

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

REQUEST FOR QUOTATION (RFQ)

**BUSINESS CONTINUITY MANAGEMENT AND
OPERATIONS DISASTER RECOVERY SITE-CENTRE
FOR A PERIOD OF 12 MONTHS**

TERMS OF REFERENCE FOR BUSINESS CONTINUITY OPERATIONS DISASTER RECOVERY SITE-CENTRE FOR A PERIOD OF 12 MONTHS

1. INTRODUCTION

The South African Civil Aviation Authority ("SACAA") is a Schedule 3A public entity in terms of the Public Finance Management Act ("PFMA"). SACAA was established on the 1st October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No. 40 of 1998). The aforementioned Act was repealed as a whole by the Civil Aviation Act, Act 2009, and (Act No. 13 of 2009).

SACAA is an agency of the Department of Transport. The Civil Aviation Act, Act 2009, (Act No. 13 of 2009) provides for the establishment of a stand-alone authority mandated with controlling, promoting, regulating, supporting, developing, enforcing and continuously improving levels of safety and security throughout the civil aviation industry. The above is to be achieved by complying with the Standards and Recommended Practices of the International Civil Aviation Organisation whilst considering the local context.

2. BACKGROUND

The SACAA has a Business Continuity Management (BCM) programme and ICT Continuity plan in place. BCM is concerned with the planning for and managing unexpected events which can impact on critical business infrastructure and processes. It ensures that in the event of a major operational disruption, measures are in place not only to minimise the impact of such events, but also to facilitate the recovery and continuation of operations within timeframes acceptable to stakeholders.

Customers, shareholders and business partners are increasingly placing a premium on businesses that are resilient in the face of various operational threats, particularly threats that can interrupt the delivery of products and/or services. The BCM process delivers the overall framework and capability through which operational resilience can be attained.

BCM is one of the high-level strategies which the SACAA adopted to ensure business resilience and the continuation of its value-creating processes in the aftermath of a major business interruption event.

3. OVERVIEW OF SACAA STRUCTURE AND ICT ENVIRONMENT

The SACAA comprises 12 divisions and 24 departments, with a total workforce of approximately 561 employees. The SACAA's Head Office is located at Ikhaya Lokundiza, Byls Bridge Office Park, 11 Bylsbridge Blvd, Doringkloof, Centurion, 0157; with one regional office situated at North Wing, 2nd Floor, Oval Business Park, Freight Road, Cape Town International Airport, 7525

3.1. BUSINESS CONTINUITY MANAGEMENT

BCM is a strategic function situated within the Corporate Services division, under the Risk and Compliance department. The SACAA has adopted an embedded Business Continuity Management System (BCMS), which is integrated across the SACAA's technical and support functions. At present, the system is manually managed using Microsoft Office 365 tools such as Excel, Word, Access, and PowerPoint.

3.2. ICT INFRASTRUCTURE AND LANDSCAPE

The SACAA operates within a hybrid Information and Communication Technology (ICT) environment, combining on-premises infrastructure with Azure Cloud and Microsoft 365 (M365) services. This hybrid model enables operational flexibility, scalability, and enhanced resilience.

3.2.1. HYBRID ENVIRONMENT OVERVIEW

- On-Premises Infrastructure:
 - Virtual Servers: 29 virtual servers hosted on 4 hypervisors
 - Operating Systems: A mix of Windows and Linux, supporting diverse workloads
 - Role: Likely hosts critical applications, legacy systems, or sensitive data requiring local control for compliance, latency, or security reasons
- Azure Cloud:
- Microsoft 365 (M365):
 - Functionality: Provides cloud-based productivity tools (e.g., Exchange Online, SharePoint, Teams) for collaboration, communication, and document management
 - Integration: Likely integrated with Azure Active Directory for identity management, ensuring secure access across on-premises and cloud environments

3.2.2. KEY CHARACTERISTICS

- Hybrid Integration: The environment balances on-premises control with cloud agility, using Azure for scalable workloads and M365 for productivity, while on-premises servers handle specific regulatory or operational requirements
- Diversity: Mixed Windows and Linux OS environments indicate a heterogeneous application portfolio, requiring robust management and security practices
- Scale: 29 on-premises virtual servers and 36 Azure workloads suggest a medium-sized ICT footprint, optimized for SACAA's aviation regulatory functions
- Management: Likely employs tools like Azure Arc or System Center for hybrid management, alongside M365 admin tools for user and service oversight

4. OBJECTIVES

The objective of this RFQ is to appoint an experienced and suitably qualified service provider who will provide and implement comprehensive BCM, ICT Disaster Recovery and ICT Business Continuity Services to the SACAA that builds organisational resilience such that it continues the delivery of products and/or services at acceptable predefined levels following a disruptive incident.

The implementation of the BCM program will cover the entire SACAA Business Continuity Lifecycle based on the Good Practice Guidelines of the Business Continuity Institute. The BCM program should be ISO 22301, ISO 9001 and ISO 27001 accredited.

In the event of a disaster, the SACAA aims to meet the following objectives.

- Maintain a healthy and safe work environment to ensure staff and customers' safety, welfare and confidence
- Fulfilling regulatory requirements

- Maintain the integrity of customer information
- Continue to operate critical business processes at a level of operation that meets regulatory requirements and for non-regulated critical process at a level of operation that is acceptable to management
- Provide timely availability of all key resources necessary to operate critical business processes
- Maintain customer, staff and stakeholder contact and confidence
- Control of expenditure during the recovery and minimization of extraordinary costs caused by event
- Manage risk of priority areas, and
- Improve the documented processes to embed continuous improvement and strengthen compliance with ISO and best practice

5. SCOPE OF WORK/SERVICE DELIVERABLES

The successful bidder will be required to provide the Business Continuity Management / Operations Disaster Recovery Site/Centre requirements to ensure the continuation of the SACAA's critical business process in the event of a business disruptive event. The solution must cater for critical business components, which include:

- Office Recovery Seats
- Crisis Management Centre / Command Centre
- Executive Boardrooms
- Office Peripherals (1 X High Quality Copier for DCA and 1 X Multifunction Copier)
- Battle boxes with off-site storage Examinations Centre
- Client Service Centre

The BCMS would operate at three different levels, namely:

- a) Strategic - where decisions are made and policy is determined,
- b) Tactical - where operations are coordinated and managed, and
- c) Operational - where activities are undertaken.

5.1. ADVISORY SERVICES

The bidders shall provide the services listed below. All payments for advisory services will be processed by the SACAA upon completion and acceptance of the agreed deliverables and outputs.

The successful service provider will be required to deliver Business Continuity Management (BCM) programme according to the following six (6) phases of the BCM project lifecycle:

5.1.1. PHASE 1: POLICY & PROGRAMME MANAGEMENT

- Review of SACAA BCM Programme
- Review existing BCP's and other plans inclusive of DRP, crisis management plan, for effectiveness

5.1.2. PHASE 2: EMBEDDING BUSINESS CONTINUITY

- Assess current organisational understanding of BCM and identify gaps
- Review existing BCM strategy, policy, framework and procedures
- Develop critical emergency equipment procedure
- Conduct BCM awareness to all employees, BCM Committee, Exco, ARC and the Board
- Conduct BCM awareness and training to BCM Champions
- Addressing any previously raised BCM audit and maturity assessment findings/observations
- Conduct Infrastructure and environmental risk assessment for the new Building

5.1.3. PHASE 3: ANALYSE – BUSINESS IMPACT ANALYSIS (BIA) AND THREAT RISK ANALYSIS (TRA)

- Review existing Threat and Risk Assessment (TRA) and Business Impact Analysis (BIA) for all divisions and departments
- Conduct needs analysis on the overall TRA and BIA
- Develop the BCM risk register

5.1.4. PHASE 4: DESIGNING BUSINESS CONTINUITY SOLUTIONS

- Select appropriate high-level strategies to address gaps and shortfalls.
- Create selected strategies report and obtain approval
- Execute projects to implement selected strategies
- Identify and develop recovery solutions
- Identify threat mitigations
- Create an incident response structure

5.1.5. PHASE 5: IMPLEMENTATION

- Review existing Disaster Recovery Plan (DRP) and provide recommendations
- Facilitate the development of DRP based on BIA results
- Review of the Incident Management Plan/Crisis Management Plan
- Review existing plans and provide recommendations
- Facilitate the development of a Human Resources Continuity plan
- Review of the Emergency Response/preparedness plan
- Review the crisis Communication Plan
- Facilitate identification of critical services for core business
- Facilitate prioritisation of business units

5.1.6. PHASE 6: VALIDATION

- Develop schedule to test DRP and other plans
- Develop test cases and test plans.
- Coordinate the first and second BCP and DRP test
- Develop BCMS Maintenance Schedule
- Testing BC Plans to ensure they are fit for purpose
- Conduct BCMS Monitoring and Evaluation
- Document test results and submit a test report
- Analyse and present the results to the SACAA Management
- Improve the BCP and DRP based on test results

- Refine the BCP and DRP based on the outcome of the testing

5.2. DATA CENTER REQUIREMENTS

- 3-Tier Data center more than 30 km away from the SACAA Head offices in Centurion
- Secure redundancy WAN at a speed of not less than 200mbps
- Provide assurance of 99.98% uptime (Tier 3 uptime)
- N+1 fault tolerance, providing at least 72-hour power outage protection; least dual cooling sources, at least dual power sources (2 separate power stations or alternative energy sources)
- The redundancy site should be remotely accessible to SACAA users within 1 hour of activation as a result of any unforeseen eventuality at the production site.
- The redundancy site and the network provided should be secure and monitored for any cyber-attacks
- A successful bidder must provide at least 4 activation tests per annum, of which at least 2 will be unplanned i.e. no prior planning for activation will be provided
- The SACAA must be able to access/activate the redundancy site for any eventuality including planned maintenance at the production site, suspected or realized cyber-attack on the production environment

6. UNDERSTANDING SACAA'S REQUIREMENTS

The bidder must demonstrate that they understand the onerous task of DR provisioning and maintenance and is able to meet SACAA's objectives in providing a fully managed DR solution including critical system replication, bandwidth (incl. monitoring and reporting) DR testing and support during invocations as well daily system back-ups and restore solution.

7. EXPECTED DELIVERABLES / OUTCOMES

On commencement, during the execution, and upon completion of the project, the following deliverables are expected from the preferred bidder:

- Project Charter/plan/roadmap
- Reviewed Threat Risk Assessment and Business Impact Analysis Report /Results
- Reviewed BCPs and other applicable plans
- Reviewed Disaster Recovery Plans
- Reviewed Emergency Response Plan
- Critical emergency equipment procedure
- Crisis Management and communication Plan
- Awareness and training schedule
- Business Continuity Management System Maintenance Schedule
- BCM Testing Methodologies
- BCMS Improvement Plan,
- Maintenance and support plan to identify ongoing improvements to the BCMS implementation and the level of resilience.
- Reviewed BCM Strategy, Policy, Framework and Procedures
- BCM Project Plan accompanied by relevant templates, timeframes and checklist for implementation
- BCM planning and monitoring tool inclusive of (role players of BCM Projects, their roles and responsibilities, work schedule and clear timelines for all activities, and issue log

- Monthly progress report detailing milestones completed
- Provide skills transfer during project implementation
- BCM risk register

8. OFFICE RECOVERY REQUIREMENTS AND TECHNOLOGY

The following office and technological equipment are required to ensure continued SACAA operations in the event of business disruption:

- 365/24/7 Data Centre Services (Tier 3 level).
- Continuous/Online replication of SACAA's 30 x critical Windows Servers including software & replication licensing, power and Data Centre environment. (include monitoring and reporting)
- 50TB High Performance tiered SAN Storage (fiber attached)
- Dual Network link termination / inter-connects
- Rate of change should dictate point to point replication bandwidth between SACAA & Recovery Site (include monitoring and reporting) (dual Redundancy)
- High-Availability Data Replication (HDR), applications should be replicated at the database level to ensure minimum data loss exposure.
- A hosted domain controller replicated from the primary domain controller with the rapid deployment of DHCP for network configuration and user authentication management.
- Internet bandwidth for 90 people
- 4 x DR Test days per annum on syndicated and replication services (4 unscheduled tests of which at least one (1) must be a live test conducted
- 4 x BCP Tests events per annum on syndication and replication services of which at least one (1) must be a live test conducted
- 1 x Crisis Management Centre / Command Centre
- 2 x Executive Offices including reception
- Will be determined by BIA's x Syndicated Office Recovery Seats incl. PC workstation, standard desk, chair, (including 2 external PRI's)
- 2 x LTO5 tape drives
- Virtual Battle Box with 1TB of storage - Securely Accessible from anywhere with an internet connection by the designated members, even if on-site systems are down.
- Monthly BCP/DR assurance testing and detailed reporting.
- Full site availability on all IT and related equipment as specified.
- Site availability within a maximum of 2 hours from disaster invocation (syndicated facilities and equipment). This stated availability time may be substantially less depending on the infrastructure provided.
- Immediate (2 hours) availability of all dedicated facilities.
- ICT security services should form part of the solution.
- An annual review of the ICT services required to facilitate the DR process should be linked to the initial tender pricing.
- Unscheduled Business Continuity testing to provide assurance in the event of a Disaster. (4 unscheduled – 1 per Quarter
- Client Service Facility (Reception Desk and 3 customer services desks
- Review of BCM governance documents

Unplanned incidents – SACAA may opt to use all or any of the equipment specified for non-disaster-based purposes, such as pre-production testing, planning hardware or,

- Software rollouts/upgrades, user testing and so on either within the allotted test days or additionally charged.
- A technical specialist must be allocated to SACAA. Where necessary the technical specialist will be involved in all technical aspects of SACAA's IT continuity testing and recovery that takes place on recovery center site.
- Service Desk (Helpdesk) with 24x7x365 availability
- The bidder will document all activities associated with DR/BCP and these will be translated into current plans to ensure that the improvements and lessons learnt are documented in terms of continuous improvement and in line with ISO etc. compliance.

9. PERIOD / DURATION OF PROJECT / ASSIGNMENT

The contract shall be for a period of twelve (12) months and the successful bidder will be required to sign a service level agreement (SLA) with clearly defined deliverable and payment milestones.

10. BIDDER REQUIREMENTS

The following minimum requirements must be met by prospective Bidders in response to this RFQ.

- The bidder shall be a member of a professional DR/BC institution (e.g. BCI, DRJ etc.).
- The bidder shall be compliant with the OHS Act.
- The bidder shall be registered at the South African Revenue Services
- The bidder shall provide a fully managed, end-to-end BCP/DR solution including bandwidth with monitoring and reporting, replication monitoring and reporting, BCP/DR testing and invocations.
- Service and Technical Reporting meetings to be held monthly.
- The bidder to provide examples and references of similar 'fully managed BCP/DR Client implementations for site visits.
- The site must be secure and fully access controlled.
- The bidder must provide a detailed specification of all the proposed hardware and software as well as the detailed write-up of the solution including a network diagram.
- Be an Accredited ISO 22301 service provider
- The bidder must provide for documented evidence of continuous improvement and compliance with ISO (best practice).
- The bidder to have a business continuity plan in place to ensure continued SACAA support in the event the operation on their proposed prime site becomes unavailable due to a disruptive event
- The bidder must provide documented evidence of their BC plans and regular testing in the event of operational disruptions.
- The bidder must produce a draft project plan and project schedule at the bidding stage

10.1. BIDDERS WILL BE ASSESSED AS THE BELOW FUNCTIONALITY REQUIREMENTS.

10.1.1. PREFERRED SERVICE PROVIDERS COMPETENCIES

The successful bidder should demonstrate adequate expertise and experience in the following areas:

- Project Management
- Business Continuity Planning & Management
- Disaster Recovery

- ICT applications and management
- Logistics Management

10.1.2. SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED IN THE FIELD (BUSINESS CONTINUITY MANAGEMENT & DISASTER RECOVERY)

The bidder must submit:

- The written description of understanding in the field of Disaster Recovery
- A summary of successful DR projects undertaken by the bidding company
- The prospective service provider shall provide consistent and quality service through qualified, experienced, skillful and highly trained expert(s) and submit at least three (3) Curriculum vitae (CV) of Experts as part of the proposal as per the functionality requirement
- Proven capability in undertaking a similar type of assignment by the Service Provider shall be supported by at least five (5) reference letters from clients that were provided with a similar service. The reference letters should clearly indicate the duration of the association and the contact details of the client for verification.
- The service provider after being awarded the contract must provide at least one technical support team.
- The technical support team must have adequate qualifications and experience to execute the project.

10.1.3. TECHNICAL SPECIFICATION REQUIREMENTS

The bidder must submit:

- All official forms that are included in the bid. Failure to comply may invalidate the bid.
- Previous and current Disaster Recovery contracts awarded to the bidder
- Previous and current client references
- The commitment to transfer the necessary skills to the SACAA teams (Crisis Management, Damage Assessment & IT Recovery teams in relation to: BCP testing/exercising)

10.1.4. DISASTER RECOVERY SITE REQUIREMENTS

The bidder must submit:

- Summary and description of understanding in the following aspects:
- Disaster Recovery Centre Infrastructure Requirements
- Office Recovery requirements
- Technology

11. EVALUATION CRITERIA

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022. The evaluation criteria will consist of the following three (3) phases:

11.1. PHASE 1: SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE MANDATORY COMPLIANCE REQUIREMENTS

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bidding documents must be completed and submitted. **(SACAA reserves the right to request information/additional documents if there are any missing from the bidder(s) submission).**

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

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate / supply the supplier number.	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes
Membership of a corporate or individual, with a professional Disaster Recovery / Business Continuity Institution (e.g. Business Continuity Institute, Disaster Recovery Journal etc.).	Proof must be provided	Yes
Compliance with the Occupation Health and Safety Act	Proof must be provided	Yes
International Organisation for Standardization (ISO) 22301 Accreditation	Proof must be provided	Yes

11.2. PHASE 2 – TECHNICAL / FUNCTIONALITY REQUIREMENTS

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders must take note of the Criteria, Weighting & Scoring when responding to this bid.

TECHNICAL EVALUATION			
SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
Methodology and Approach	The Service Provider is required to submit a detailed Project Plan and Methodology for Business Continuity Management (BCM) and/or Disaster Recovery (DR). This submission must clearly demonstrate the Service Provider's understanding of the scope of work and must include the following:	20	20

TECHNICAL EVALUATION			
SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
	• A draft project plan, roadmap and/or project schedule outlining all key activities; • Process flows illustrating the approach to BCM/DR implementation; and • Defined timelines for each phase or milestone of the project; • Notice period required to invoke the BCM site; and • Minimum space guaranteed to be available for SACAA at any given time. Note: Bidders who fail to submit a methodology that addresses all of the above requirements will score 0 points for this criterion.		
Location	The Location of the off-site recovery site should be within a minimum of 15 and a maximum of 35 Kilometers of the SACAA offices - Between 15 Kms and 35 Kms = 15 points - Between 35 Kms and 40 Kms = 10 points - Less than 15 Kms = 0 points - More than 40 kms = 0 points	10	15
Disaster Recovery Capabilities	The Service Provider Must submit a detailed disaster recovery plan that addresses the following dimensions: a) Managed Services – Technology Services = 5 points - Cloud Services - Communication Services b) Resilient Office Services = 5 points - Managed Office Space - Co-Location Hosting Services c) Advisory Services – BCM Consulting Services = 10 points - Client Risk Management Services - Business Continuity Management - Data Security Services - Crisis Management & Emergency Response	15	20
Company Experience	The Service Provider MUST demonstrate experience in delivering managed hosting infrastructure services and business continuity disaster recovery and support. A company profile should be provided, highlighting relevant projects illustrating the service provider's expertise in these areas. Bidder Experience: • More than 5 Year Experience = 10 Points	10	15

TECHNICAL EVALUATION			
SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
	• 3-5 Years' Experience = 5 Points • Less than 3 Years' Experience = 0 Points		
Project Team Experience, Qualification and/or Certification	The Service Provider MUST submit three (3) CVs for the project team qualifications and/or certifications. Each individual must have five years of experience or more in managed hosting infrastructure services and business continuity disaster recovery and support. Points will be allocated as follows: • More than 5 CVs with five (05) years' experience, qualification and/or certificates = 15 Points • 3-5 CVs with three (03) years' experience, qualification, and/or certificates = 5 Points • Less than 3 CVs with three (03) years' experience, qualification, and/or certificates = 0 Points	15	15
Client References	The Service Provider MUST provide verifiable written reference letters from clients within the last 5 years, confirming the successful delivery of managed hosting infrastructure services and/or business continuity disaster recovery and/or support. The reference letters provided by the Service Provider's clients must include the following details: • Referee Letterhead • Contact Person and contact telephone numbers • Project Start Date • The letter must be signed by a duly authorised person. Bidders Reference Letters • More than 5 Reference letters = 15 Points • 3-5 Reference letters = 5 Points • Less than 3 Reference letters = 0 Points	5	15
TOTAL POINTS FOR TECHNICAL EVALUATION		75	100

Bidders who score **75** or more point out of **100** points on 'functionality' will be considered for the next evaluation phase. Any bidder scoring less than **75** points will not proceed to the next phase.

11.3. PHASE 3: SITE INSPECTION

A compulsory site inspection will be conducted to the shortlisted bidders. The company must have physical office/site to evaluate the infrastructure setup. Below are the evaluation criteria for the site inspection

TECHNICAL EVALUATION		
SUB-CRITERIA	DESCRIPTION	POINTS
Building Security	Check access controls: keycard access, biometric security, or security door. – 4 points	10
	Verify security camera coverage and functionality. – 3 points	
	Ensure physical security staff are in place 24/7 – 3 points	
Power and Utilities	Backup Generator – 4 points	10
	Power Redundancy: dual power feed – 3 points	
	Uninterruptible Power Supply (UPS): Test UPS failover functionality – 3 points	
Environmental Controls	Verify that fire suppression systems (e.g., sprinklers, fire extinguishers, gas systems) have valid service certificates and are fully functional. – 2.5 points	5
	Inspect HVAC (Heating, Ventilation, and Air Conditioning) systems to verify consistent temperature and humidity control, and review their service records – 2.5 points	
TOTAL POINTS FOR SITE INSPECTION		25

Bidders who score **15** or more will be considered for the next phase of evaluation which is price and specific goals. Bidder who scores less than **15** on site visit will not be considered further to the next phase of evaluation.

11.4. PHASE 4 – PRICE AND SPECIFIC GOAL EVALUATIONS

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

For this bid 80 points will be allocated for Price and 20 points for Specific Goal.

11.4.1. This tender will be evaluated using the 80/20 preferential point system. The following PPPFA formula will be used to evaluate price:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

P_s = Points scored for price of the bid under consideration.

P_t = Rand value of bid under consideration.

$P_{\min}$ = Rand value of lowest acceptable bid.

Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid must be awarded for:

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

The maximum points for this bid are allocated as follows:

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

11.5. POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goal in accordance with the table below:

SPECIFIC GOALS (B-BBEE Status Level of Contributor)	Number of points
1	20
2	18
3	14
4	12
5	5
6	6
7	4
8	2
Non-Compliant contributor	0

11.6. NON-COMPULSORY BRIEFING SESSION

There will be no briefing session and any service provider that may seek further clarity can send their queries to duman@caa.co.za to seek any clarity on the bid document. All requests must be submitted by email.

11.7. Submission of BID Document

The bid submission requires a three (3) envelope system as per the evaluation criteria above.

11.7.1. Envelope 1

- All mandatory documents on Phase 1.

11.7.2. Envelope 2

- Technical proposal.

11.7.3. Envelope 3

- The pricing schedule must be submitted on a separate envelope from the technical proposal for ease of evaluation, as these will be evaluated separately. Bidders are required to provide a detailed price schedule breakdown as indicated in “**Annexure A**” below.

Please hand deliver your submission and deposit into the tender box at Ikhaya Lokundiza, Byls Bridge Office Park, 11 Byls Bridge Blvd, Doringkloof, Centurion, by Tuesday, 15 July 2025, 11h00.

**ANNEXURE A
PRICING SCHEDULE**

ITEM	DESCRIPTION	FREQUENCY	QTY	UNIT PRICE EXCL. VAT	TOTAL PRICE (EXCL. VAT)
1	Work Area Recovery - General	Quarterly	4		
2	Communication - Internet	Quarterly	4		
3	Advisory service	Rate base	640hrs		
Total Price Excluding VAT					
15% VAT					
Total Price Including VAT					

NB: The 640 hours on advisory services are an estimate for evaluation purposes, hours can be more or less depending on as and when required basis.