

REQUEST FOR QUOTATION

Form No: UW-RFQ-2

Version No: 3/2023

Effective Date: Jul 2023

RFQ Number: Q24/162/MN

1. INVITATION TO QUOTE

Description	Hosting, Maintenance and Support of The uMngeni-uThukela Water Services E-Learning (Premium Solution) Moodle Platform for a Period of Five (5) Years
Advert Date	19/09/2023
Closing Date and Time	27/09/2023 at 15h00
Compulsory Session Briefing	Date: 22 September 2023 Time: 11h00 Venue: Microsoft Teams
SCM Enquiries	Name: Mbali Ngema Tel: 033 341 1323 Email: Mbali.ngema@umgeni.co.za
Technical Enquiries	Name: Mbali Khumalo Tel: 033 341 1374 Email: mbali.khumalo@umgeni.co.za
Contents of RFQ	1. Invitation to quote 2. Bidders information 3. Terms and Conditions 4. Undertaking by Bidder 5. Terms of Reference/RFQ specifications 6. Price Schedule 7. Authority to Sign 8. Bidders disclosure [SBD 4] 9. Preference points claim form (SBD 6.1) 10. Contract SBD 7.2

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Quotation Submission:	Tip-Offs Anonymous Hotline:
Quotations clearly marked, <i>‘ Hosting, Maintenance and Support of The uMngeni-uThukela Water Services E-Learning (Premium Solution) Moodle Platform for a Period of Five (5) Years</i> uMngeni-uThukela Water (Head Office) Supply Chain Management Unit 310 Burger Street Pietermaritzburg 3201 Or by email to : scmquotes@umgeni.co.za using Quote number as the email subject Or by email to : [insert relevant buyers email address] using Quote number as the email subject	Report unethical conduct at uMngeni-uThukela Water on: Toll Free Number: 0800 864 463 Email: umgeniwater@whistleblowing.co.za Toll Free Fax: 0800 212 689 Postal: Freepost KZN665, Musgrave, 4062 SMS: 33490 Online: www.whistleblowing.co.za <i>Stop theft / fraud / dishonesty / bribery /blackmail / intimidation, and remain anonymous.</i>

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2. BIDDERS INFORMATION

Name of Bidder	
Company Registration number	
VAT registration number	
Contact Person	
Telephone number	
Cell number	
E-mail address	
Postal address	
Physical address	
uMngeni-uThukela Vendor Number	
CSD Supplier number	

I certify that the information furnished on this form is true and correct. I further accept that, in addition to cancellation of a contract, action may be taken against me should this declaration prove to be false.

Name of Representative

(Duly Authorised)

Signature

Date

3. TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

1. Any alteration made by the bidder must be initialled.
2. Use of correcting fluid is prohibited
3. Bidders must be registered on the National Treasury's Central Suppliers Database.
4. Tenderers are required to submit a valid Tax clearance verification PIN or CSD MAAA number
5. This quotation is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations, 2022; the General Conditions of Contract (GCC) and if applicable any other Special Conditions of Contract.
6. The applicable preference point system for this tender is the 80/20 preference point system, Failure on the part of a tenderer to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed by the bidder. Kindly refer to SBD 6.1 form for additional information.
7. Suppliers must complete the attached SBD 4 – Bidders disclosure, failure to complete these documents may result in the quotation being invalidated.
8. Quotations must be in accordance and comply with the terms of reference/specifications provided, unless otherwise stipulated.
9. The official uMngeni-uThukela Water quotation form must be used to quote the offered price. Should the allocated price page be insufficient, the tenderer may supplement the price page with an additional pricing breakdown.
10. Price Declaration must be completed, and should the total RFQ prices differ, the one indicated on the price declaration shall be considered the correct price.
11. The successful supplier may be required to fill in and sign a written Contract Form. (If applicable)
12. This document may contain confidential information that is the property of uMngeni-uThukela Water.
13. No part of the contents may be used, copied, disclosed or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFQ, without prior written permission from uMngeni-uThukela Water and the Bidder.
14. All Copyright and Intellectual Property herein vests with uMngeni-uThukela Water and its Bidder.
15. Responses to this RFQ must be submitted by email scmquotes@umgeni.co.za or be deposited in tender box situated as indicated on the quotation request form marked appropriated as directed. (*The applicable submission method is reflected on the cover page*).
16. It is the responsibility of the bidder to ensure that its response reaches uMngeni-uThukela Water on or before the closing date and time of the RFQ. Late and incomplete submissions will not be accepted.
17. No services must be rendered or goods delivered before an official uMngeni-uThukela Water Purchase Order form has been received.
18. **uMngeni-uThukela Water reserves the right to appoint more than one supplier/service provider and or to award the quote as whole or in part.**
19. A full copy of General Conditions of Contract (GCC) are available on the National Treasury website (<https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf>)

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4. UNDERTAKING BY BIDDER

1. I/We hereby quote to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to uMngeni-uThukela Water on the terms and conditions. In accordance with the specifications stipulated in the quotation documents (and which shall be taken as part of and be incorporated into this quote) at the prices and on the terms regarding time for delivery and/or execution inserted therein.

2. I/we agree that:

- (a) the offer herein shall remain binding upon me and open for acceptance by uMngeni-uThukela Water during the validity period indicated and calculated from the closing time of the quote;
- (b) this quote and its acceptance shall be subject to the Public Finance Management Act, 1999, uMngeni-uThukela Water's Supply Chain Management Policy and Procedures, the General and Special Conditions of Contract as may be applicable, with which I/we am fully acquainted;
- (c) if I/we withdraw my quote within the period for which I/we have agreed that the quote shall remain open for acceptance, or fail to fulfil the contract when called upon to do so. uMngeni-uThukela Water may, without prejudice to its other rights, agree to the withdrawal of my quote or cancel the contract that may have been entered into between uMngeni-uThukela Water and I/us. I/we will then pay to uMngeni-uThukela Water any additional expenses incurred for having either to accept any less favourable quote or, if fresh quote have to be invited, the additional expenditure incurred by the invitation of fresh quotes and by the subsequent acceptance of any less favourable quotes. uMngeni-uThukela Water shall reserve the right to recover such additional expenditure by set-off against monies which may be due to me under this, or any other tender or contract or against any guarantee or deposit that may have been furnished by me or on my behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenditure to retain such monies, guarantee or deposit as security for any loss uMngeni-uThukela Water may sustain by reason of my default;
- (d) if my quote is accepted, the acceptance may be communicated to me by electronic mail, to the email address supplied in my quotation document;
- (e) the law of the Republic of South Africa shall govern the contract created by the acceptance of my quote and I choose *domicilium citandi et executandi* in the Republic at (full physical address) :

3. I/we furthermore confirm that I/we have satisfied myself as to the correctness and validity of my quote: that the price(s), rate(s) and preference quoted cover all of the work/item(s) and my obligations under a resulting contract, and I accept that any mistakes regarding the price(s) and calculations will be at my risk.

4. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement, as the Principal(s) liable for the due fulfilment of this contract.

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5. I/we agree that any action arising from this contract may in all respects be instituted against me and I/we hereby undertake to satisfy fully any sentence or judgement which may be pronounced against me as a result of such action.

6. I/we confirm that I/we have declared all and any interest that I or any persons related to my business has with regard to this quote or any related quotations by completion of the Declaration of Interest Section.

7. **I/WE, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE TENDERER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:**
 - (1) The tenderer will furnish documentary proof regarding any tendering issue to the satisfaction of the uMngeni-uThukela Water, if requested to do so.

 - (2) If the information supplied is found to be incorrect and/or false then uMngeni-uThukela Water, in addition to any remedies it may have, may: -
 - a) Recover from the contractor all costs, losses or damages incurred or sustained by uMngeni-uThukela Water as a result of the award of the contract, and/or
 - b) Cancel the contract and claim any damages which uMngeni-uThukela Water may suffer by having to make less favourable arrangements after such cancellation.

Name of Representative
(Duly Authorised)

Signature

Date

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5. SPECIFICATIONS

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TERMS OF REFERENCE FOR THE HOSTING, MAINTENANCE AND SUPPORT OF THE UMNGENI-UTHUKELA WATER SERVICES E-LEARNING (PREMIUM SOLUTION) MOODLE PLATFORM FOR A PERIOD OF FIVE (5) YEARS.

5.1 BACKGROUND

uMngeni-uThukela Water Services (UUWS) is a wholly owned subsidiary of uMngeni-uThukela Water Board. One of the mandates of uMngeni-uThukela Water Services is to provide capacity building interventions in the water industry through the uMngeni-uThukela Water Learning Academy (UWLA).

5.2 UMNGENI-UTHUKELA WATER SERVICES SITES

uMngeni-uThukela Water Learning Academy primary offices are based at 13 Pineside Road, New Germany. Other offices are located in Pietermaritzburg, Richards Bay and Durban.

5.3 BRIEFING SESSION

All potential bidders are expected to attend a virtual briefing session that will be hosted via Teams. Potential service providers need to make prior arrangements to receive an invitation to connect to this session by emailing the SCM representative.

5.4 APPLICATIONS EXECUTIVE SUMMARY

uMngeni-uThukela Water Services has different applications which are all individually deployed, supported and maintained. Most of the applications are hosted internally, but some are hosted externally and in the cloud. Through these different initiatives, UUWS has implemented applications that aim to support the departmental business needs. The current application caters for a different aspect of UUWS business, which is training and administrative support. The following is a list of applications that support the core business:

UUWS Training Management System (TMS) is currently under procurement and will provide management and administration of the training process for the UUWS. The areas of focus include Quotations, Learner Registrations, Learner Information Management, and the overall support on the training management cycle. Other applications that need to be integrated with the LMS are the following: SAP Financial Systems, SAP HRM Systems, Customer Relationship Management System (under development) and Business Intelligence Systems (under procurement).

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5.5 DESCRIPTION OF GOODS/ SERVICES REQUIRED

UUWS implements eLearning to provide flexible, cost-effective education, training and development interventions, which can be rolled out to scale in the public service. The intent of this tender is to provide support, maintenance and hosting for the UUWS Learning deployments for Facilitated eLearning Courses and Open eLearning Courses. The Moodle version to be deployed shall be the most stable (PREMIUM SOLUTIONS), version with failover capability and load balancing. These features must be retained or improved on with the new installation. NB – All references to Moodle in this document will refer to the PREMIUM SOLUTIONS option provided by Moodle. Learners from both the public and private sector need to be able to access the system. It should be accessible via the intranet, internet both nationally and internationally.

The system should be hosted on a cloud based platform that is scalable. The cloud platform should comply with National Government regulations. Data must reside in South Africa. Note that all the data (including any offshore encrypted backups) will remain fully the property of uMngeni-uThukela Water Services. The deployed system should facilitate online payments via Payfast or a similar Payment gateway. The newly appointed vendor will have to work with the existing partners and agreements to ensure stability and continuity.

Three deployments shall be hosted for eLearning:

- Facilitated eLearning Courses: participants in these courses are manually enrolled in courses once internal UUWS processes have been concluded.
- Open eLearning Courses: participants create their own user account and self-enrol for free eLearning courses.
- Payment Gateway Course: participants in these courses are automatically enrolled after payment of the course fee. The need is to incorporate a module that comprehensively addresses the payment facility that will be required. High level security on the developed and deployed solution set is required including interfacing/ transfer of data to UUWS financial and core systems.

5.6 APPLICATION AND TECHNICAL REQUIREMENTS

5.6.1 PURPOSE

The intent and purpose of this Request for Quotation (RFQ) is to solicit sealed quotations to establish a service level agreement (SLA) with one or more qualified service provider(s) for the support, maintenance and hosting of the Moodle application. The appointed service provider

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must ensure seamless continuation of the current deployments and provide solutions that will ensure a stable, highly available and functional eLearning platform for UUWS.

5.7 MOODLE APPLICATION SUPPORT REQUIREMENTS

The following are application support, maintenance and hosting requirements:

5.8 SOFTWARE SUPPORT AND MAINTENANCE

Moodle is open source, however the supporting vendor is required to take responsibility of the maintenance and support of all aspects of the system to ensure it is fully functional and available to UUWS and its client base.

- Setup and deploy the latest version of Moodle on the vendors cloud platform.
- Timeously upgrade Moodle to the most appropriate and stable version as per best industry standards, as well as per the recommendations of the eLearning Business Unit at UUWS. Upgrades should include the upgrading of all relevant architecture layers e.g. operating system, databases, scripting languages, and the actual Moodle application version upgrade (PHP Engine, Database and modular aspects).
- Payment system {collaborate with -UUWS and partners}
- Install identified Moodle plugins as and when required (Time and Material based, defined in the Service Level Agreement {SLA}).
- Deployment and updating of Moodle Plugins as per industry standard and the requirements of -UUWS.
- Deployment / Activation of Secure Sockets Layer (SSL) Certificates periodically.
- Troubleshoot and resolve any code related errors.
- Troubleshoot and resolve any database related errors.
- Perform Moodle minor and major upgrades as and when required.
- Customisation and deployment of Moodle themes.
- Deploy and customise the latest, stable Moodle Mobile App version.
- Interoperability with various systems to improving organizational workflows. (SLA to detail)
- Interfacing to Student Information System and/or Training Management System [SLA to detail]

5.9 DATABASE ADMINISTRATION

Database administration for the Moodle installation and email relay platform.

5.9.1 ONLINE PAYMENTS

The deployed system should facilitate:

- Safety & Security of financial transactions is our priority.

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- When transacting money with electronic payment vendors, the transactions need to be monitored 24/7 by their security specialists, who need to identify suspicious activity and help protect.
- Electronic Funds Transfer (EFT), Credit Card & Debit Card Payments [Individuals/ Business] need to be enabled.
- Secure Socket Layer (SSL) to secure the platform.
- Compliance to Protection of Personal Information Act (POPIA).
- Transport Layer Security (TLS).
- Hyper Text Transport Protocol Secure (HTTPS).
- will partner with a Payment vendor. The new appointed vendor will have to work with the new Payment Vendor once they are appointed.

5.9.2 HELP DESK

- Provide first and second level support to Moodle administrators on issues relating to Moodle application through a Helpdesk (email and telephonic).
- Open source-ticketing system.
- Provide first and second level support to Payment System administrators on issues relating to Payment application through a Helpdesk (email and telephonic).

5.9.3 MOODLE & PAYMENT SYSTEM HOSTING REQUIREMENTS

- The supporting vendor is required to take responsibility of the maintenance and support of all aspects of the infrastructure to ensure it is fully functional and available to UUWS and its client base.
- Hardware hosting for the Moodle and Payment system supporting requirements in terms of ensuring high availability and redundancy through clustering, fail-over, fault tolerance and synchronisation technologies where application. Hardware resources (storage, memory, computing speed) should be adequate to cater for a possible 50% growth capacity.
- The Moodle and Payment System applications requires bandwidth that will allow 20,000 learners to access the applications. Scalability to demand should be a readily available option.
- The available bandwidth should also cater for concurrent access of up to 10,000 learners.
- Daily incremental backups, full monthly and yearly backups.

5.9.4 MOODLE E-MAIL RELAY REQUIREMENTS

As part of the support to enable the Moodle daily operations, the Moodle platform should be able to have an email facility capable of sending up to 20 emails (approximate size of

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25Kb each) per week. This facility should be handled separately so that the Moodle server is not seen as an email spam source.

5.9.5 MOODLE SHORT MESSAGE SERVICE (SMS) RELAY REQUIREMENT

As part of the support to enable the Moodle daily operations, the Moodle platform should be able to have an SMS facility capable of sending up to 500 SMS per week. This facility should be handled separately.

5.9.6 WHATSAPP INTEGRATION

Integrate WhatsApp for Moodle plugin to give the teachers and students the option to communicate on WhatsApp using WhatsApp API platform.

Plugin to include the following types of accounts:

- To communicate with students using WhatsApp
- To create & manage courses via WhatsApp groups.
- To handle WhatsApp communication from multiple devices simultaneously.

5.9.7 TRAINING

Provision of training as and when required, may be cost defined on a time-and- material basis.

5.9.8 SERVICE LEVEL AGREEMENT

- The aim is to enter into a contract for the delivery of the mentioned services at an agreed cost and level of performance for a period of five years. The service provider(s) must provide support in all of the areas mentioned above.
- The service provider(s) may indicate additional services they intend to offer over and above those specified. This should be outside of the costing and be applicable on a Time and Material basis.
- The service provider(s) must also from time to time recommend and/or advise UUWS on the latest and cost-effective methodologies to deliver Moodle application support, maintenance and hosting services to its users.
 - The SLA review will take place quarterly at UUWS offices.
 - Performance of the vendor and services will be evaluated by UUWS for compliance and quality. Poor performance could have financial penalties and could result in the cancellation of the contract.

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5.10 DELIVERABLES & SCOPE OF WORK

The appointed service provider will provide installation, commissioning, support, maintenance and hosting services of UUWS Moodle application. The service provider should be open to discussions relating to additional services which may lead to the review of the service level agreement. In the event that the contracted service provider offers a service in collaboration with another service provider in a form of a sub-contract, UUWS will only recognise the contracted service provider as the provider of such service(s). Thus all payment arrangements or penalties arising from any of the terms of the contract will apply directly to the main contractor in terms of the standing agreement/contract.

5.11 DETAILED SERVICE DESCRIPTIONS/DELIVERABLES

5.12 PROJECT MANAGEMENT METHODOLOGY

Whenever a new project is initiated within any of the aforementioned functional areas, the selected service provider will conduct the project's initiation, planning, execution and control, and closeout in compliance with UUWS's Project Management standards or using a methodology that conforms to those ascribed in the PMBOK or any other UUWS approved project management methodologies.

5.13 SERVICE LIFECYCLE MANAGEMENT

UUWS would like to adopt the ITIL v3 Framework. Our initial interest relates to change management, problem management, release management and service management within the Service Transition functions. The service provider will describe experience with the ITIL Framework. It is incumbent on the prospective service provider to formalise, document and implement these processes.

5.14 KEY EXPERTISE REQUIRED

The service provider must prove that they have the experience, expertise, qualifications required/expected to ensure proper/quality execution of the project.

5.15 PENALTIES/ AUDIT/ COPY RIGHTS (IF APPLICABLE)

UUWS reserves the right to claim penalties and remedies in the event of non-performance / delays /underperformance in executing the contract or not meeting time frames:

- UUWS reserves the right to inspect or audit any document pertaining to this contract and this may also include queries and complaints.
- Should any audit or inspection reveal that the service provider has not complied with any of the terms of this contract, the service provider shall be charged for the cost of the audit or inspection as well as the cost of any losses incurred by UUWS associated with such non-compliance.

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- All documents, software, source code and scripts produced electronically or otherwise, by the service provider, including its employees and agents, in the fulfilment of the terms of this contract shall be and remain the sole property of UUWS and all copyrights and ownership of documents, software, source code and scripts shall vest with UUWS.

5.16 OUT OF SCOPE

Course development, the management of learner information and registrations on the Moodle application functions are out of scope.

5.17 LEGISLATIVE AND REGULATORY FRAMEWORK

- The following legislative and best practice requirements are applicable:
- Corporate Governance of ICT Policy Framework (COBIT, ITIL, ISO 27000, ISO 38500, TOGAF).
- The King IV Report on Corporate Governance for South Africa.
- Public Service Risk Management Framework.
- Public Audit Act of 2004.
- Project Management institute's Project Management Body of Knowledge (PMBOK) or any other framework based on PMBOK.
- Minimum Information Security Standards (MISS).
- Public Finance Management Act (Act 1 of 1999 as amended by Act 29 of 1999).
- The Constitution of the Republic of South Africa, Act 108 of 1996.
- PPPFA 2000.
- Protection of Personal Information Act of 2013.
- Treasury Preferential Procurement Regulations.

5.18 GENERAL

- UUWS shall provide adequate office accommodation for the on-site project team.
- It is important to note that the successful service provider will work under the supervision of UUWS delegated officials.
- The appointed service provider shall be subjected to signing of a "Declaration of Secrecy" prior to the commencement of the contract.
- No information concerning the state's activities may be furnished to the public or media by the service provider or any of his/her employees.

- Solution deployment should not interfere with the normal operation of UUWS, unless scheduled otherwise.
- Arrangements should be made for after hours or over weekends for work that will interfere/interrupt with normal ICT operations for extended periods.
- The appointed service provider shall be expected to respond to service requests in a timely manner.
- Penalties will be applied to any non-compliance with the service level agreement.
- The Department retains the right to evaluate the services rendered by the service provider together with its sub-contractors at any time, in order to ensure service alignment with the conditions of the contract.

5.19 DURATION OF THE CONTRACT

The duration of the contract will be for a period of five (5) years from the date of appointment. Annual Performance will be monitored, and poor performance can result in termination of the contract before the end of the contract.

5.20 COMPLIANCE WITH LABOUR RELATIONS

- The service provider must strictly adhere to all acts and regulations relating to human resources.
- UUWS shall not tolerate any unfair labour practices by the service provider that happen on its premises.
- Labour disputes are the sole responsibility of the service provider.

5.21 DAMAGE COMPENSATION/INDEMNITY

The service provider will be held responsible for any damages, due to negligence, or theft, by their employees, in the normal execution of their duties or otherwise and indemnifies UUWS against any resultant claims.

5.22 DAMAGES TO PROPERTY OCCUPIED BY THE UUWS

In the case of damages to hardware, devices, etc. resulting from the rendering of the service, the service provider undertakes to rectify/repair the damage immediately. If the service provider fails to act after notification, UUWS will rectify the damages and the service provider will be liable for the costs.

5.23 ACCESS TO THE BUILDING

- The service provider personnel shall have controlled access to the building in terms of its contract during normal office hours and to comply with UUWS access procedures.

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- The service provider must take responsibility to inform UUWS to deactivate such access where employee is no longer in the service of the service provider or at the expiry of the contract.

5.24 INVOICING

Invoices and Statements should be forwarded to UUWS with all supporting documentation in order to expedite payments within 30 days from receipt of correct and complete invoice and relevant supporting documents. If these documents are not received, payments will be delayed until outstanding documents have been received. Constant failures to submit the required documents may constitute reason for terminating the contract between UUWS and the appointed service provider.

5.25 PROJECT COST

The cost for this project must cover all activities and deliverables outlined in this terms of reference. Bidders must complete the price breakdown template. This breakdown is used to enable meaningful comparison of received bid proposals. Prices presented must be VAT inclusive.

5.26 PRICE ESCALATION

Escalation fees will be effected annually on the contract anniversary and in accordance with the CPI rate.

5.27 PASS-THROUGH COSTS FIXED FEES

- Pass-through costs are fixed contract cost which include sub-contractors costs.
- Pass-through cost may be incurred by the service provider and claimed at cost inclusive of VAT after approval by UUWS delegated official.

5.28 VARIABLE COSTS

- Variable costs are incidental costs incurred at UUWS's request.
- Variable costs may be incurred by service provider after approval by UUWS delegated official.

5.29 VALIDITY PERIOD

All bids submitted must be valid for a period of 120 days after the closing date.

5.30 MANDATORY DOCUMENTATION/REQUIREMENTS

1. Only Moodle Certified Partners and Moodle Certified Service Providers will be eligible to participate in this bid. All service providers must provide proof of their approval/certification.. Additional mandatory requirements are stipulated in Section

5.31 OTHER DOCUMENTS

In addition to this Bid document, the documents listed below form part of this Bid:

5.32 SPECIAL CONDITIONS

5.33 PRICING

5.34 THE BIDDER SHALL PROVIDE THE PRICE PROPOSAL AS DETAILED IN THE PRICING SCHEDULE

5.35 THE BIDDER'S PRICE MUST BE FULLY INCLUSIVE, AND EACH ITEM MUST BE CLEARLY SPECIFIED.

- a) All additional costs must be clearly specified and included in the total quotation price, (e.g. transport, labour, etc.).
- b) All prices must be VAT inclusive.
- c) The bidder is responsible for all the cost that they shall incur related to the preparation and submission of the quotation.

5.36 THREE STAGE EVALUATION PROCESS

The RFQ will be evaluated using three (03) evaluation stages:

5.37 Stage 1: Mandatory/ Administrative Requirements

2. Bidder completed all RFQ Forms
3. Bidder registered on National Treasury CSD
4. SBD 4 – Bidders disclosure
5. Only Moodle Certified Partners and Moodle Certified Service Providers will be eligible to participate in this bid. All service providers must provide proof of their approval/certification.
6. The following mandatory documents

Mandatory requirements	Documents that must be submitted in Stage 1
Service Provider Profile and	The bidder shall submit a company profile which

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technical proposal	includes but not limited to the following: • Overview of company; • A clear description of services rendered; • A risk mitigation strategy to ensure continued service delivery; • Technical proposal as per the evaluation criteria set in Annexure A
--------------------	--

5.38 STAGE 2: DESKTOP TECHNICAL EVALUATION ON CAPACITY AND CAPABILITY

Only bidders who have complied with all mandatory and pre-qualification requirements will be further evaluated on the technical requirements. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated in Annexure A. UUWS will evaluate and score all bids based on their submissions and the information provided.

Bidders will not rate themselves, but need to ensure that all information required is supplied. UUWS will evaluate and score all responsive bids and will verify all documents submitted by the bidders. Only bidders who have obtained 70% and more in this phase will continue to the next phase of evaluation.

5.39 STAGE 3: Price and Preference Goals

1. Subsequent to the evaluation of mandatory/ administrative requirements, the third stage of evaluation of the bids will be in respect of price and preferential procurement only.
2. Tenderer is tax compliant
3. In compliance with the Preferential Procurement Regulations 2022, the 80/20 preference point system is applicable: points for this bid shall be awarded for:
 - a) Price; and (80) and Preference as defined in SBD 6.1 (20)
4. The Preference Goals that have been identified for this bid is stipulated in SBD 6.1
5. Preferential goals and applicable points for this tender in terms of Preferential Procurement Regulations 2022, are indicated in the table below:

	Description	80/20	Evidence to be provided
RDP	The promotion of South African owned enterprises	20	CIPC
Total points for preferential goals		20	

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6. Failure on the part of a bidder to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed by the bidder.
7. UUWS 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 UW.
8. UUWS reserves the right to conduct negotiations with the qualifying bidder/s regarding any terms and conditions, including price(s), of a proposed contract where applicable UUWS reserves the right not to accept the lowest financial offer or any offer

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6. ANNEXURE A: TECHNICAL EVALUATION CRITERIA AND SCORECARD

6.1 TECHNICAL EVALUATION SCORECARD

Terms of reference for the installation, commissioning, hosting, maintenance and support of the uMngeni-uThukela Water services e-learning Moodle platforms for a period of five years

Example of how the bidder must complete the compliance checklist:

List	Technical criteria	Reference page in proposal	Comments
1.	Experience of bidder	Section/Pages	Bidder to summarise the motivational compliance, partial compliance or non-compliance to the requirement.

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6.2 RATING SCALE EXAMPLE OF RATING SCALE THAT BID EVALUATION COMMITTEE MEMEBERS WILL USE.

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods/ services. Responsible identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirements with minor additional benefits. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods/services. Responsible identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirements. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods/ services, with supporting evidence.	3
Minor reservations	Satisfies the requirements with minor reservations. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods/ services, with little or no supporting evidence.	2
Serious reservations	Satisfies the requirements with major reservations. Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods/ services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirements. Does not comply and/ or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource and quality measures required to provide the goods/ services, with little or no supporting evidence.	0

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Annexure A: TECHNICAL EVALUATION CRITERIA

The bidders will be evaluated according to the technical evaluation criteria in the scorecard below: Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
1	Service Proposal	40			
1.1	Bidders must submit a detailed proposal as per the approved Terms of Reference	20	Terms of Reference Section Error! Reference source not found. Error! Reference source not found.		

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
1.2	Provide and deliver hosting, maintenance and support of the UUWS eLearning Moodle platforms in a manner that meets the UUWS needs in alignment with strategic objectives and future plans	20	Terms of Reference Section Error! Reference source not found. Error! Reference source not found.		
2	COMPANY EXPERIENCE	20			
2.1	Provide evidence from at least three (3) contactable clients when the bidder provided a similar service within the last ten (10) years	10	Mandatory documents		

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
2.2	Provide track record in : Delivery of Moodle hosting, maintenance and support of the UUWS eLearning Moodle platforms as follows:	10	Terms of Reference Section Error! Reference source not found. Error! Reference source not found.		
i.	Install, Commission, deploying, hosting, maintenance and support services of the eLearning Moodle platform. (Cloud Based Solutions)				
ii.	Database Administration support and maintenance services				
iii.	The deployed system should facilitate online payments services				

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
iv.	Fully functional user friendly Helpdesk services				
v.	Moodle and payments system hosting requirements				
vi.	Moodle e-mail Relay Requirements				
vii.	Moodle short Message services (SMS) Relay Requirement				

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
viii.	Service Level Agreement and Management Services • 5 projects= 5 points • 4 projects= 4 points • 3 projects= 3 points • 2 projects= 2 points • 1 project= 1 point				

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
3	RESOURCES AND CAPACITY 40				
3.1	ICT infrastructure and Network Resources and capacity for: <i>Hosting, Maintenance and support of the UUWS eLearning Moodle platforms (Cloud Based Solution) Architecture and Design Expertise). Deliver on Moodle hosting, maintenance and support of the UUWS eLearning Moodle platforms as follows:</i>	20	Terms of Reference Section Error! Reference source not found. Error! Reference source not found.		

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
i.	Deploying, hosting, maintenance and support services of the eLearning Moodle platforms. (Cloud Based Solutions)				
ii.	Database Administration support and maintenance services				
iii.	The deployed system should facilitate online payments services.				
iv.	Fully functional user friendly Helpdesk Services				

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
v.	Moodle and payment system Hosting Requirements				
vi.	Moodle e-mail Relay requirements				
vii.	Moodle Short Message Service (SMS) Relay Requirements				
Viii.	Service level agreement and project management services				

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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
3.2	Specialised ICT technical skills, resources and Capacity for hosting, maintenance and support of the UUWS eLearning Moodle platforms. Deliver on Moodle hosting, maintenance and support of the UUWS eLearning Moodle platforms as follows:	20	Terms of Reference Section Error! Reference source not found. Error! Reference source not found.		
i.	Install/Commission/Deploying, hosting, maintenance and support services of the eLearning Moodle platforms (Cloud Base Solutions)				
ii.	Database Administration support and maintenance services				



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#	Technical evaluation criterion To be completed by uMngeni-uThukela Water	Weight	Reference in bid document To be completed by uMngeni-uThukela Water	Reference Page in Bidders Proposal	Comments To be completed by the Bidder
iii.	The deployed system should facilitate online payments services				
iv.	Fully functional user friendly Helpdesk services				
v.	Moodle and payment system hosting requirements				
vi.	Moodle e-mail Relay requirements				
vii.	Moodle short message service SMS) Relay requirements				
viii.	Service Level Agreement and Project management Services.				



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7. ANNEXURE B: PRICING SCHEDULE – PRICES

NOTE:

- a) In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point

Name of bidder _____ RFQ number _____

Closing Time _____ Closing date _____

OFFER TO BE VALID FOR 120 CALENDER DAYS FROM THE CLOSING DATE OF QUOTE.

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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
Hosting, maintenance and support of the UUWS eLearning Moodle Platforms software support and maintenance.			
Install/Commission/Deploy Moodle to the new vendor cloud platform.			
- Timeously upgrade Moodle to the most appropriate and stable version as per best industry standards, as well as per the recommendations of the eLearning business Unit at UUWS. Upgrades should include the upgrading of all relevant architecture layers e.g. operating system, databases, scripting language, and the actual Moodle application version upgrade (PHP Engine, Database and modular aspect). - Moodle - Payment system (collaborate with UUWS partners)			
Install identified Moodle plugins as and when required (time and material based, defined in the Service Level Agreement (SLA).			
Deployment and updating of Moodle plugins as per industry standard and the requirements of the requirements of UUWS			
Deployment/ activation of secure sockets layer (SSL) certificates periodically.			
Troubleshoot and resolve any code related errors.			

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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
Troubleshoot and resolve any database related errors.			
Perform Moodle minor and major upgrades and when required.			
Customisation and deployment of Moodle themes.			
Deploy and customise the latest, stable Moodle Mobile App version.			
Interoperability with various UUWS stems to improving organisational workflows. (SLA to detail)			
Interfacing to student information system and/or Training Management System (SLA to detail)			
Database Administration Database administration for the Moodle installation and email relay platform.			
The deployed system should facilitate online payments Safety and security of financial transactions in our priority			

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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
When transacting money with electronic payment vendors, the transactions need to be monitored 24/7 by their security specialists, who need to identify suspicious activity and help protect UUWS.			
Helpdesk - Provide first and second level support to UUWS Moodle administrators on issues relating to Moodle application through a Helpdesk (email and telephonic). - Open source ticketing system - provide first and second level support to payment system administrators on issues relating to payment application through a Helpdesk (email and telephonic)			
Moodle and Payment system Hosting requirements - The supporting vendor is required to take responsibility of the maintenance and support of all aspects of the infrastructure to ensure it is fully functional and available to the UUWS and its client's base. - Hardware hosting for the Moodle and Payment system supporting requirements in terms of ensuring high availability and redundancy through clustering , fail over, fault tolerance and synchronisation technologies where application hardware resources (			

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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
storage, memory, computing speed) should be adequate to cater for the possible 50% growth capacity. - The UUWS Moodle and payment system applications requires bandwidth that will allow 20 000 learners to access the applications. Scalability to demand should be a readily available option. - The available bandwidth should also cater for concurrent access of up to 10 000 learners. - Daily incremental backups, full monthly and yearly backups.			
Moodle email and relay requirements As part of the support to enable the Moodle daily operations, the Moodle platform should be able to have an email facility capable of sending up to 100 00 emails (approximately size of 25 Kb each) per week. This facility should be handled separately so that the Moodle server is not seen as an email spam source.			
Moodle Short message service (SMS) Relay Requirements As part of the support to enable Moodle daily operations, the Moodle platforms should be able to have an SMS facility capable of sending up to 500 SMS per week. This facility should be handled separately.			



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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
WhatsApp Integration Integrate WhatsApp for Moodle plugin to give the Moodle teachers and students the option to communicate on WhatsApp using WhatsApp API platform. Plugin to include the following types of accounts: A. To communicate with students using WhatsApp B. To create & manage courses WhatsApp groups. C. To handle WhatsApp communication from multiple devices simultaneously. Many more WhatsApp options!!			
Training Provision of training as and when required, may be cost defined on a time and material basis.			
Service Level Agreement and Project Management Services Provision of Service Level Agreement and Project Management services			

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eLearning Moodle Platforms hosting, support and maintenance description	Once off-Project Cost Take on	Monthly cost	Total Cost for 12 Months
		SUB TOTAL	
		Vat (15%)	
GRAND TOTAL (Price in SA Rand with all applicable taxes included)			
Does the offer comply with the specification(s) (Tick Yes or No)	YES		NO
If not to specification, indicate deviation(s)			
I (full name) _____, in my capacity as _____, the duly authorized representative of _____ (business name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses contained in the said documents.			
Signature of duly authorized representative		DATE:	



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AUTHORITY TO SIGN

RFQ NO: _____

Description: _____

Close Corporation / Company / Partnership / Trust /Sole proprietor or Sole trader

Company Name: _____

Registration Number: _____

Resolution Of The Directors Of The Company etc. resolved that _____, in his/her capacity as _____, is authorized to make applications on behalf of the Close Corporation / Company / Partnership / Trust /Sole proprietor or sole trader for:

Any documentation relating to the business (which is not necessarily a change of ownership). The nominated person will also have access to webpage for the business. Signature(s) for Close Corporation / Company / Partnership / Trust/ Sole proprietor or sole trader.

(Sole member still must sign this resolution)

Signature of members:

Name	Signature	Date
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

NB: FAILURE TO COMPLETE, SIGN AND DATE THE RESOLUTION AS OUTLINED ABOVE WILL RESULT IN THE TENDERER RENDERED INCOMPLETE AND WILL BE DISQUALIFIED/ ALTERNATIVELY THE TENDERER MAY ATTACH A SIGNED COMPANY RESOLUTION ON A COMPANY LETTERHEAD



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8. SBD 4 - BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



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2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

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

2.3.1 If so, furnish particulars:

3 DECLARATION

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

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

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

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication

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between partners in a joint venture or consortium² will not be construed as collusive bidding.

- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting 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.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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

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

Signature

Date

Position

Name of bidder



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9. PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 (SBD 6.1)

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

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

1. GENERAL CONDITIONS

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

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

the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

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

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration



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Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The promotion of South African owned enterprises	20	

10. DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm _____

4.4. Company registration number:

TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation



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- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

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

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

SIGNATURE(S) OF TENDERER(S) _____

SURNAME AND NAME: _____

DATE: _____

ADDRESS: _____

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11. OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

Hosting, Maintenance and Support of The uMngeni-uThukela Water Services E-Learning (Premium Solution) Moodle Platform for a Period of Five (5) Years

THIS IS TO CERTIFY THAT (NAME)

ON BEHALF OF

ATTENDED THE COMPULSORY BRIEFING SESSION AT **UMNGENI-UTHUKELA WATER** AS FOLLOWS: _

Date: 22 September 2023

Time: 11h00

Venue: Microsoft Teams

AND IS THEREFORE FAMILIAR WITH THE CIRCUMSTANCES AND THE SCOPE OF THE SERVICE TO BE RENDERED.

TENDERER'S SIGNATURE /REPRESENTATIVE

DATE: _____

UMNGENI-UTHUKELA WATER SCM REPRESENTATIVE

SIGNATURE

(PRINT NAME)

UMNGENI-UTHUKELA WATER'S STAMP
--

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12. SBD 7.1 CONTRACT FORM - PURCHASE OF GOODS/WORKS

This form must be filled in duplicate by both the successful bidder (part 1) and the purchaser (part 2). Both forms must be signed in the original so that the successful bidder and the purchaser would be in possession of originally signed contracts for their respective records.

PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to uMngeni-uThukela Water in accordance with the requirements and specifications stipulated in the above mentioned RFQ number at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the purchaser during the validity period indicated and calculated from the closing time of bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Technical Specification(s);
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.



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NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF TENDERER

DATE

WITNESSES

1

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SBD 7.1 CONTRACT FORM - PURCHASE OF GOODS/WORKS

PART 2 (TO BE FILLED IN BY THE PURCHASER)

- I _____ in my capacity as _____
accept your quotation under reference number _____ dated _____
for the supply of goods/works indicated hereunder and/or further specified in the annexure(s).
- An official order indicating delivery instructions is forthcoming.
- I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the delivery note.

ITEM NO.	
PRICE (ALL APPLICABLE TAXES INCLUDED)	
BRAND	
DELIVERY PERIOD	
TOTAL PREFERENCE POINTS CLAIMED	
POINTS CLAIMED FOR SPECIFIC GOAL	

- I confirm that I am duly authorised to sign this contract.

SIGNED AT _____

ON: _____

NAME (PRINT): _____

SIGNATURE: _____

OFFICIAL STAMP

WITNESSES

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SBD 7.2 CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to uMngeni-uThukela Water in accordance with the requirements and task directives / proposals specifications stipulated in above mentioned RFQ Number at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.



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NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF TENDERER

DATE

WITNESSES

1.

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CONTRACT FORM - RENDERING OF SERVICES (SBD 7.2)

PART 2 (TO BE FILLED IN BY THE PURCHASER)

- I _____ in my capacity as _____ accept your quotation under reference number _____ dated _____ for the rendering of services indicated hereunder and/or further specified in the annexure(s).
- An official order indicating service delivery instructions is forthcoming.
- I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	
PRICE (ALL APPLICABLE TAXES INCLUDED)	
CONTRACT TERM / COMPLETION DATE	
TOTAL PREFERENCE POINTS CLAIMED	
POINTS CLAIMED FOR SPECIFIC GOAL	

- I confirm that I am duly authorised to sign this contract.

SIGNED AT _____ ON: _____

NAME (PRINT): _____ SIGNATURE: _____

OFFICIAL STAMP

WITNESSES

DATE: