ("WCG")** wishes to invite potential bidders in the Contact Centre Services Sector to provide **Contact Centre Services to the Department for a period of 36 (thirty-six) months**. These services would be required based on demand and as the needs within the Western Cape Government dictate.

1.2 Please note that a non-compulsory briefing session will be held on:

Date: 09 September 2025

Time: 11H00

Venue: Microsoft Teams meeting invite

1.2.1 Bidders are invited to attend the virtual session so that clarification on the Terms of Reference and expectations of the Department can be provided in respect of this invitation to bid.

1.2.2 Failure to attend the virtual session referred to in paragraph 1.2.1 above is at the Bidder's own risk.

1.3 Potential bidders may ask for clarification on these Terms of Reference or any of its Annexures up to 72 hours before the deadline for the submission of bids. Any request for clarification must be submitted to the Department's Supply Chain Management (SCM) unit by e-mail, addressed to:

Dotp.acq@westerncape.gov.za

100023

- 1.4 Answers to any written queries referred to SCM in accordance with paragraph 1.3 will be responded to via e-mail and will be communicated to all Bidders.
- 1.5 It is preferred that bidders submit its bidding documents in a sealed envelope.
- 1.6 No late bids will be accepted after the closing time on the closing date.
- 1.7 Bidders may not contact the WCG on any matter pertaining to their bid from the time that the bids are submitted (the bid closing time) to the time the contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any manner will result in rejection of the bid concerned.
- 1.8 Please note that the Department is not bound to accept any bid submitted. The Department may accept or reject any bid (in accordance with the provisions of these Terms of Reference) and may cancel the tender process at any time before the award of the tender contemplated herein for any of the following reasons:
 - 1.8.1. Due to changed circumstances for instance, if there is no longer a need for the services as specified in these Terms of Reference or, there is no longer a need for such services on the terms set out in these Terms of Reference;
 - 1.8.2. Funds are no longer available to cover any envisaged expenditure;
 - 1.8.3. No acceptable bids are received; or
 - 1.8.4. There is a material irregularity in the tender process.

2 Background

- 2.1 The WCG is committed to being citizen-centric. To this end, it has established the WCG Contact Centre within the Directorate: e-Government for Citizens (eG4C) to provide a single, transversal point-of-entry to government services for citizens of the Province. eG4C forms part of the Branch: e-Innovation within the Department of the Premier at the WCG and is responsible for aspects of the policy, strategy and project management of transversal e-government platforms including the WCG Contact Centre.
- 2.2 From its establishment in 2003 until July 2017, the WCG Contact Centre was co-sourced and operated off-site through various external service providers. Since August 2017, the

Contact Centre operations were consolidated on-site under a hybrid delivery model, combining WCG staff and outsourced personnel.

- 2.3 The arrival of the Covid-19 pandemic in March 2020 necessitated both an expansion of the Contact Centre in terms of business services and associated resources, and the move to a cloud platform solution that enabled working from off-site, allowing agents to continue working whilst maintaining social distancing as required by regulations. The situation gave rise to the first iteration of the Variable Demand Contract (VDC) that ran from 1 November 2022 and ends on 31 October 2025.
- 2.4 The VDC has been highly effective in allowing the Western Cape Government to rapidly scale up or down in line with Departments resource needs with minimal turnaround time. However, demand varies throughout the year due to shifts in citizen interactions, business processes, and campaign-driven requirements.
- 2.5 The above context explains the need for Contact Centre resources, and this document sets out the Terms of Reference to provide these Contact Centre Services to the WCG for a period of thirty-six months. These services would be required based on demand and as the needs within the Western Cape Government dictate.
- 2.6 The intended commencement date for the contract contemplated herein is as soon as possible after the contract is awarded. The end date is thirty-six months later.

3 Scope of Service / Deliverables

- 3.1 In order to continuously deliver and support the WCG, the successful bidder will be required to provide skilled Contact Centre personnel to perform specific operational functions within the WCG Contact Centre, under the direction and supervision of WCG officials. These functions fall within the following key areas:
- 3.1.1. Inbound Services, including but not limited to the initial response on the incoming channels as listed at 3.10 below;
- 3.1.2 Outbound services, including but not limited to campaign calling and citizen satisfaction and other surveys;
- 3.1.3. Ticket Life Cycle Management Services, such as:
- Ticket Creation – Managing tickets that are received via multiple channels, with some auto-generated (e.g., emails) and others manually logged (e.g., calls).

- Initial Handling – Agents must capture key citizen details, categorise the query, and attempt First Contact Resolution (FCR) using verified Frequently Asked Questions (FAQs).
- Escalation – Identifying complex or high-priority tickets and escalating these to the relevant official and/or department.
- Resolution – Ensuring that tickets are updated as progress is made and closed with supporting evidence.
- Citizen Feedback – Satisfaction is measured via Net Promotor Scoring (NPS) surveys.

3.1.4. Contact Centre Management Services

- 3.1.4.1. Quality Assurance – Reviewing tickets and making sure that agents meet error thresholds;
- 3.1.4.2. Reporting – Providing standard monthly reports, and ad hoc reports to be made available upon request;
- 3.1.4.3. Onboarding of new departmental business services / processes;
- 3.1.4.4. Managing and improving Contact Centre processes;
- 3.1.4.5. People / Team Management, such as:
 - (i) Recruitment
 - (ii) Resource Planning
 - (iii) Agent Training

3.2 In order to deliver the Contact Centre Services identified above (as and when required by the WCG), the following resource roles have been identified to fulfil the WCG's needs (subject to the availability of funds and depending on the needs of the WCG):

3.2.1 Citizen Service Operations Managers

3.2.2 Citizen Service Team Leaders

3.2.3 Citizen Service Agents

3.2.4 Quality Assurers

3.2.5 Contact Centre Process Analysts

3.2.6 Data Analysts

3.3 The number of resources required per service role will be determined on a project-by-project basis in line with the available budget, business requirements and applicable timeframes. The purpose of the contract contemplated herein is to provide scalability to respond to business demands, both up and down. **Resources will be appointed for a minimum period of one month.** There is no guarantee provided by the Department regarding the nature and volume of services that it will request during the term of the contract contemplated herein. All changes to the level of resources, with relevant timeframes, are to be recorded in writing and agreed to by both parties.

3.4 Skills Requirement/Experience

The table below (Table A) provides the role description and minimum competencies required of resources to fulfil the responsibilities referred to in 3.1 above.

Role Description	Minimum Competencies
Citizen Service Operations Manager Manage a large team of team leaders and agents over one or more business programmes and/or operational channels. Tasks include: a) Lead the team to ensure consistent, high-quality service delivery across all assigned channels; b) Manage agent capacity, shift planning, and resourcing in line with forecasted volumes and operational requirements; c) Support Team Leaders in coaching, quality adherence, and real-time performance management; d) Report daily/weekly operational performance to the WCG Contact Centre management team, highlighting risks and trends; e) Implement WCG-approved processes, service standards, and escalation protocols; f) Liaise with WCG management to support execution of service initiatives and ensure compliance with contractual obligations	• A minimum of an NQF Level 6 qualification; and • At least 3 years of relevant experience in Contact Centre Operations Management, managing a team of at least 30 staff across multiple operational channels within a Contact Centre environment. OR • Matric; and • A minimum of 10 years Contact Centre industry experience, of which a minimum of 3 years is relevant Contact Centre Operations Management experience, managing a team of at least 30 staff across multiple operational channels within a Contact Centre environment

Role Description	Minimum Competencies
Citizen Service Team Leader Supervise a team of agents by providing operational guidance, monitoring performance, managing adherence to schedules, supporting service delivery, and escalating issues where necessary to ensure consistent, high-quality response management services. Tasks include: a) Conducting daily monitoring of agent performance against quality, productivity, and adherence metrics b) Providing coaching, mentoring, and on-the-spot guidance to agents c) Managing real-time service levels, including break adherence and queue handling d) Escalating technical or service-related issues and supporting ticket resolution e) Conducting regular team check-ins and contributing to performance reviews and staff development	• Matric; and • A minimum of 2 years' relevant Contact Centre industry Team Leader experience. • Team leaders must be fluent in written and spoken English.

Role Description	Minimum Competencies
Citizen Service Agents (CSAs) Handle interactions with residents across various channels by responding to complaints and queries, resolving service requests, and providing accurate information in line with scripts, procedures, and service standards. Tasks include: (a) Handling inbound and outbound interactions with residents; (b) Logging, escalating, and resolving queries and service requests according to standard operating procedures; (c) Ensuring adherence to scripts, knowledge articles, and compliance protocols (e.g. POPIA); (d) Capturing accurate information on CRM system and updating ticket records; and (e) Maintaining professionalism and service quality in line with performance targets and service standards	Matric; and A minimum of 1 year relevant Contact Centre industry experience. Team leaders must be fluent in written and spoken English.

Role Description	Minimum Competencies
Quality Assurer Evaluate agent interactions and processes to assess compliance with quality standards, identify training needs, and provide actionable feedback to support continuous improvement in service delivery, accuracy, and resident experience. Tasks include: a) Maintaining the quality assurance processes within the Contact Centre and ensuring that all areas of quality are monitored across all channels. b) Setting up and providing coaching and feedback to agents on quality assurance outputs. c) Providing feedback to Team Leaders and Operations Manager on the coaching and training gaps identified. d) Providing statistics to manage the Contact Centre outputs enabling the achievement of Service Level Agreement targets for the different Operations areas. Manage calibration sessions to ensure consistency of quality monitoring and evaluation processes. e) Assisting in training agents where required to support the overall Quality assurance process.	Matric; and A minimum of 3 years relevant Contact Centre Quality Assurance experience. Fluency in English and one of either Xhosa or Afrikaans. Strong communication skills, both verbal and written, and customer service skills.

Role Description	Minimum Competencies
Contact Centre Process Analyst Analyse and translate business requirements into Customer Relationship Management (CRM) system requirements and ensure that processes and solutions optimally meet Contact Centre needs. Tasks include: (a) In addition to system and data analysis, the process analyst will support quality assurance, standard operating procedure (SOP) development, CRM data integrity, and performance monitoring. (b) Work closely with management, frontline teams, and support units to identify inefficiencies, recommend solutions, and assist with the implementation of process improvements that enhance operational efficiency.	Matric; and An NQF Level 6 qualification in Information Technology or Business Analysis; and A minimum of 2 years relevant experience in systems and process analytics.
Data Analyst Critically analyse statistical data and trends and communicate conclusive findings to non-statistical experts. Tasks include: a) Advising on and writing new reports as extensions to the Standard Reports; b) Advising on and writing ad hoc reports; c) Advising on and performing wider research tasks of a statistical nature including trend analysis.	Matric; And A minimum of 2 years relevant experience in the Contact Centre industry, working on Customer Relationship Management (CRM) systems and Management Information Systems (MIS).

3.5 The Department reserves its rights to verify the authenticity and relevance of any qualifications or certifications in respect of any resource put forward by a bidder before the award of the tender contemplated in these Terms of Reference.

3.6 Location of Services

The services are required either

- 3.6.1 **At a WCG site** where WCG will provide a laptop or similar, headset, and internet connectivity. Some resources may be required to work at locations where there is face-to-face interaction with citizens, such as for example, WCG walk-in centres;

OR

- 3.6.2 **At an off-site venue (i.e. not at a WCG site).** In circumstances where the Service is provided off-site, the Service Provider must provide each resource with:

- a) a laptop or similar device (the Department will provide all software and licenses)
- b) headset; and
- c) internet connectivity to be able to access the relevant cloud systems that WCG will provide.

- 3.6.3 Other than location, there is no intended difference in the work for the off-site and WCG-site roles. Actual work assigned will depend on operational considerations.

- 3.6.4 The bidder needs to **indicate clearly the different prices associated with the different modes/locations** in the relevant places on the Pricing Schedule (WCBD 3.3).

3.7 Operating Hours

Current WCG Contact Centre operating hours are detailed in 3.7.1 – 3.7.3 below. Agents work in 8-hour shifts on weekdays and in 5-hour shifts on weekend days and public holidays. Actual operating hours, staffing levels and scheduling are adjusted according to business demands.

3.7.1 Weekdays

- 3.7.1.1 Normal operating hours during weekdays are: 07h00 – 17h00.

3.7.2 Weekends and Public Holidays

- 3.7.2.1 Normal operating hours during weekends and public holidays are: 08h00 – 13h00.

3.7.3 After-Hours Service

3.7.3.1 After-Hours refers to any hours outside the normal operating hours described in 3.7.1 and 3.7.2 above. There is currently no After-Hours service requirement. However, after-hours Services may be required on an *ad hoc* basis. Bidders must provide a separate all-inclusive hourly rate for the Agent and Team Lead roles for work outside the normal operating hours described in 3.7.1 and 3.7.2 above. The bidder needs to **indicate clearly the different prices between normal operating hours and after-hours** in the relevant places on the Pricing Schedule (WCBD 3.3).

3.7.3.2 **After hours services are only required for the following roles:**

- (i) Citizen Service Team Leader;
- (ii) Citizen Service Agents

3.8 Contact Centre Services to be provided by WCG

3.8.1 The WCG will provide the following services relevant to the operations of the WCG Contact Centre:

3.8.1.1 Cloud platform and associated infrastructure for all resources regardless of location, such as:

- a) Cloud Contact Centre Platform and associated licences;
- b) Cloud Telephony Platform including licences, IVR and voice recording of calls;
- c) SMS Portal: Push and Pull;
- d) Other similar infrastructure as added from time to time.

3.8.1.2 Infrastructure for resources at a WCG site if and when applicable, such as:

- a) Physical building;
- b) Office furniture;
- c) Computer equipment including licences and headsets;
- d) Internet connectivity.

3.9. The WCG will provide the following training

3.9.1 WCG Contact Centre system and processes. However, note this is typically done when onboarding new agents;

3.9.2 WCG Business and Services. However, note that this training is ongoing, conducted as and when required according to business demands.

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3.10 Reporting lines

3.10.1 The WCG Contact Centre will be structured into teams aligned to specific business operations. Each team will consist of Citizen Service Agents and a Citizen Service Team Leader. Depending on the scale and complexity of a given operation, teams may report to the WCG Programme Manager, WCG Assistant Manager, or a Citizen Service Operations Manager. Reporting lines may shift as business operations expand or contract in response to demand. As such, a degree of flexibility is required to accommodate operational adjustments.

3.11. Channels

3.11.1 The WCG Contact Centre operates across the following channels:

- 1) Call Centre;
- 2) e-mail centre;
- 3) Walk-in Centre;
- 4) Short Messaging Service (SMS);
- 5) Please Call Me service (PCM);
- 6) Social Media Channels;
- 7) Fax;
- 8) Snail mail management;
- 9) Presidential Hotline for the Western Cape;
- 10) First Thursdays;
- 11) WCG Portal;
- 12) WCG e-Centres (Response Management support to 82 e-Centres)

3.11.2 New channels may be added from time to time in response to citizen and business demands.

3.12. Service Support Tiers

The WCG Contact Centre operates in two Service Support Tiers as per the table below:

Tier	Description
First Tier: First Contact Resolution	• All tickets initiate at the Contact Centre via any of the channels, noting that some proceed straight to Tier 2. • Resolution of citizen enquiry by the Citizen Service Agent. • The target is 95% resolution of tickets at First Tier level.
Second Tier: Escalations	1) Referral to a Department for business specialists to deal with the ticket. 2) PERM (Priority Escalation and Resolution Management) These tickets are anything involving: • Social Media • Fraud or Corruption • Threat to life • Breach of Service Levels The WCG Contact Centre must follow up to ensure that these tickets are dealt with appropriately and timeously.

4 Phase 1 (a): Compulsory SCM Conditions of Bid and Compulsory Technical Conditions of Bid

- 4.1 Each bidder must indicate with an “X” in **Table 1** and **Table 2** below whether it complies with each of the compulsory conditions of the bid. Bid documentation must be supported with the evidence set out for each of the requirements indicated in **Table 1** and **Table 2 below**. If a bidder does not or fails to indicate with an “X” whether it complies with each of the compulsory conditions of the bid set out in **Table 1** and **Table 2** below, it will be assumed, unless the bid documents indicate otherwise, that the bidder does not comply with the compulsory conditions of the bid set out in **Table 1** and **Table 2 below**. Unless otherwise indicated in **Table 1** and **Table 2** below, or otherwise indicated in the bid documents, any bidder that does not comply with the compulsory conditions of bid, and/or any bidder that does not provide the evidence requested below, will be disqualified and will not proceed to the evaluation phase of this bid. Should the Department consider a bid to be deficient with respect to any evaluation requirement, the Department may, in its discretion, request a bidder to submit the missing information or provide supplementary documentation to demonstrate compliance with that requirement. The Department is not obliged to make such request and the aforesaid does not detract from the Department’s right to reject a bidder for failure to submit a compliant bid. Failure to provide any missing or supplementary information within the period specified in a notice requesting same, may lead to the rejection of the bid.

Table 1: Compulsory SCM Conditions of Bid

Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
4.1.1	Each bidder must be duly registered on the Central Supplier Database (CSD) . The Department shall verify such registration prior to the evaluation of each bid. For evaluation purposes, the Central Supplier Database Number must be provided on standard bidding document WCBD 1 (Invitation to Bid) and the CSD report to be attached.		
4.1.2	Each bid must contain a duly completed and signed WCBD 1 form (Invitation to Bid form) . All information and documentation requested in the form must be provided. No WCBD 1 forms (including all information and documentation required in terms thereof) will be accepted after the closing date and time of the bid. The WCBD 1 form (including all information and documentation required in terms thereof) must be provided. Bidders are reminded that the signatory of WCBD 1 must be duly authorised to sign the bid offer on behalf of the bidder. For evaluation purposes, the signatory must submit proof of authority to sign a bid offer on behalf of the bidder, for example, a company resolution. Failure to provide proof of authority may render the bid invalid. The provision of this condition is subject to the provisions of paragraph 4.1 above.		

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Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
4.1.3	Each bid must include a duly completed and signed WCBD 3.3: Pricing Schedule (Professional Services) which must stipulate an all-inclusive hourly rate per resource during year 1 of the contract period.		

Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
4.1.4	Each bid must contain a duly completed and signed WCBD 4 form (Declaration of Interest, Declaration of Bidder's Past Supply Chain Management Practices and Certificate of Independent Bid Determination). All information and documentation requested in such form must be provided. No WCBD 4 form (including all information and documentation required in terms thereof) will be accepted after the closing date and time for the submissions of bids. The WCBD 4 form (including all information and documentation required in terms thereof) must be included in the envelope containing the bidder's Bid Proposal (. If no WCBD 4 form (together with the information and documentation required in terms thereof) is included in the bid, the Department will check the Western Cape Supplier Evidence Bank for a valid copy of such form. If (i) the bidder does not submit a duly completed, signed, and dated WCBD 4 form (together with the information and documentation required in terms thereof); or (ii) no such duly completed and valid form (together with the information and documentation required in terms thereof) are available to the Department on the Western Cape Supplier Evidence Bank, the bid in question will be non-compliant with this compulsory condition of bid and will be disqualified. The provision of this condition is subject to the provisions of paragraph 4.1 above.		

Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
4.1.5	Where the bidder intends to claim preferential procurement points for B-BBEE , each bid must contain a duly completed and signed WCBD 6.1 form (Preference Points Claim Form in terms of the Preferential Procurement Regulations, 2022) . In such case, all information and documentation requested in such form must be provided. No WCBD 6.1 form (including all information and documentation required in terms thereof) will be accepted after the closing date and time for the submission of bids. If a bidder does not submit a duly completed WCBD 6.1 form (including all information and documentation required in terms thereof), the bidder will not for this reason alone be disqualified from having its bid evaluated but it will be assumed that the bidder does not intend to claim any preferential procurement points for B-BBEE.		

4.1.6	Where applicable, any bid submitted by a consortium or joint venture of two or more firms must be accompanied by a copy of the consortium formation document or joint venture agreement, as applicable, which sets forth the precise responsibilities of each of the parties thereto. Consortia and joint venture members are advised that each member will be held jointly and severally liable for the performance of the consortium or joint venture in terms of the contract contemplated herein. Where a bid is submitted by a consortium or joint venture of two or more firms, please ensure that: • The joint venture agreement or consortium formation document submitted as part of the bid makes it unambiguously clear that the arrangement between the member firms is either a joint venture or a consortium (as the case may be) and is not a sub-contracting arrangement; • All standard bidding forms are appropriately completed (i.e. WCBD 1 to be completed in the name joint venture / consortium, WCBD 4 must be completed for each member firm of the name joint venture / consortium and WCBD 6.1 in the name joint venture / consortium); • A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender; and • Each member firm must be registered on the CSD for joint ventures and consortiums. Failure by a bidder, being consortium or joint venture of two or more firms, to adhere to these		
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Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
	requirements shall disqualify the bid submitted by the member firms of the bidder. No copies of a consortium formation document or joint venture agreement will be accepted after the closing date and time of the bid. The WCG reserves the right to request a preferred bidder that is a consortium or joint venture to provide the following prior to the making of the award: (a) a certified copy of such document or agreement duly certified by a Commissioner of Oaths (where the consortium or joint venture is based in South Africa); or (b) an authenticated copy of such document or agreement duly authenticated by a Notary Public (where the consortium or joint venture is based outside of South Africa). Failure by a preferred bidder to provide same within a period stipulated by the WCG shall disqualify the bid submitted by that preferred bidder. All WCBD forms provided by a consortium or joint venture must be completed in a manner that makes it clear that the bidder is a consortium or joint venture. The WCG reserves the right to request clarity in this regard on the WCBD forms provided by a consortium or joint venture. All parties to the JV or Consortium must be listed on the SITA 1183 contract in the Western Cape.		

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4.1.7	Each bidder must preferably submit its bidding documents in a sealed envelope. The envelope must preferably be marked with the name of the bidder and entitled: "Bid Proposal: Bid Number [FMA 0006-2025/26]." A failure to submit in a sealed envelope and mark the envelope correctly will not disqualify a bidder from having its bid evaluated further. The bid proposal must at least include the following requirements: • All mandatory documents specified in Table 1 and Table 2, which include the following: - WCBD 1: Invitation to Bid; - WCBD 3.3: Pricing Schedule (Professional Services); - WCBD 4: Declaration of Interest, Declaration of Bidder's Past Supply Chain Management Practices and Certificate of Independent Bid Determination; - WCBD 6.1: Preference Points Claim Form in terms of the Preferential Procurement Regulations, 2022 and in terms of the Western Cape Governments Interim Strategy as it relates to Preference Points (Only applicable if the bidder wishes to claim preference points); - The bidder's technical proposal; - Completed Contactable references list (Annexure A); - Completed Affidavits (Annexure B); and - A completed and signed Table 3 (Conditions of Contract).		
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Compulsory SCM Conditions of Bid		Compliance	
		Comply	Do Not Comply
	- Completed Affidavits (Annexure B); and - A completed and signed Table 3 (Conditions of Contract). Failure to provide the documents listed above may render the bid invalid. The provision of this condition is subject to the provisions of paragraph 4.1 above and paragraph 5.1 below.		

Table 2: Compulsory Technical Conditions of Bid

Compulsory Technical Conditions of Bid		Compliance	
		Comply	Do Not Comply
4.1.8	The Bidder's technical proposal (read with 4.1.7 above) must contain the following: 1. Company Overview and Profile 2. Response to the WCG Requirements as it relates to the required resource roles and services described in paragraph above as follows: • Citizen Service Operations Manager • Citizen Service Team Leader • Citizen Service Agents • Quality Assurer • Contact Centre Process Analyst • Data Analyst 3. The bidder must have a proven track record and experience in delivering the same or similar services within the environment and must therefore have a) proven public or private sector experience within a Contact Centre; b) rendered the services of the same or similar nature; c) at least 5 years of experience within the public or private sector or a combination of both sector experience totaling at least 5 years. To demonstrate such experience, each bidder must provide the following in its bid documents: (i) A minimum of 3 (three) contactable references using the Contactable References List template, attached hereto as Annexure A, which references must be able to provide information on the same or similar services undertaken by the bidder concerned in the past; <u>and</u>		

Compulsory Technical Conditions of Bid		Compliance	
		Comply	Do Not Comply
	- A sworn affidavit deposed to by an authorised representative of the bidder concerned (in the format set out in Annexure B) for each contactable reference (referred to in Annexure A) Each sworn affidavit provided must at least detail the following in relation to relevant services rendered by the bidder concerned at an enterprise/organisational level (i.e., within enterprises/organisations having a minimum of 1000 users per enterprise/organisation) for the enterprise/organisation for whom the contactable reference concerned represents in the public or private sector in the past: - Project name ✓ - Project scope/ Project deliverables ✓ - Project start date and duration ✓ - Project status (i.e. Completed / In Progress / Unfinished) ✓ - Registered name of enterprise/organisation for which the project was undertaken ✓ - Full name of a contact person within that enterprise/organisation ✓ - Telephone number and email address for the said contact person ✓ The WCG reserves the right to contact any of these references to verify the information contained in any sworn affidavit. No sworn affidavits will be accepted after the closing date and time for the submission of bids.		

- 4.2. Please note that each bidder, by submitting its bid, hereby confirms that it has the necessary consent of each resource to provide any of his or her personal information as included as part of such bid. The reference to "personal information" in this paragraph 4.2 shall mean "personal information" as defined in the Protection of Personal Information Act, 2013 (Act 4 of 2013). Where the personal information of a resource may not be disclosed at the bidding

stage of the tender in question, a bidder may de-identify any information and documentation provided in its bid that constitutes personal information of that resource by doing the following:

- 4.2.1 Allocating a pseudonym for the first name and surname of the resource in question (indicating in the bid documents that such first name and surname are pseudonyms);
 - 4.2.2 Removing personal information concerning the resource in question from the CV provided for that resource; and
 - 4.2.3 Redacting all qualifications and course credentials to be provided in respect of that resource to exclude personal information that could otherwise be used to identify the resource in question; but
 - 4.2.4 Always ensuring that the information and documentation provided as part of the bid are sufficient for the WCG to evaluate that bid in line with the requirements set out in these Terms of Reference.
- 4.3 The Department reserves its right to conduct a due diligence check to verify any material aspect of a bidder's bid before the award of the tender.

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5 Phase 1 (c): Conditions of Contract

- 5.1 Each bidder must indicate with an **"X"** in **Table 3** below if it agrees with the following conditions of contract of the bid. Each bidder must include in its bid a signed and completed copy of Table 3 below (i.e. a completed copy of **Table 3** with the signature of an authorised representative of the bidder on each page comprising Table 3). If a bidder does not or fails to indicate with an **"X"** whether it agrees with a particular condition of contract set out in **Table 3** below, it will be assumed that the bidder does not agree to the condition of contract concerned. Failure on the part of a bidder to agree to all conditions of contract set out in Table 3 below and to submit as part of its bid proof of its agreement in this regard will lead to disqualification of that bidder's bid. In the event that a bidder submits a completed but unsigned copy of **Table 3**, the Department reserves the right to verify with that bidder whether the completed **Table 3** was in fact completed by the said bidder (which verification shall be deemed sufficient in lieu of a signed copy of Table 3). Failure on the part of a bidder to agree to all conditions of contract set out in Table 3 below and to submit as part of its bid, **a signed and completed copy of Table 3, may lead to disqualification of that bidder's bid.**

Table 3: Conditions of Contract

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.1	The successful bidder must provide for the full scope of services outlined in paragraph 3 above.		
5.1.2	The successful bidder must provide the required services as soon as the award has been made, and for thirty-six months thereafter, and always within the timeframes agreed to between the successful bidder and the Department.		
5.1.3	The successful bidder must, at all times during the term of the contract, comply with and work within all legislation, regulations, policies and frameworks applicable to the WCG (including, but not limited to, the Minimum Information Security Standards (MISS), the Public Finance Management Act (PFMA), the Protection of Personal Information Act (POPI), and the Promotion of Access to Information Act (PAIA)). The cost of compliance with such legislation, regulations, policies and frameworks must be included in the agreed resource rates.		
5.1.4	The successful bidder shall be bound by the General Conditions of Contract successful bidder the National Treasury ("the GCC"), read with the terms and conditions set out herein and to the exclusion of any standard terms and conditions that the successful bidder would ordinarily impose on its clients. Any terms and conditions that are not included herein or in the GCC but which the successful bidder requires to be included in the contract between it and the WCG may, with the agreement of the WCG, be included in the Service Level Agreement referred to below.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____ 000050

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.5	The successful bidder must adhere to all WCG governance and compliance policies and processes.		
5.1.6	The successful bidder must ensure confidentiality in respect of all services rendered to the WCG. To this end, the successful bidder, together with its staff who are designated to provide the required services contemplated herein, must sign a confidentiality and non-disclosure agreement, as well as complete and submit a declaration of interest on commencement of the services and annually thereafter, as provided by the WCG. Should changes in conflict of interest occur during a year, such changes must be declared immediately.		
5.1.7	The successful bidder's staff may be subjected to vetting and security clearances by the State Security Agency, where required (to be arranged by the WCG).		
5.1.8	The successful bidder will be required to sign a Service Level Agreement (SLA) with the Department.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.9	Performance of the successful bidder will be measured by the WCG based on the following: 1) Contract Management and Administration a. Attendance at 90% of all contract management meetings scheduled monthly or as required; b. Compliance with all conditions of contract set out in this Table 3, and any other provision in this Terms of Reference that places obligations on the Service Provider. 2) Contract Delivery a. Ability to provide the relevant resources, meeting the minimum requirements as specified in paragraph 3.4, at the quantities requested and within the agreed timeframes Less than 5% of resources fail their probationary period (see paragraph 5.1.12)		
5.1.10	Induction Training WCG will conduct induction training in the WCG Contact Centre system and processes. There is no charge for this training which will be led by WCG personnel in Cape Town CBD or via online training on Microsoft Teams. However, the successful bidder must cover any remuneration, Subsistence & Transport costs, or similar costs applicable to new resources. All new resources, whenever appointed, will undergo this induction training.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.11	Scalability of Resources The Western Cape Government reserves the right to increase or decrease the number of resources required in line with actual operational demand. A minimum period of 14 calendar days' notice will be given for increases in resourcing levels. A minimum period of 28 calendar days' notice will be given for decreases in resourcing levels.		
5.1.12	Probationary Period All new resources, whether appointed at the beginning of the contract or at any time during the contract, must undergo a probationary period of three months. The WCG has the right to reject the new resource at any time during the probationary period.		
5.1.13	Location of Service Provider The successful bidder must attend meetings in Cape Town at no additional cost to the WCG (at the reasonable request of the WCG). These meetings will be monthly or more frequently if circumstances warrant.		
5.1.14	All requests for any of the Contact Centre Services contemplated herein shall originate, via email, from the WCG Contact Centre Manager. No services shall be provided by the successful bidder other than in accordance with a written authorisation issued by the WCG Contact Centre Manager.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.15	In the event that successful bidder is a consortium or joint venture, each member of such consortium or joint venture (as the case may be) shall be held jointly and severally liable for the performance of the consortium or joint venture in terms of the contract contemplated herein.		
5.1.16	The services contemplated herein shall be provided subject to the availability of funds, depending on the needs and operational requirements of the WCG and only in accordance with the terms and conditions set out above. There is therefore no guarantee provided by Department on the nature and volume of services it will request during the term of the contract contemplated herein.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.17	Resources will work either on-site at WCG facilities or off-site, which may include the successful bidder's premises or a work-from-home (telecommuting) arrangement. All on-site and off-site campaigns or projects will be approved in writing by the WCG a. WCG site: WCG will provide a laptop or similar, headset, and internet connectivity. Some resources may be required to work at locations where there is face-to-face interaction with citizens; and b. Off-site (i.e. not at a WCG site): The successful bidder will be required, at its own cost, to provide each resource with: i. a laptop or similar including operating system, Microsoft Office, Microsoft Teams and all relevant licences; ii. headset; and iii. Reliable internet connectivity to access WCG-provided cloud system.		
5.1.18	The WCG will not be liable for any relocation of staff, offices or assets required by the successful bidder in giving effect to the requirements of the contract.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.19	The WCG shall have all right, title and interest in any intellectual property generated during the course of performing the services outlined in paragraph 3 above, including, but not limited to, specifications, manuals, training materials, reports, software code and processes, including governance processes. The successful bidder may not reproduce or use any of such intellectual property and/or any intellectual property of the WCG made available to the successful bidder (for example, Standard Operating Procedures) without the prior written permission of the Department of the Premier.		
5.1.20	The appointment of the successful bidder and its resources are subject to WCG approval.		
5.1.21	All resources provided by the successful bidder must utilise a WCG Email Account and WCG online resources for document and file storage.		
5.1.22	Payment for time and materials shall be based on an all-inclusive fixed hourly rate. The Department will pay for the services contemplated herein on a monthly basis within 30 (thirty) days of receipt of a detailed tax invoice, provided that the services have been rendered in accordance with the specified requirements and to the satisfaction of the WCG. The amounts payable will be in accordance with the all-inclusive fixed service rates quoted in the Pricing Schedule (WCBD 3.3) as approved in accordance with paragraph 6.2 below. The service rates may be increased annually in accordance with paragraph 6.9 below.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.23	In the event that the service of a resource is terminated by the successful bidder for whatever reason, the successful bidder shall ensure that a replacement resource that meets the minimum competencies applicable to the role concerned and the requirements set out in paragraph 3 above, shall be provided so as to prevent any disruption in the provision of services to the WCG. It will be at the discretion of the Department whether a replacement resource will be accepted on the termination of the services of the original resource.		
5.1.24	Payment will be determined in conjunction with authorised timesheets and attendance registers. Timesheets and attendance registers must be submitted on the prescribed form as set out in Annexure "C" (attached hereto) and must be fully and accurately completed and signed off by an authorised representative of the successful bidder.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.25	The services rendered will generally be required during normal operating hours as described in paragraph 3.7 above. Agents typically work in 8-hour shifts on weekdays, with each working day comprising 8 billable working hours, along with a non-billable 30-minute lunch break and two non-billable 15-minute tea breaks. For weekend work, a working day must comprise of 4.5 billable working hours and include a non-billable 30-minute lunch break. No overtime will be payable where the successful bidder's resources work beyond 17h00 on a weekday or 13h00 on a weekend, unless prior written approval is obtained from the WCG's authorised contract manager. The successful bidder must ensure that timesheets are accurately captured for each resource and aligned with the applicable approved resource rates.		
5.1.26	While there is currently no requirement for manned after-hours service, the WCG Contact Centre may need to operate beyond normal hours during emergencies (e.g., public health crises, natural disasters, or major incidents) to provide essential services. After-hours service refers to any hours outside the normal operating hours as described in paragraphs 3.7 and 5.1.25 above.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

No	Conditions of Contract	Agreement to Conditions	
		Agree	Do Not Agree
5.1.27	All after-hours work must be included in the agreed resource rates for the relevant project(s). Such work is subject to prior written approval by the WCG's authorised contract manager and budget availability. The WCG shall not be liable for payment of, after-hours work that has not been pre-approved in writing. Signed evidence of all overtime and after-hours costs must be attached to timesheets for verification.		
5.1.28	Upon termination or expiration of the contract, the successful bidder is required to do a complete handover to the WCG or to a successful bidder appointed by the WCG (as required by the WCG).		
5.1.29	The WCG reserves the right to terminate the contract or any part thereof at its discretion for any reason whatsoever upon 3 (three) months' written notice to the successful bidder. The WCG reserves the right to initiate a new tender process in respect of the services described in paragraph 3 above during and after the final year of the tender contemplated herein.		

The following bidder hereby accepts the conditions of contract as indicated on this page as being agreed:

Bidder Name: _____

Signature of Authorised Representative of the Bidder: _____

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6 Pricing:

Bidders must take note of the following:

- 6.1 Each bid must contain a quote for the required services, which must be provided on and, in the format, set out in the Pricing Schedule (WCBD 3.3) attached hereto.
- 6.2 Bidders must ensure that all rates supplied in their bid documentation are the maximum all-inclusive fixed hourly rates payable in respect of the resources allocated to each role concerned. An all-inclusive fixed hourly rate per resource required, as specified in the WCBD Pricing Schedule (WCBD 3.3) will be negotiated on a project-by-project basis but may not exceed the maximum all-inclusive fixed hourly rate payable for the applicable role.
- 6.3 Each bidder must provide a total all-inclusive cost for the required services for Year 1 of the contract by adding all maximum all-inclusive fixed rates provided per resource role for Year 1. Only the total all-inclusive cost for Year 1 will be used for evaluation and adjudication purposes. Please note that this amount does not reflect the total contract value for Year 1.
- 6.4 Note that the maximum number of resources required is dependent upon and subject to the available budget, requirements and written approval of the WCG. No commitments or guarantees are placed on the initial number of resources required for the provision of services contemplated herein.
- 6.5 Management, presentation and handover fees must be included in the resource cost. No separate costs for management, presentation and handover fees may be quoted for.
- 6.6 It is to be noted that the Western Cape Government financial year runs from 01 April – 31 March.
- 6.7 All rates quoted must include VAT.
- 6.8 All resources can only be on-boarded based on the prior written approval of the WCG Contact Centre Programme Manager.
- 6.9 **Bidders must provide a fixed all-inclusive bid price for Year 1 only. The maximum hourly rates per resource role applicable for Years 2 to 3 may be increased annually on the anniversary of the commencement date of the contract, subject to the official Consumer Price Index (CPIX) rate determined by Statistics South Africa. The successful bidder will have to apply for this increase on an annual basis, as it is subject to the prior written approval of the Western Cape Government.**

7. Timesheets and Attendance Register

- 7.1. Timesheets must be checked and co-signed by a duly authorised senior representative of the successful bidder before submission to WCG. Only invoices supported by duly completed and authorised timesheets will be paid.
- 7.2. Incorrect timesheets will be returned to the successful bidder for verification and amendment.
- 7.3. Attendance registers must be maintained for all resources and updated daily by an authorised representative of the successful bidder. An authorised WCG representative must verify the register.
- 7.4. The successful bidder must retain timesheets and attendance records for audit purposes and provide them to the WCG upon request.
- Any discrepancies in timesheets or attendance records may result in non-payment for unverified hours and must be rectified before invoices are processed.

8. Bid Evaluation

8.1. Phase 1: Compliance to Compulsory SCM Conditions and Compulsory Technical Conditions (a), and Agreement to Conditions of Contract (c) of the bid.

- 8.1.1. Strict compliance to all Compulsory SCM and Technical Conditions of the bid will be checked as part of Phase 1 (a) and agreement to all Conditions of Contract will be checked as part of Phase 1 (b). Bidders who do not comply with all compulsory (SCM and Technical) bid conditions and/or do not agree to all the Conditions of Contract will not proceed to Phase 2 of the evaluation phase of this bid.
- 8.1.2. Compliance for the purposes of Phase 1(a) and Phase 1(b) will be checked using the **checklist** provided in **Annexure D** hereto. The Department prefers that bidders complete and submit this checklist as part of their bids to ensure that compliance with the requirements applicable to Phase 1(a) and Phase 1(b) can be checked easily.

8.2. Phase 2: Pricing and B-BBEE

- 8.2.1. Allocation of points for price and B-BBEE contribution level status shall be done in accordance with the applicable provisions of the Preferential Procurement Policy Framework Act, 2000 [Act 5 of 2000], read with the Preferential Procurement Regulations, 2022.
- 8.2.2. Price on the required Pricing Schedule (WCBD 3.3) (see paragraph 7 above) will be evaluated on the **total estimated cost for Year 1 only**. A **bid not containing a completed**

Pricing Schedule that conforms in all material respects to the format set out in the WCBD 3.3 form attached hereto, read with paragraph 6 above, shall not be eligible for evaluation under Phase 2. A unit price must be provided for each line item contained in the WCBD 3.3 form, failing which it will be assumed that the bidder is unable to provide the services not priced for.

8.2.3. This bid will be evaluated on the 80/20 principle as follows:

Table 4: Breakdown and Weighting

No	BREAKDOWN	Points
1.	PPPFA/ B-BBEE scoring	20
2.	Price	80
	Total	100

8.2.4. As indicated above, the Department reserves the right not to award any contract contemplated herein.

8.2.5. The WCG is allowed to negotiate rates prior to the final award of the Bid.

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Annexure A: Contactable References List (note: more rows can be added if required)

No.	Registered Name of Enterprise / Organisation	Full Name of Contact Person	Telephone Number	Email Address	Reference Number of Sworn Affidavit
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					

Annexure B: Sworn Affidavit

AFFIDAVIT

TO BE COMPLETED BY A DULY AUTHORISED REPRESENTATIVE OF THE BIDDER FOR EACH CONTACTABLE REFERENCE CITED IN ANNEXURE A THAT
CANNOT OR DOES NOT PROVIDE AN ORIGINAL REFERENCE LETTER

[Please ensure this affidavit is completed in full. Each page must be initialled or signed (where indicated) by the deponent and the

Commissioner of Oaths.]

I, _____ (full name of an authorised representative of the bidder), with Identity /
Passport Number _____, do hereby swear / solemnly and sincerely affirm and declare the following:

1. I am duly authorised to depose to this affidavit for and on behalf of _____
(registered name of the bidder) with registration number _____ (registration number) ("the Bidder");
2. The Bidder has undertaken the following projects related to Contact Centre services for
_____ (registered name of bidder's client) ("the Enterprise
/ Organisation"):

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No.	Project Name	Project Scope	Project Start Date and Duration	Project Status (i.e. Indicate status using one of the following: Completed / In Progress / Incomplete)
Example	Contact Centre	Delivering Contact Centre Agents	01 Jan 2025 to 31 March 2025	Completed
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				

0065

No.	Project Name	Project Scope	Project Start Date and Duration	Project Status (i.e. Indicate status using one of the following: Completed / In Progress / Incomplete)
Example	Contact Centre	Delivering Contact Centre Agents	01 Jan 2025 to 31 March 2025	Completed
19.				
20.				

3. The Enterprise / Organisation has 1,000 (one thousand) or more users.

4. Further information regarding the projects listed above and the services provided by the Bidder to the Enterprise / Organisation in relation thereto may be obtained from the following contact person (who has been designated for such purpose by the Enterprise / Organisation):

Name: _____
Designation: _____
Telephone No.: _____
Email Address: _____

5. The information set out above is accurate, up-to-date and correct in all respects.

Signature of the Bidder's representative
Full name of the Bidder's representative: _____ Date: _____

Identity / Passport Number of the Bidder's representative: _____

I hereby certify that:

1. The deponent acknowledged to me that:
 - 1.1. He / she knows and understands the contents of this affidavit;
 - 1.2. He / she has no objection to taking the prescribed oath / making the prescribed affirmation (please delete whichever is not applicable);
 - 1.3. He / she considers the prescribed oath / affirmation (please delete whichever is not applicable) to be binding on his / her conscience;
2. The deponent thereafter uttered the words:
 - 2.1. "I swear that the contents of this affidavit are true, so help me God" (where he / she took the prescribed oath); or
 - 2.2. "I solemnly and sincerely affirm that the contents of this affidavit are true" (where he / she took the prescribed affirmation);(as the case may be); and
3. The deponent signed this affidavit in my presence at the address set out hereunder on the _____ day of _____ 20_____.

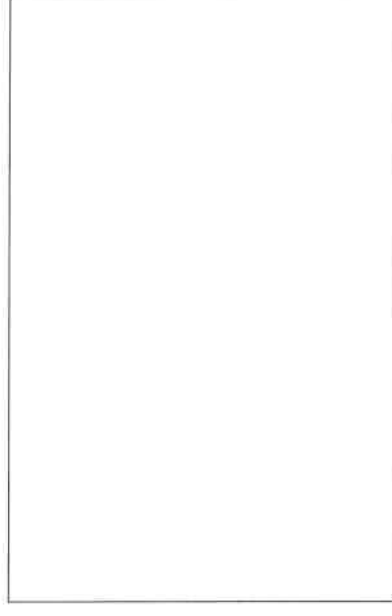
Commissioner of Oaths

Full names: _____

Designation: _____

Address: _____

Commissioner of Oaths stamp:



Annexure C:

Time Sheet

DAY		Mon			Tue			Wed			Thu			Fri		
PUBLIC HOLIDAY		PH														
DATE		01			02			03			04			05		
HOURS	NAME	BREAK TIME	START TIME	END TIME	BREAK TIME	START TIME	END TIME	BREAK TIME	START TIME	END TIME	BREAK TIME	START TIME	END TIME	BREAK TIME	START TIME	END TIME
136:30:00	Team Lead 1				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
144:00:00	Team Lead 2				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
120:00:00	Team Lead 3				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
163:00:00	Team Lead 4							00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
120:00:00	OPS Manager				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
88:00:00	Data Analyst				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
88:00:00	CSA 1				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
126:00:00	CSA 2				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
142:30:00	CSA 3				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
144:00:00	CSA 4				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
154:00:00	CSA 5				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
136:00:00	CSA 6				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
112:00:00	CSA 7				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
136:00:00	CSA 8				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
146:00:00	CSA 9				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
144:00:00	CSA 10				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
144:00:00	CSA 11				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
136:00:00	CSA 12				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00
112:00:00	CSA 13															
161:00:00	CSA 14				00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00	00:30	07:30	16:00

Attendance Register

2025		DAY	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
February	Site	PUBLIC HOLIDAYS																												
		NAME	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Team Lead	Off-site	Team Lead 1	DO	DO	P	P	P	P	P	DO	DO	P	AL	P	P	AL	P	P	P	P	P	P	P	DO	DO	P	P	P	P	P
Team Lead	Off-site	Team Lead 2	DO	DO	P	P	P	P	P	P	P	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
Team Lead	Off-site	Team Lead 3	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	P	P	P	P	P	P	P
Team Lead	Off-site	Team Lead 4	DO	DO	P	P	AL	AL	AL	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
Team Lead	Off-site	Team Lead 5	P	P	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
		OPS Manager																												
Ops Manager	Off-site	OPS Manager	DO	DO	P	P	AL	AL	AL	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
		Data Analyst																												
Data Analyst	Off-site	Data Analyst	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
		CSA's																												
Agent	Off-site	CSA 1	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	AL	P	P	P	DO	DO	P	P	AL	P	P
Agent	Off-site	CSA 2	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
Agent	Off-site	CSA 3	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	AL	P	P	P	P	P	P	P	DO	DO	P	P	P	P	P
Agent	Off-site	CSA 4	DO	DO	P	P	P	P	P	DO	DO	FR	P	P	P	P	DO	DO	P	P	P	P	P	P	P	AL	P	P	P	P
Agent	On-site	CSA 5	DO	DO	P	P	P	P	P	DO	DO	AL	AL	P	P	P	DO	DO	AL	AL	P	P	P	DO	DO	P	P	P	P	P
Agent	Off-site	CSA 6	DO	DO	AL	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
Agent	Off-site	CSA 7	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P	DO	DO	P	P	P	P	P
Agent	Off-site	CSA 8	DO	DO	P	P	P	P	P	P	P	P	P	P	P	P	DO	DO	P	P	P	P	FR	FR	DO	DO	P	P	P	P

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ANNEXURE D: CHECKLIST FOR PHASES 1(A), 1(B) AND 1(C)

The following checklist will be used by the Department when determining compliance of bids with the requirements applicable to Phases 1(a), 1(b) and 1(c):

No.	Requirement	Reference in Terms of Reference	Complies	Does not comply
Compulsory Conditions of Bid (Phase 1(a))				
1.	Submission of a CSD Report to be included in the Bid Proposal (Envelope)	See table 1 Paragraph 4.1.1.		
2.	Submission of a duly completed and signed WCBD 1 form (Invitation to Bid form), together with the information and documentation required in terms thereof.	See table 1 Paragraph 4.1.2.		
3.	Submission of Bidders proof of authority .	See table 1 Paragraph 4.1.2.		
4.	Submission of a duly completed and signed WCBD 4 form (Declaration of Interest, Declaration of Bidder's Past Supply Chain Management Practices, and Certificate of Independent Bid Determination), together with the information and documentation required in terms thereof.	See table 1 Paragraph 4.1.4.		
5.	Submission of a duly completed and signed WCBD 6.1 form (Preferential Points Claim form in terms of the Preferential Procurement Regulations, 2022 and in terms of the Western	See table 1 Paragraph 4.1.5.		

	Cape Governments Interim Strategy as it relates to Preference Points), together with the information and documentation required in terms thereof.			
6.	If applicable, where a bid is submitted by a consortium or joint venture of two or more firms, please ensure that: - The joint venture agreement or consortium formation document submitted as part of the bid makes it unambiguously clear that the arrangement between the member firms is either a joint venture or a consortium (as the case may be) and is not a sub-contracting arrangement; - All standard bidding forms are appropriately completed (i.e. WCBD 1 to be completed in the name joint venture / consortium, WCBD 4 must be completed for each member firm of the name joint venture / consortium and WCBD 6.1 in the name joint venture / consortium); - A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender; and - Each member firm must be registered on the CSD for joint ventures and consortiums.	See table 1 Paragraph 4.1.6.		
7.	Submission of a technical proposal and a duly completed and signed Pricing Schedule (WCBD 3.3) that is fully responsive to the requirements set out in the Terms of Reference.	See Table 1 Paragraphs 4.1.3 and 4.17 (read with Table 2 at paragraph 4.8)		

8.	Submission of a completed Contactable References List (in the format set out in Annexure A) and sworn affidavits (using the template provided in Annexure B), in line with the requirements set out in the Terms of Reference.	See Table 2 Paragraph 4.8.		
Conditions of Contract (Phase 1(b))				
9.	Submission of a completed and signed copy of Table 3 under paragraph 5.1 of the Terms of Reference indicating acceptance of all conditions of contract set out therein	See table 3 at paragraph 5 of the Terms of Reference		

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10. RECOMMENDATION

The Bid specification committee has developed and compiled the Terms of Reference which are recommended for approval by the (DG).

Name: Clayton Wakeford	Name: Paul Murphy	Name: Lance Rushin	Name: Tshepiso Makoe
Delegation: Director (Chairperson)	Delegation: (Member)	Delegation: (Member)	Delegation: (Member)
Signature:	Signature:	Signature:	Signature:

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

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

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

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

TABLE OF CLAUSES

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

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

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

2. Application

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

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

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

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

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

7. Performance security

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

8. Inspections, tests and analyses

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

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.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

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

18. Contract amendments

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

19. Assignment

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

20. Subcontracts

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

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

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

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without 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.
34 Prohibition of Restrictive practices	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

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

Js General Conditions of Contract (revised July 2010)