



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-126

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE SUPPLY AND MANAGEMENT OF CELLULAR AND DATA CONTRACTS
FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

START DATE: 06 SEPTEMBER 2024

CLOSING DATE: 04 OCTOBER 2024

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location (Municipality Bill or Lease agreement) or any proof of adress	
Three (3) Completed Reference Letters (Annexure 2)	
Completed Track Record (Annexure 3)	
Project Team Organogram and Curriculum Vitae's	
Detailed package options and quantities	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable)	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.
The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
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SECTION A: General Guidelines

FOR THE SUPPLY AND MANAGEMENT OF CELLULAR AND DATA CONTRACTS
FOR A PERIOD OF TWO YEARS

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on Specific Goals scoring. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with 51% disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	80 points for price
	10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Black Women owned suppliers.
	3 points for SMME's (EME or QSE)

Specific Goals returnable Documents

Evaluation Criteria	Returnable document
51% and above Black owned suppliers	SANAS accredited BBBEE Certificate/Affidavit
Eastern Cape Based suppliers	Municipality Bill or Lease agreement of any valid proof of adress
51% and above Youth owned suppliers	CSD report
51% and above Black Women owned suppliers.	CSD report
persons with disabilities	BBBEE Certificate/Affidavit/CSD report

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME, which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall

accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- There will be no briefing session. Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before 26th September 2024 at 16:00. Responses will be sent not later than 27 September 2024 at 15:00. It is the responsibility of the service provider to follow up with the response should there be none by 15:00 on the 27 September 2024.
- The closing date for this tender is at 12h00 on the 4th October 2024. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.

- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

The modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

Bidders must note that in addition to being tax compliant at the time of award of the contract, which will be verified with SARS or the CSD, it is incumbent upon the successful bidder/s to ensure that they are at all times tax compliant over the entire duration of the contract. Failure to ensure tax compliance may prevent the Department/Public Entity from issuing orders when goods/services are required. In such instances, the Department/Public Entity reserves the right to procure outside of the contract. Furthermore, if the Department/Public Entity is prevented from obtaining the relevant goods/services on the contract, such constitutes a breach of contract and will be dealt with accordingly, including the recovery of damages/adverse costs where applicable.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE (IF APPLICABLE)

Before starting work, service providers must undergo ELIDZ SHE induction and produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks (example risk of injury, risk of operating machinery, risk of pollution, etc.), service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
4. List of applicable PPE required;
5. PPE issue register;

6. List of chemicals and related Material Safety Data Sheets;
7. Letters of Good standing with workman's compensation where applicable;
8. Applicable legal appointments - as required;
9. Requisite training / competency certificates where applicable;
10. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);
11. Applicable certifications and / or registrations with / from the relevant authorities as required;

All of the above must be included in a SHE file for approval, together with:

1. Copy of scope of work;
2. Copy of appointment;

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly, tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

16 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.

5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

17 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on 6th September 2024 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;

6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE SUPPLY AND MANAGEMENT OF CELLULAR AND DATA CONTRACTS FOR THE EAST LONDON
INDUSTRIAL DEVELOPMENT ZONE SOC LTD

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1. Introduction

1.1. The scope of this RFP includes the following:

The East London IDZ would like to appoint suitably qualified and competent service provider for the supply and management of 173 cellular and data contracts and associated services.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Project Approach	Proposed Solutions (detailed specification and brochures)	70	60	All offered/proposed packages meet the minimum required specification including comprehensive insurance and 500 per month closed user group minutes = 60
				All offered/proposed packages do not meet the minimum required specification = 0
			5	Management portal provided for detailed reports = 5
				Management portal not provided for detailed report = 0
			5	Multi-sim cards, sim-swaps, delivery and warranty provided

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
				Multi-sim cards, sim-swaps, delivery and warranty not provided = 0
Service Providers Expertise and Resources	References	30	30	Company managed three or more similar contracts in the past five (5) years. Three reference letters provided.
			20	Company managed two similar contracts in the past five (5) years. Two reference letters provided.
			10	Company managed one similar contracts in the past five (5) years. One reference letter provided.
			0	No reference letter provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be monthly over 2 years according to the commencement date agreed upon in the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence during December 2024 after the signing of the service level agreement.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London or anywhere the service is required.

3. Detailed Requirements

3.1. Scope

The following table includes package information and the quantity required within this project:

Package options	Qty	Anytime Minutes	Data Bundles	SMS Bundles
Package 1	4	1000	50GB	500
Package 2	30	1000	30GB	150
Package 3	56	750	20GB	150
Package 4 (M2M)	60	0	500MB	50
Package 5 (M2M)	5	0	0	1000
Data 1 (Top Up)	18	0	10 GB	0

The above information is based on the current providers offering. The **minimum** anytime minutes and data bundles must be met for all packages. SMS bundles must fall within the specified range.

All employee cellular numbers are to remain the same. Numbers are to be ported if applicable.

All contracts will be 24 months.

3.2. Mobile Devices and handsets

No mobile devices, handsets or modems are to be included with the contracts in the following categories:

- Package 4
- Package 5
- Data 1

The choice of the following handsets needs to be available to all East London IDZ users for packages 1:

- Samsung Galaxy Z Flip 6 5G (Dual Sim) 256G or equivalent value.

The choice of the following handsets needs to be available to all East London IDZ users for packages 2:

- Samsung Galaxy S24 5G Ultra 256Gb or equivalent value

The choice of the following handsets need to be available to all East London IDZ users for package 3:

- Samsung Galaxy A55 5G 256GB or equivalent value

The details for the quantity of each mobile handset and the type of SIM cards will be provided to the successful service after the project kick-off meeting.

Loan handsets are required in the event of emergencies or when handsets are in for repairs.

3.3. Multi-Data Sim cards

All contracts for packages 1 to 3 shall have 2 multi – data sim cards.

3.4. Delivery, Warranty and SIM Swaps

The ELIDZ requires all SIM cards, handsets and accessories to be delivered to site with no additional charge.

All handsets and accessories need to carry a 24-month warranty.

The service provider is required to provide the East London IDZ with SIM swaps when required.

3.5. Comprehensive Insurance

The Cellphone contract price shall include comprehensive insurance cover for all handsets for the duration of the 24-month contract. The service provider will ensure there is a process and resources available to facilitate end user engagement for insurance and device related issues

and claims. The end users will engage with the service provider directly for all device related issues. The replacement device should be of the same value as the insured device.

3.6. Business Closed User Group / Pool Airtime

All cellphone contract should be in a closed user group. A minimum of 500 anytime minutes per contract shall be free for calls within the user group.

3.7. Clip and Itemised Billing

The ELIDZ requires clip and itemized billing to be included for packages one to four.

3.8. Management Portal

The ELIDZ requires access to a portal to manage all the contracts for packages.

3.9. Project Management

The following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Project Close-out Report

3.10. Reporting and Training

A scheduled monthly meeting is required as part of this project whereby a summary printed report will need to be presented of the previous month's usage per contract. A Variation report is also to be presented for contracts that changed and are not aligned with original procurement specification at each scheduled meeting.

An electronic report in CSV format also needs to be provided.

Technical and user training is required for the duration of this project.

4. Response Format

4.1. Company / Firm profile

- Provide an overview of your company profile.
- Provide an organogram for team allocated to this project in terms of roles and responsibilities as well as supporting CVs.

4.2. Location evidence

- Provide information on your local operational office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province?
- Provide a Municipality Statement / Invoice or lease agreement.

4.3. References

- Respondents are required to provide a minimum of 3 references relevant to this tender.
- The Reference Form (see Annexure 2) must be completed on behalf of all respondents and must be stamped and/or signed by the reference entity.
- The ELIDZ reserves the right to verify the references

4.4. Track Record

- Respondents are required to provide sufficient information to support that the firm and resources has relevant experience in the area as detailed under “Section 3.1: Scope of Work”.
- The Track Record Form (see Annexure 3) must be completed and submitted in this regard.
- The ELIDZ reserves the right to verify the information contained therein.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

TRACK RECORD