

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	
SUPPLY CHAIN MANAGEMENT			
SCM - 542	Approved by Branch Manager: 23/01/2024	Version: 9.2	Page 1 of 110

TENDER NO: 170S/2023/24

TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR
TELECOMMUNICATIONS

CONTRACT PERIOD: From date of commencement not prior to 1 July 2025 until 30 June 2028

VOLUME 1: TENDERING PROCEDURES

CLOSING DATE: 25 March 2024

CLOSING TIME: 10:00 a.m.

TENDER BOX
NUMBER: 167

TENDER FEE: **R 200** Non-refundable tender fee payable to City of Cape Town (CCT) for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document.

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual	
TRADING AS (if different from above)	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

TENDER SERIAL NO.:	
SIGNATURES OF CITY OFFICIALS AT TENDER OPENING	
1	
2	
3	

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VOLUME 1: THE TENDER

(1) GENERAL TENDER INFORMATION

- TENDER ADVERTISED** : **23 February 2024**
- SITE VISIT/CLARIFICATION MEETING** : **Thursay, 07 March 2024 at 09:00a.m.**
(Not compulsory, but Strongly Recommended)
- VENUE FOR SITE VISIT/CLARIFICATION MEETING** : **Via Skype For Business**
:
<https://meet.capetown.gov.za/keikenametsi.ntaba/7S7S743T>
- TENDER BOX & ADDRESS** : **Tender Box as per front cover at the Tender &Quotation Boxes Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town.**
- : The Tender Document (which includes the Form of Offer and Acceptance) completed in all respects, plus any additional supporting documents required, must be submitted in a sealed envelope with the name and address of the tenderer, the endorsement **"TENDER NO. 170S/2023/24: PROVISION OF RADIO SUPPORT SERVICES FOR TELECOMMUNICATIONS"**, the tender box No. and the closing date indicated on the envelope. The sealed envelope must be inserted into the appropriate official tender box before closing time.
- If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at the public counter (Tender Distribution Office) for alternative instructions. It remains the tenderer's responsibility to ensure that the tender is placed in either the original box or as alternatively instructed.

CCT TENDER REPRESENTATIVE

Name: Irfaan Hamdulay

Email: Tender.DP7509S@capetown.gov.za

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT'

(2) CONDITIONS OF TENDER

2.1 General

2.1.1 Actions

2.1.1.1 The City of Cape Town (CCT) and each tenderer submitting a tender offer shall comply with these Conditions of Tender. In their dealings with each other, they shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, comply with all legal obligations.

The parties agree that this tender, its evaluation and acceptance and any resulting contract shall also be subject to the Employer's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised, save that if the Employer adopts a new SCM Policy which contemplates that any clause therein would apply to the contract emanating from this tender, such clause shall also be applicable to that contract. Please refer to this document contained on the Employer's website.

Abuse of the supply chain management system is not permitted and may result in the tender being rejected, cancellation of the contract, restriction of the supplier, and/or the exercise by the City of any other remedies available to it as described in the SCM Policy.

2.1.1.2 The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

2.1.1.3 The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

2.1.2 Interpretation

2.1.2.1 The additional requirements contained in the returnable documents are part of these Conditions of Tender.

2.1.2.2 These Conditions of Tender and returnable schedules which are required for tender evaluation purposes, shall form part of the contract arising from the invitation to tender.

2.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers by its Director: Supply Chain Management or his nominee.

2.1.4 The CCT's right to accept or reject any tender offer

2.1.4.1 The CCT may accept or reject any tender offer and may cancel the tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable tenders are received;
- (d) there is a material irregularity in the tender process; or
- (e) the parties are unable to negotiate market related pricing.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection, but will give written reasons for such action upon receiving a written request to do so.

2.1.5 Procurement procedures

2.1.5.1 General

The CCT intends to appoint one tenderer (the highest ranked tenderer ("the winner") and in addition one "Alternative tenderer" for the allocation of work as per Schedule A in the Pricing Schedule 5. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

The CCT intends to appoint one tenderer (the highest ranked tenderer ("the winner") and in addition one "Alternative tenderer" for the allocation of work as per Schedule B in the Pricing Schedule 5. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Tenderers may select any one of Schedule A, and B, or Both Schedules.

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a "winner-takes-all" basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer ("the winner"), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

The contract period shall be from date of commencement not prior to 1 July 2025 until 30 June 2028.

2.1.5.2 Proposal procedure using the two stage-system

A two-stage system will not be followed.

2.1.5.3 Nomination of Standby

Standby Bidder means a bidder, identified at the time of awarding a bid, that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the standby bidder in terms of the procedures included its SCM Policy.

2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

2.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

- a) Persons aggrieved by decisions or actions taken by the City of Cape Town in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

2.1.6.2 Appeals

- a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the City, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.
- b) An appeal must contain the following:
 - i. Must be in writing
 - ii. It must set out the reasons for the appeal
 - iii. It must state in which way the Appellant's rights were affected by the decision;
 - iv. It must state the remedy sought; and
 - v. It must be accompanied with a copy of the notification advising the person of the decision
- c) The relevant City appeal authority must consider the appeal and **may confirm, vary or revoke** the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

2.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000

The sub- clauses above do not influence any affected person's rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

2.1.6.4 All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:

The City Manager - C/o the Manager: Legal Compliance Unit, Legal Services Department, Corporate Services Directorate

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X918, Cape Town, 8000

Via fax at: 021 400 5963 or 021 400 5830

Via email at: MSA.Appeals@capetown.gov.za

2.1.6.5 All requests referring to clause 2.1.6.3 must be submitted in writing to:

The City Manager - C/o the Manager: Access to Information Unit, Corporate Services Directorate

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X918, Cape Town, 8000

Via fax at: 086 202 9982

Via email at: Access2info.Act@capetown.gov.za

2.1.6.6 The minimum standards regarding accessing and 'processing' of any personal information belonging to another in terms of Protection of Personal Information Act, 2013 (POPIA).

The Employer, its employees, representatives and sub-contractors may, from time to time, Process the Contractor's and/or its employees', representatives' and/or sub-contractors' Personal Information, for purposes of, and/or relating to, the tender, this agreement, for research purposes, and/or as otherwise may be envisaged in the Employer's Privacy Notice and/or in relation to the Employer's Supply Chain Management Policy or as may be otherwise permitted by law. This includes the employers due diligence assurance provider and the Appeal Authority

2.1.6.7 Compliance to the City's Appeals Policy.

"In terms of the City's Appeals Policy, a fixed upfront administration fee will be charged. In addition, a surcharge may be imposed for vexatious tender related appeals.

The current approved administration fee is R300.00 and may be paid at any of the Municipal Offices or at the Civic Centre in Cape Town using the GL Data Capture Receipt, to be attached as annexure 'B'. Alternatively, via EFT into the City's NEDBANK Account: CITY OF CAPE TOWN and using Reference number: 198158966. You are required to send proof of payment when lodging your appeal.

Should the payment of the administration fee of R300.00 not be received, such fee will be added as a Sundry Tariff to your municipal account.

In the event where you do not have a Municipal account with the City, the fee may be recovered in terms of the City's Credit Control and Debt Collection By-law, 2006 (as amended) and its Credit Control and Debt Collection Policy."

2.1.7 City of Cape Town Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the City of Cape Town's Supplier Database may collect registration forms from the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5). Registration forms and related information are also available on the City of Cape Town's website www.capetown.gov.za (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address **<https://secure.csd.gov.za>**.

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

2.2 Tenderer's obligations

2.2.1 Eligibility Criteria

2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document. An 'acceptable tender must "COMPLY IN ALL' aspects with the tender conditions, specifications, pricing instructions and contract conditions.

2.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule to be completed);
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule to be completed);
- c) A copy of the partnership / joint venture / consortium agreement to be provided.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule to be completed);
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders' past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules to be completed);
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule to be completed);
- g) The tenderer (including any of its directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer's tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS;
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage,
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, involved with the bid specification committee;
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the City of Cape Town** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules to be completed);
- l) The tenderer (including any of its directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time;
- m) The tenderer (including any of its directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

2.2.1.1.3 Eligibility Requirements

Tenderers must comply with the Eligibility requirement indicated below as non-compliance will render the tender non-responsive.

Tenderers are to submit evidence, with their tender submission (attached to Schedule 13A/B).

To be declared responsive, tenderers and/or sub-contractors **MUST** be authorised by the OEM or an Accredited Distributor to support and manage any warranty processes and escalations, as and when required. Proof of such authorisation must be submitted with the tender document as follows:

Eligibility Requirement (Schedule A)	Evidence
Tenderers and/or it's sub-contractors <u>must</u> be authorised by the OEM (Manufacturer or Distributor) and provide a valid letter to provide support for the following existing equipment: • Radio trunking infrastructure and associated equipment (Motorola or equivalent). • Microwave OEM (Ceragon or equivalent). • Voice Logging OEM (Datavoice or equivalent). • Radio Subscriber Support services (Motorola or equivalent) NOTE: a confirmation letter from the OEM or authorised Distributor must be provided in Schedule 13A on a letterhead by the OEM, showing the name of the bidder and sub-contractor confirming authorisation and support, manage any warranty processes and escalations, as and when required. Offered support services <u>must</u> be fully compatible and interoperable with existing infrastructure (hardware and software) Where offered support services are for equivalent OEM, the bidder must provide evidence such as a confirmation letter that the equivalent OEM is fully compatible and interoperable with the existing equipment (hardware and software). As per specification clause 13.14.6. In the event where the Tenderer utilises sub-contractors for specific authorised support services then sub-contracting agreements or confirmation letter is to be provided and attached to Schedule 13A. Permission and agreement between the Tenderer and the sub-contractor indicating the relevant authorised support service is required.	Please provide evidence in Schedule 13A OEM Support and Services Certification

Eligibility Requirement (Schedule B)	Evidence
Tenderers and/or it's sub-contractors <u>must</u> be authorised by the OEM (Manufacturer or Distributor) and provide a valid letter to provide support for the following equipment: • Radio Subscriber Support services (Hytera or equivalent)	Please provide evidence in Schedule 13B OEM Support and Services Certification

Eligibility Requirement (Schedule B)	Evidence
NOTE: a confirmatory letter from the OEM or authorised Distributor must be provided in Schedule 13B on a letterhead by the OEM, showing the name of the bidder and sub-contractor confirming authorisation and support, manage any warranty processes and escalations, as and when required. Offered support services must be fully compatible and interoperable with existing infrastructure (hardware and software) Where offered support services are for equivalent OEM, the bidder must provide evidence such as a confirmation letter that the equivalent OEM is fully compatible and interoperable with the existing equipment (hardware and software). As per specification clause 13.14.6. In the event where the Tenderer utilises sub-contractors for specific authorised support services then sub-contracting agreements or confirmation letter is to be provided and attached to Schedule 13B. Permission and agreement between the Tenderer and the sub-contractor indicating the relevant authorised support service is required.	

2.2.1.1.5 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

Functionality Scoring: Generic				
Reference Item	Evaluation Criteria	Applicable values	Points	Maximum Points
2.2.1.1.5.1	Company Experience Please provide the number of years the tenderer has been providing TETRA Radio Support Services. In addition, for each project listed, a reference letter must be appended to schedule 13D. Each reference letter must include the following: Must be on a letterhead, Must be signed by the client, must detail the start and end date of project and the details of TETRA Radio Support Services provided. Tenderers are to complete Schedule 13D and provide contactable references.	Less than 1 year ≥ 1 and ≤ 5 years > 5 and ≤ 10 years > 10 and ≤ 15 years > 15 years	0 points 10 points 15 points 20 points 25 points	25

Functionality Scoring: Generic				
Reference Item	Evaluation Criteria	Applicable values	Points	Maximum Points
2.2.1.1.5.2	Number of Customers Please state the total number of customers that the tenderer has provided TETRA Radio Support Services in the last 15 years as from closing date of tender. (Current projects to be considered, Tenderer to indicate number of Radio Support Service customers provided as of close of tender) To be considered a customer the Tenderer must have supported a TETRA system with at least 1000 users. Tenderers shall provide supporting documentation in Schedule 13E (A covering letter to be provided as follows: · Letterhead · Signed by client · Project period · Project description · Number of users · Contact details) Tenderers are to complete Schedule 13E and provide contactable references.	0 Customers 1 Customer 2 Customers 3 Customers >3 Customers	0 points 10 points 15 points 20 points 25 points	25
2.2.1.1.5.3	Number of TETRA RF Sites Total Number of TETRA RF Sites supported. Please state the Number of TETRA RF Sites that the Tenderer has been providing Radio Support Services in the last 15 years. Tenderers shall provide supporting documentation in Schedule 13F (A covering letter to be provided as follows: · Letterhead · Signed by client · Project period · Project description · Number of RF Sites · Contact details) Tenderers are to complete Schedule 13F and provide contactable references	0 RF Sites ≥ 1 and ≤ 10 RF Sites > 10 and ≤ 20 RF Sites > 20 and ≤ 30 RF Sites > 30 and ≤ 40 RF Sites > 40 RF Sites	0 points 5 points 10 points 15 points 20 points 25 points	25

Functionality Scoring: Generic				
Reference Item	Evaluation Criteria	Applicable values	Points	Maximum Points
2.2.1.1.5.4	Staff Please state the number of years of experience of a certified Engineering/Technical staff in the TETRA environment offered: The following is to be provided for each Engineer/Technical staff: 1. TETRA certification. 2. Relevant NQF 6 (minimum) Qualification 3. CV showing years of TETRA environment experience. Complete Schedule 13G.	Engineer/Technical staff with less than 1 year experience – 0 points Engineer/Technical staff with ≥ 1 and ≤ 2 years experience – 5 points. Engineer/Technical staff with > 2 and ≤ 5 years experience – 10 points. Engineer/ Technical staff with > 5 and ≤ 10 years experience – 15 points Engineer/ Technical staff with > 10 and ≤ 15 years experience – 20 points Engineer/ Technical staff with > 15 years experience – 25 points	0 points 5 points 10 points 15 points 20 points 25 points	25
	Total		100 points	

The minimum qualifying score for functionality is **60** out of a maximum of **100**.

Where the entity tendering is a Joint Venture the tender must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

2.2.1.1.7 Provision of samples

Not applicable.

2.2.2 Cost of tendering

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer complies with requirements.

2.2.3 Check documents

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

2.2.4 Confidentiality and copyright of documents

Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

2.2.5 Reference documents

Obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender documents by reference.

2.2.6 Acknowledge and comply with notices

Acknowledge receipt of notices to the tender documents, which the CCT may issue, fully comply with all instructions issued in the notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

2.2.7 Clarification meeting (Non-compulsory)

Attend, where required, a clarification meeting at which tenderers may familiarise themselves with aspects of the proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information.

Tenderers should be represented at the site visit/clarification meeting by a person who is suitably qualified and experienced to comprehend the implications of the work involved.

2.2.8 Seek clarification

Request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information, where possible.

2.2.9 Pricing the tender offer

2.2.9.1 Comply with all pricing instructions as stated on the Price Schedule.

2.2.10 Alterations to documents

Do not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT in writing, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

2.2.11 Alternative tender offers

2.2.11.1 Unless otherwise stated in the tender conditions submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted.

If a tenderer wishes to submit an alternative tender offer, he shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked "Alternative Tender" in order to distinguish it from the main tender offer.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any but the highest ranked main tender offer will not be considered.

An alternative of the highest ranked acceptable main tender offer that is priced higher than the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than

the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements.

2.2.11.2 Accept that an alternative tender offer may be based only on the criteria stated in the tender conditions or criteria otherwise acceptable to the CCT.

2.2.12 Submitting a tender offer

2.2.12.1 Submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the contract conditions and described in the specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Returnable Schedules duly completed and signed will be declared responsive.

2.2.12.2 Return the entire document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

2.2.12.3 Submit the parts of the tender offer communicated on paper as an original with an English translation for any part of the tender submission not made in English.

1 (One) copy(ies) of the following elements of the bid submission must be submitted separately bound in the same envelope where possible:

Part	Heading
5	Pricing Schedules
6	Supporting Schedules
	All other attachments submitted by bidder

2.2.12.4 Sign the original tender offer where required in terms of the tender conditions. The tender shall be signed by a person duly authorised to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation of the joint venture or any other document signed by all parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

2.2.12.5 Where a two-envelope system is required in terms of the tender conditions, place and seal the returnable documents listed in the tender conditions in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information, as well as the tenderer's name and contact address.

2.2.12.6 Seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information. . If it is not possible to submit the original tender and the required copies (see 2.2.12.3) in a single envelope, then the tenderer must seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY" in addition to the aforementioned tender submission details.

2.2.12.7 Accept that the CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

2.2.12.8 Accept that tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the tender conditions.

2.2.12.9 By signing the offer part of the Form of Offer (**Section 2, Part A**) the tenderer warrants that all information provided in the tender submission is true and correct.

2.2.12.10 Tenders must be properly received and deposited in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant

tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

2.2.12.12 The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the returnable schedule titled **List of Other Documents Attached by Tenderer**.

2.2.13 Information and data to be completed in all respects

Accept that tender offers, which do not provide all the data or information requested completely and in the form required, may be regarded by the CCT as non-responsive.

2.2.14 Closing time

2.2.14.1 Ensure that the CCT receives the tender offer at the address specified in the General Tender Information prior to the closing time stated on the front page of the tender document.

2.2.14.2 Accept that, if the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

2.2.14.3 Accept that, the CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

2.2.15 Tender offer validity and withdrawal of tenders

2.2.15.1 Warrants that the tender offer(s) remains valid, irrevocable and open for acceptance by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

2.2.15.2 Notwithstanding the period stated above, bids shall remain valid for acceptance for a period of twelve (12) months after the expiry of the original validity period, unless the City is notified in writing of anything to the contrary by the bidder. The validity of bids may be further extended by a period of not more than six months subject to mutual agreement and administrative processes and upon approval by the City Manager.

2.2.15.3 A tenderer may request in writing, after the closing date, that the tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

- a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;
- b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss.

2.2.16 Clarification of tender offer, or additional information, after submission

Provide clarification of a tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

2.2.17 Provide other material

2.2.17.1 Provide, on request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

2.2.17.2 Provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

- a) audited annual financial statement for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for auditing;
- b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;
- c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;
- d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each party to a Consortium/Joint Venture shall submit separate certificates/statements in the above regard.

2.2.17.3 Tenderers undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

2.2.18 Samples, Inspections, tests and analysis

Provide access during working hours to premises for inspections, tests and analysis as provided for in the tender conditions or specifications.

If the **Specification** requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the CCT in writing, then the bid concerned may be declared non-responsive.

The samples provided by all successful bidders will be retained by the CCT for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the CCT may not in all instances be returned in the same state of supply and in other instances may not be returned at all. Unsuccessful bidders will be advised by the Project Manager or dedicated CCT Official to collect their samples, save in the aforementioned instances where the samples would not be returned.

2.2.19 Certificates

The tenderer must provide the CCT with all certificates as stated below:

2.2.19.1. Broad-Based Black Economic Empowerment Documentation

In order to qualify for preference points for HDI and/or Specific Goals, it is the responsibility of the tenderer to submit documentary proof, as either certificates, sworn affidavits or any other requirement prescribed in terms of the B-BBEE Act or any other legislation relevant for the points claimed for that specific goal.

Tenderers are further referred to the content of the Preference Schedule for the full terms and conditions applicable to the awarding of preference points.

2.2.19.2 Evidence of tax compliance

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant subject to the requirements of clause 2.2.1.1.2.h. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status pin issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must also provide its Tax Compliance Status PIN number on the

Details of Tenderer pages of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Compliance Status pin.

Before making an award the City must verify the bidder's tax compliance status. Where the recommended bidder is not tax compliant, the bidder should be notified of the non-compliant status and be requested to submit to the City, within 7 working days, written proof from SARS that they have made arrangement to meet their outstanding tax obligations. The proof of tax compliance submitted by the bidder must be verified by the City via CSD or e-Filing. The City should reject a bid submitted by the bidder if such bidder fails to provide proof of tax compliance within the timeframe stated herein.

Only foreign suppliers who have answered "NO" to all the questions contained in the Questionnaire to Bidding Foreign Suppliers section on the **Details of Tenderer** pages of the tender submission, are not required to register for a tax compliance status with SARS.

2.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.

2.2.21 Claims arising from submission of tender

The tenderer warrants that it has:

- a) inspected the Specifications and read and fully understood the Conditions of Contract.
- b) read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.
- c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
- d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
- e) received any notices to the tender documents which have been issued in accordance with the CCT's Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

2.3 The CCT's undertakings

2.3.1 Respond to requests from the tenderer

2.3.1.1 Unless otherwise stated in the Tender Conditions, respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

2.3.1.2 The CCT's representative for the purpose of this tender is stated on the General Tender Information page.

2.3.2 Issue Notices

If necessary, issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week before the tender closing time stated in the Tender Data. The Employer reserves its rights to issue addenda less than one week before the tender closing time in exceptional circumstances. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

2.3.3 Opening of tender submissions

2.3.3.1 Unless the two-envelope system is to be followed, open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the tender conditions.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

2.3.3.2 Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices indicated.

2.3.3.3 Make available a record of the details announced at the tender opening meeting on the CCT's website (<http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx>.)

2.3.4 Two-envelope system

2.3.4.1 Where stated in the tender conditions that a two-envelope system is to be followed, open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the tender conditions and announce the name of each tenderer whose technical proposal is opened.

2.3.4.2 Evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. Open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the tender conditions, and announce the total price and any preferences claimed. Return unopened financial proposals to tenderers whose technical proposals were non responsive.

2.3.5 Non-disclosure

Not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

2.3.6 Grounds for rejection and disqualification

Determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

2.3.7 Test for responsiveness

2.3.7.1 Appoint a Bid Evaluation Committee and determine after opening whether each tender offer properly received:

- a) complies with the requirements of these Conditions of Tender,
- b) has been properly and fully completed and signed, and
- c) is responsive to the other requirements of the tender documents.

2.3.7.2 A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) detrimentally affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,
- b) significantly change the CCT's or the tenderer's risks and responsibilities under the contract, or
- c) affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified.

Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

The CCT reserves the right to accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender documents.

2.3.8 Arithmetical errors, omissions and discrepancies

2.3.8.1 Check the responsive tenders for:

- a) the gross misplacement of the decimal point in any unit rate;
- b) omissions made in completing the Price Schedule; or
- c) arithmetic errors in:
 - i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
 - ii) the summation of the prices; or
 - iii) calculation of individual rates.

2.3.8.2 The CCT must correct the arithmetical errors in the following manner:

- a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
- b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
- c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

2.3.8.3 In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such

other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

2.3.9 Clarification of a tender offer

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the Director: Supply Chain Management using any means as appropriate.

2.3.10 Evaluation of tender offers

2.3.10.1 General

2.3.10.1.1 Reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the tender conditions.

2.3.10.1.2 For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

- a. If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
- b. If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
- c. If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
- d. If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).
- e. If the selected method is based on suppliers' price lists, comparative prices would be the prices as tendered for year one.
- f. If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

2.3.10.1.3 Where the scoring of functionality forms part of a bid process, each member of the Bid Evaluation Committee must individually score functionality. The individual scores must then be interrogated and calibrated if required where there are significant discrepancies. The individual scores must then be added together and averaged to determine the final score.

2.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

2.3.10.3 Scoring of tenders (price and preference)

2.3.10.3.1 Points for price will be allocated in accordance with the formula set out in this clause based on the price per item / rates as set out in the **Price Schedule (Part 5)**:

- based on the sum of the prices/rates in relation to the estimated quantities.

2.3.10.3.2 Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

2.3.10.3.3 The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

2.3.10.3.4 Applicable formula:

The 90/10 preference point system will apply to this tender and the lowest acceptable tender will be used to determine the applicable preferences

Table B2: Awards above R50 mil (VAT Inclusive)

#	Specific goals allocated points	Preference Points (90/10) <i>Above R50 mil</i>	Evidence	Additional Guidance
<i>Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of</i>				
1	Gender are women (ownership)* >75% - 100% women ownership: 3 points >50% - 75% women ownership: 2 points >25% - 50% women ownership: 1 point >0% - 25% women ownership: 0.5 point 0% women ownership = 0 points	3	- Company Registration Certification - Central Supplier Database report	- Issued by the Companies and Intellectual Property Commission - Report name: CSD Registration report
2	Race are black persons (ownership)* >75% - 100% black ownership: 3 points >50% - 75% black ownership: 2 points >25% - 50% black ownership: 1 point >0% - 25% black ownership: 0.5 point 0% black ownership = 0 points	3	- B-BBEE certificate; - Company Registration Certification - Central Supplier Database report	- South African National Accreditation System approved certificate or commissioned sworn affidavit - Issued by the Companies and Intellectual Property Commission - Report name: CSD Registration report
3	Disability are disabled persons (ownership)* WHO disability guideline >2% ownership: 1 points >0% - 2% ownership: 0.5 point 0% ownership = 0 point	1	- Proof of disability - Company Registration Certification	- Medical certificate/ South African Revenue Services disability registration - Issued by the Companies and Intellectual Property Commission
<i>Reconstruction and Development Programme (RDP) as published in Government Gazette</i>				
4	Promotion of Micro and Small Enterprises <i>Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996)</i> <i>SME partnership, sub-contracting, joint venture or consortiums</i>	3	- B-BBEE status level of contributor; - South African owned enterprises; - Financial Statement to determine annual turnover	- Specifically in line with the respective sector codes which the company operates, - South African National Accreditation System approved certificate or commissioned sworn affidavit - Certificate of incorporation or commissioned sworn affidavit - Latest financial statements (1 Year)

	Total points	10		
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**Ownership: main tendering entity*

2.3.10.5 Risk Analysis

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

- a) reasonableness of the financial offer
- b) reasonableness of unit rates and prices
- c) the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard
- d) any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.

The conclusions drawn from this risk analysis will be used by the CCT in determining the acceptability of the tender offer.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

2.3.11 Negotiations with preferred tenderers

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

- a) does not allow any preferred tenderer a second or unfair opportunity;
- b) is not to the detriment of any other tenderer; and
- c) does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers.

In terms of the City's SCM Policy, tenders must be cancelled in the event that negotiations fail to achieve a market related price with any of the three highest scoring tenderers.

2.3.12 Acceptance of tender offer

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

2.3.12.1 Accept a tender offer(s) which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

2.3.12.2 Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

2.3.12.3 Accept the tender offer(s), if in the opinion of the CCT, it does not present any material risk and only if the tenderer(s)::

- a) is not under restrictions, has any principals who are under restrictions, or is not currently a supplier to whom notice has been served for abuse of the supply chain management system, preventing participation in the employer's procurement,
- b) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,c) has the legal capacity to enter into the contract,
- d) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing,complies with the legal requirements, if any, stated in the tender data, and
- e) is able, in the opinion of the employer, to perform the contract free of conflicts of interest.

If an award cannot be made in terms of anything contained herein, the Employer reserves the right to consider the next ranked tenderer(s).

2.3.12.4 Not to make an award, or revoke an award already made, where the implementation of the contract may result in reputational risk clause 1.4.2 of the SCM Policy or harm to the City as a result of (inter alia):

- a) reports of poor governance and/or unethical behaviour;
- b) association with known family of notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the City;
- d) negative social media reports; and
- e) adverse assurance (e.g. due diligence) report outcomes.
- f) Circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53), where the person is or was negatively implicated in any SCM irregularity.

2.3.12.5 The CCT reserves the right to nominate an standby bidder at the time when an award is made and in the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the standby bidder in terms of the procedures included its SCM Policy.

2.3.13 Prepare contract documents

2.3.13.1 If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

- a) notices issued during the tender period,
- b) inclusion of some of the returnable documents, and
- c) other revisions agreed between the CCT and the successful tenderer.

2.3.13.2 Complete the schedule of deviations attached to the form of offer and acceptance, if any.

2.3.14 Notice to successful and unsuccessful tenderers

2.3.14.1 Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

2.3.14.2 The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

2.3.15 Provide written reasons for actions taken

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	
SUPPLY CHAIN MANAGEMENT			
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TENDER NO: 170S/2023/24

**TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR
TELECOMMUNICATIONS**

CONTRACT PERIOD: From date of commencement not prior to 1 July 2025 until 30 June 2028

VOLUME 2: RETURNABLE DOCUMENTS

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual	
TRADING AS (if different from above)	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

VOLUME 2: RETURNABLE DOCUMENTS

(3) DETAILS OF TENDERER

1.1 Type of Entity (Please tick one box)

☐ Individual / Sole Proprietor

☐ Close Corporation

☐ Company

☐ Partnership or Joint Venture or Consortium

☐ Trust

☐ Other:

1.2 Required Details (Please provide applicable details in full):

Name of Company / Close Corporation or Partnership / Joint Venture / Consortium or Individual /Sole Proprietor	
Trading as (if different from above)	
Company / Close Corporation registration number (if applicable)	
Postal address	Postal Code _____
Physical address (Chosen domicilium citandi et executandi)	Postal Code _____
Contact details of the person duly authorised to represent the tenderer	Name: Mr/Ms _____ (Name & Surname) Telephone:(____) _____ Fax:(____) _____ Cellular Telephone: _____ E-mail address: _____
Income tax number	
VAT registration number	
SARS Tax Compliance Status PIN	
City of Cape Town Supplier Database Registration Number (See Conditions of Tender)	
National Treasury Central Supplier Database registration number (See Conditions of Tender)	

Is tenderer the accredited representative in South Africa for the Goods / Services / Works offered?	☐ Yes ☐ No If yes, enclose proof
Is tenderer a foreign based supplier for the Goods / Services / Works offered?	☐ Yes ☐ No If yes, answer the Questionnaire to Bidding Foreign Suppliers (below)
Questionnaire to Bidding Foreign Suppliers	a) Is the tenderer a resident of the Republic of South Africa or an entity registered in South Africa? ☐ Yes ☐ No
	b) Does the tenderer have a permanent establishment in the Republic of South Africa? ☐ Yes ☐ No
	c) Does the tenderer have any source of income in the Republic of South Africa? ☐ Yes ☐ No
	d) Is the tenderer liable in the Republic of South Africa for any form of taxation? ☐ Yes ☐ No
Other Required registration numbers	

(4) FORM OF OFFER AND ACCEPTANCE**TENDER NO: 170S/2023/24****TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR
TELECOMMUNICATIONS****OFFER: (TO BE FILLED IN BY TENDERER):****Required Details** (Please provide applicable details in full):

Name of Tendering Entity* (“the tenderer”)	
Trading as (if different from above)	

AND WHO IS represented herein by: (full names of signatory)
_____duly authorised to act on behalf of the tenderer in his capacity as: (title/ designation)
_____**HEREBY AGREES THAT** by signing the *Form of Offer and Acceptance*, the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;
2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;
4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
 - 4.1 terms and conditions stipulated in this tender document;
 - 4.2 specifications stipulated in this tender document; and
 - 4.3 at the prices as set out in the **Price Schedule**.
5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

Signature(s)_____
Print name(s):
On behalf of the tenderer (duly authorised)_____
Date

INITIALS OF CITY OFFICIALS		
1	2	3

FORM OF OFFER AND ACCEPTANCE (continued)**TENDER NO: 170S/2023/24****TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR
TELECOMMUNICATIONS****ACCEPTANCE (TO BE FILLED IN BY THE CITY OF CAPE TOWN)**

By signing this part of this form of offer and acceptance, the employer identified below accepts the tenderer's offer. In consideration thereof, the employer shall pay the supplier the amount due in accordance with the conditions of contract. Acceptance of the tenderer's offer shall form an agreement between the employer and the tenderer upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract are contained in:

- (7) & (8): Special and General Conditions of Tender
- (5) Price schedule
- 13: Specifications

and drawings and documents or parts thereof, which may be incorporated by reference into the above listed Parts.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the returnable schedules as well as any changes to the terms of the offer agreed by the tenderer and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this form of offer and acceptance. No amendments to or deviations from said documents are valid unless contained in this schedule.

The tenderer shall within two weeks after receiving a completed copy of this agreement, including the schedule of deviations (if any), contact the employer to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms of the conditions of contract identified in the special contract conditions. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the parties have signed the table below and confirms receipt from the employer of one fully completed original copy of this agreement, including the schedule of deviations (if any). The tenderer (now supplier) shall within five working days of the agreement coming into effect notify the employer in writing of any reason why he cannot accept the contents of this agreement as a complete and accurate memorandum thereof, failing which the agreement presented to the contractor shall constitute the binding contract between the parties.

The Parties	Employer	Supplier
Business Name		
Business Registration		
Tax number (VAT)		
Physical Address		
Accepted contract sum including tax		
Accepted contract duration		
Signed – who by signature hereto warrants authority		
Name of signatory		
Signed: Date		
Signed: Location		
Signed: Witness		
Name of Witness		

FORM OF OFFER AND ACCEPTANCE (continued)**(TO BE FILLED IN BY THE CITY OF CAPE TOWN)****Schedule of Deviations****Notes:**

1. The extent of deviations from the tender documents issued by the CCT before the tender closing date is limited to those permitted in terms of the conditions of tender.
2. A tenderer's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
3. Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
4. Any change or addition to the tender documents arising from the above agreements and recorded here, shall also be incorporated into the final draft of the Contract.

1 Subject

Details

.....

.....

2 Subject

Details

.....

.....

3 Subject

Details

.....

.....

4 Subject

Details

.....

.....

.....

By the duly authorised representatives signing this agreement, the CCT and the tenderer agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to this tender document and addenda thereto as listed in the returnable schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the tenderer of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

(5) PRICE SCHEDULE

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS ‘OR EQUIVALENT’

Pricing Instructions:

- 5.1 State the rates and prices in Rand unless instructed otherwise in the tender conditions.
- 5.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.
- 5.3 All prices tendered must include all expenses, disbursements and costs (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer's obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding.
- 5.4 All prices shall be tendered in accordance with the units specified in this schedule.
- 5.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.
- 5.6 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word “included” or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item. The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the Employer may also perform a risk analysis with regard to the reasonableness of such rates.**
- 5.7 Provide fixed rates for the **first year** only of the contract. Contract Price Adjustments (CPA) will apply to the tender contract from year 2 onwards based on the STATSSA provided Consumer Price Index (CPI). Please also note requirements and information in Schedule 8: Contract Price Adjustment is applicable for this tender.
- 5.8 All equivalent products tendered must be able to integrate into the existing environment seamlessly and with no disruption to the working environment with no additional integration costs for the City of Cape Town apart from the integration costs provided for in the price schedule. All ambiguity must be explained as part of the equivalent product information that must be provided with your tender submission. Fully explain equivalent solutions. State all assumptions upfront and note that any unconfirmed assumptions that are deemed by the City as being not fit for purpose or infringing the City of Cape Town's interests may render the equivalent solution as non-responsive.”
- 5.9 Tenderers are to complete the table below and indicate the Schedules tendered for:

Schedule	Please select Schedule Tendered For
A	
B	

INITIALS OF CITY OFFICIALS		
1	2	3

SCHEDULE A. RADIO SUPPORT SERVICES**Table A.1. Radio Support Services**

This schedule is for providing of Radio Support Services for existing and new radio infrastructure and existing radio subscriber equipment. The pricing in this table must include all costs, please refer to 5.3 in (5) PRICE SCHEDULE in “Pricing Instructions” for details

Refer to **(13) Specifications** and relevant sub-section or paragraphs for technical specification requirements for this schedule.

Item No	Description	Unit of Measure	<u>Monthly Price</u> Excl. VAT (R)
A.1.	<u>Radio Network Control Centre, Bellville</u>		
A.1.1	<u>High Level Support Service</u>		
1.1.1.	Motorola Dimetra or equivalent version 9.2 or later Master Switching Office (MSO) (one geographical position)	each	R
1.1.2.	Motorola Dimetra or equivalent version 9.2 or later Master Switching Office (MSO) (two geographical positions)	each	R
1.1.3.	Central Microwave management system(including servers, terminals, management and power system)	each	R
1.1.4.	Octopus or equivalent provisioning system	each	R
1.1.5.	Octopus or equivalent my analyser system	each	R
1.1.6.	TETRA IP voice logging system with 1 x TETRA recorder <u>(Only 3rd line support)</u> (one geographical position)	each	R
1.1.7.	TETRA IP voice logging system with 2 x TETRA recorders <u>(Only 3rd line support)</u> (two geographical positions)	each	R

Item No	Description	Unit of Measure	Monthly Price Excl. VAT (R)
1.1.8.	Air conditioner (equipment room) per air conditioner	each	R
1.1.9.	Air conditioner (voice logging & data rooms) per air conditioner	each	R
1.1.10.	Master Switching Office (MSO) Generator	each	R
1.1.11.	Electrical infrastructure (equipment, data and voice logger rooms)	each	R
1.1.12.	Traces RF coverage and analysis system	each	R
A.1.2	<u>Faulty Equipment Repair Service</u>		
1.2.1.	Motorola Dimetra or equivalent version 9.2 or later Infrastructure	each	R
1.2.2.	Central Microwave management system (including servers, terminals, management and power system)	each	R
1.2.3.	Octopus or equivalent provisioning system	each	R
1.2.4.	Octopus or equivalent my analyser system	each	R
1.2.5.	TETRA IP voice logging system with 1 x TETRA recorder (one geographical position)	each	R
1.2.6.	TETRA IP voice logging system with 2 x TETRA recorder (two geographical positions)	each	R
1.2.7.	Air conditioner (equipment room) per air conditioner	each	R
1.2.8.	Air conditioner (Voice logging room & data room) per air conditioner	each	R
1.2.9.	Master Switching Office (MSO) Generator	each	R
1.2.10.	Electrical infrastructure (equipment, data and voice logger rooms)	each	R

Item No	Description	Unit of Measure	Monthly Price Excl. VAT (R)
A.1.3	<u>Anti-Virus Support Services</u>		
1.3.1.	Motorola Dimetra or equivalent version 9.2 or later	each	R
1.3.2.	TETRA Customer Enterprise Network (CEN)	each	R
A.1.4	<u>Maintenance Services</u>		
1.4.1.	UPS maintenance service for the Radio MSO (Excluding faulty equipment repair)	each	R
1.4.2.	20KVA UPS maintenance service for the radio store UPS (Excluding faulty equipment repair)	each	R
1.4.3.	20KVA UPS maintenance service for additional UPS's(Excluding faulty equipment repair)	each	R
1.4.4.	30KVA UPS maintenance service for additional UPS's(Excluding faulty equipment repair)	each	R
A.1.5	<u>Operational Support Services</u>		
1.5.1	Network update service	each	R
1.5.2	Software update service	each	R
A.2.	<u>Radio Trunking Remote Sites</u>		
A.2.1	<u>High Level Support Service</u>		
2.1.1.	Motorola Dimetra or equivalent BTS - Critical sites	each	R
2.1.2.	Motorola Dimetra or equivalent BTS - Medium sites	each	R

Item No	Description	Unit of Measure	Monthly Price Excl. VAT (R)
2.1.3.	Motorola Dimetra or equivalent BTS - Low sites	each	R
2.1.4.	Microwave System - Critical sites	each	R
2.1.5.	Microwave System - Medium sites	each	R
2.1.6.	Microwave System – Low sites	each	R
2.1.7.	Fibre link terminal equipment	each	R
2.1.8.	Remote site Electrical infrastructure (AC and DC for equipment and generator room) support and repair service (Excluding battery replacement)	each	R
A.2.2	<u>Faulty Equipment Repair Service</u>		
2.2.1.	Motorola Dimetra or equivalent MTS site	each	R
2.2.2.	Remote Ethernet / Microwave system	each	R
2.2.3.	Fibre link terminal equipment	each	R
2.2.4.	Air conditioner per site	each	R
2.2.5.	Remote site Generator	each	R
A.2.3	<u>Maintenance Services</u>		
2.3.1.	Air conditioner per site	each	R
2.3.2.	Remote site Generator	each	R
2.3.3.	Remote site Generator (once-off 250 hours maintenance)	each	R

Item No	Description	Unit of Measure	Monthly Price Excl. VAT (R)
2.3.4.	Remote site Generator (once-off 600 hours maintenance)	each	R
A.3.	<u>Dispatching centres</u>		
A.3.1	<u>High Level Support Service</u>		
3.1.1.	Motorola or equivalent Dispatching consoles	each	R
A.3.2	<u>Faulty Equipment Repair Service</u>		
3.2.1.	Motorola or equivalent Dispatching consoles	each	R
A.4.	<u>Subscribers</u>		
A.4.1.	<u>High Level Support Service</u>		
4.1.1.	Motorola or equivalent generation 3 and above subscribers: High Level Support (0 – 5000 radios)	each	R
4.1.2.	Motorola or equivalent generation 3 and above subscribers: High Level Support (5001 – 10000 radios)	each	R
4.1.3.	Motorola or equivalent generation 3 and above subscribers: High Level Support (10001 and above radios)	each	R

A.5.	Labour rates		
Item No	Description	Unit of Measure	Price Excl. VAT (R)
5.1.	Network administration specialist	hour	R
5.2.	Network specialist	hour	R

5.3.	Field engineer	hour	R
5.4.	Subscriber support Technician	hour	R
5.5.	Emergency/After hours Remote Site Labour Support	hour	R
5.6.	Radio Infrastructure Support Technician	hour	R

SCHEDULE B. RADIO SUBSCRIBER SUPPORT SERVICES**Table B.1.** Radio Subscriber Support Services

This schedule is for providing of Radio Subscriber Support Services for new radio subscriber equipment. The pricing in this table must include all costs, please refer to 5.3 in (5) PRICE SCHEDULE in “Pricing Instructions” for details

Refer to **(13) Specifications** and relevant sub-section or paragraphs for technical specification requirements for this schedule.

Item No	Description	Unit of Measure	Monthly Price Excl. VAT (R)
B.1.	High Level Subscriber Support Services		
1.1.	Hytera or equivalent subscribers: High Level Support (0 – 5000 radios)	each	R
1.2.	Hytera or equivalent: High Level Support (5001 – 10000 radios)	each	R
1.3.	Hytera or equivalent: High Level Support (10001 and above radios)	each	R
1.4.	TETRA Multi-mode subscribers: High Level Support (0 – 5000 radios)	each	R
1.5.	TETRA Multi-mode subscribers: High Level Support (5001 – 10000 radios)	each	R
1.6.	TETRA Multi-mode subscribers: High Level Support (10001 and above radios)	each	R

B.2	Labour rates		
Item No	Description	Unit of Measure	Price Excl. VAT (R)
2.1	Subscriber support Technician	hour	R

(6) SUPPORTING SCHEDULES**Schedule 1: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums**

This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms _____, of the authorised entity _____, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium's behalf.
2. By signing this schedule the partners to the partnership/joint venture/ consortium:
 - 2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;
 - 2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:
 Account Holder: _____
 Financial Institution: _____
 Branch Code: _____
 Account No.: _____
 - 2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.
 - 2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....

Note: A copy of the Joint Venture Agreement shall be appended to List of other documents attached by tenderer schedule.

Schedule 2: Declaration for Procurement above R10 million

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing ? (Please mark with X)

YES		NO	
-----	--	----	--

1.1 If YES, submit audited annual financial statements:

- (i) for the past three years, or
- (ii) since the date of establishment of the tenderer (if established during the past three years)

By attaching such audited financial statements to **List of other documents attached by tenderer** schedule.

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? (Please mark with X)

YES		NO	
-----	--	----	--

- 2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.

- 2.2 If YES, provide particulars:

3. Has any contract been awarded to you by an organ of state during the past five (5) years? (Please mark with X)

YES		NO	
-----	--	----	--

3.1 If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of other documents attached by tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? (Please mark with X)

YES		NO	
-----	--	----	--

4.1 If YES, furnish particulars below

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 3:
PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2022
Definitions

The following definitions shall apply to this schedule:

- (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).

FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES
3.1. POINTS AWARDED FOR PRICE
3.1.1 THE 90/10 PREFERENCE POINT SYSTEMS

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

90/10

$$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Gender	3	
Race	3	
Disability	1	
Promotion of Micro and Small Enterprises	3	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[Tick applicable box]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process;

- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

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

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

For official use.

SIGNATURE OF CITY OFFICIALS AT
TENDER OPENING

1.

2.

3.

Schedule 4: Declaration of Interest – State Employees (MBD 4 amended)

1. No bid will be accepted from:
 - 1.1 persons in the service of the state¹, or
 - 1.2 if the person is not a natural person, of which any director, manager or principal shareholder or stakeholder is in the service of the state, or
 - 1.3 from persons, or entities of which any director, manager or principal shareholder or stakeholder, has been in the service of the City of Cape Town during the twelve months after the City employee has left the employ of the City, or
 - 1.4 from an entity who has employed a former City employee who was at a level of T14 or higher at the time of leaving the City's employ and involved in any of the City's bid committees for the bid submitted, if:
 - 1.4.1 the City employee left the City's employment voluntarily, during a period of 12 months after the City employee has left the employ of the City;
 - 1.4.2 the City employee left the City's employment whilst facing disciplinary action by the City, during a period of 24 months after the City employee has left the employ of the City, or any other period prescribed by applicable legislative provisions, after having left the City's employ.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the tenderer or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
 - 3.1 Full Name of tenderer or his or her representative:.....
 - 3.2 Identity Number:.....
 - 3.3 Position occupied in the Company (director, trustee, shareholder²).....
 - 3.4 Company or Close Corporation Registration Number:.....
 - 3.5 Tax Reference Number.....
 - 3.6 VAT Registration Number:.....
 - 3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.
 - 3.8 Are you presently in the service of the state? **YES / NO**
 - 3.8.1 If yes, furnish particulars
 - 3.9 Have you been in the service of the state for the past twelve months? **YES / NO**
 - 3.9.1 If yes, furnish particulars
 - 3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.10.1 If yes, furnish particulars
 - 3.11 Are you, aware of any relationship (family, friend, other) between any other tenderer and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.11.1 If yes, furnish particulars.....
 - 3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
 - 3.12.1 If yes, furnish particulars

3.13 Are any spouse, child or parent of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**

3.13.1 If yes, furnish particulars

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**

3.14.1 If yes, furnish particulars

3.15 Have you, or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company been in the service of the City of Cape Town in the past twelve months? **YES / NO**

3.15.1 If yes, furnish particulars

3.16 Do you have any employees who was in the service of the City of Cape Town at a level of T14 or higher at the time they left the employ of the City, and who was involved in any of the City's bid committees for this bid? **YES / NO**

3.16.1 If yes, furnish particulars

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

If the above table does not sufficient to provide the details of all directors / trustees / shareholders, please append full details to the tender submission.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

¹MSCM Regulations: “in the service of the state” means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) an executive member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

Schedule 5: Conflict of Interest Declaration

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. (Please mark with X)

YES		NO	
-----	--	----	--

- 1.1 If yes, the tenderer is required to set out the particulars in the table below:

2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

- 2.1 any inducement or reward to the CCT for or in connection with the award of this contract; or

- 2.2 any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. (Please mark with X)

YES		NO	
-----	--	----	--

- If yes, the tenderer is required to set out the particulars in the table below:

Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the City of Cape Town, please contact the following:

the City's anti-corruption hotline at 0800 32 31 30 (toll free)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 6: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 Of 2003, and attach it to this schedule.

- 1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members have:**
- a) abused the municipality's / municipal entity's supply chain management system or committed any fraudulent conduct in relation to such system;
 - b) been convicted for fraud or corruption during the past five years;
 - c) willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d) been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers.
- 2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
2.1	Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
2.1.1	If so, furnish particulars:		
2.2	Is the tenderer or any of its directors/members listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
2.2.1	If so, furnish particulars:		
2.3	Was the tenderer or any of its directors/members convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐

2.3.1	If so, furnish particulars:		
Item	Question	Yes	No
2.4	Does the tenderer or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes ☐	No ☐
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
2.7.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, , restriction of the tenderer or the exercise by the employer of any other remedies available to it.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule 7: Authorisation for the Deduction of Outstanding Amounts Owed to the City of Cape Town

To: THE CITY MANAGER, CITY OF CAPE TOWN

From:

(Name of tenderer)

RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CITY OF CAPE TOWN

The tenderer:

- a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
- b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
- c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;
- d) The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Physical Business address(es) of the tenderer	Municipal Account number(s)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)

Signature

Print name:

On behalf of the tenderer (duly authorised)

Date

Schedule 8: Contract Price Adjustment and/or Rate of Exchange Variation

- 8.1 The Contract Price Adjustment mechanism and/or provisions relating to Rate of Exchange Variation, contained in this schedule is compulsory and binding on all tenderers.
- 8.2 Failure to complete this schedule or any part thereof may result in the tender offer being declared non-responsive.
- 8.3 Tenderers are not permitted to amend, vary, alter or delete this schedule or any part thereof unless otherwise stated in this schedule, failing which the tender offer shall be declared non-responsive.
- 8.4 Tenderers are not permitted to offer firm prices except as provided for in the Price Schedule, and if the tenderer offers firm prices in contravention of this clause the tender offer shall be declared non-responsive.
- 8.5 Any claim for an increase in the Contract price shall be submitted in writing to the:
Director Supply Chain Management, City of Cape Town,
P O Box 655, Cape Town, 8000 or
- by email to: CPA.Request@capetown.gov.za and Irfaan.Hamdulay@capetown.gov.za
- 2 calendar months prior** to the month upon which the price adjustment would become effective.
- 8.6 The CCT reserves the right to withhold payment of any claim for contract price adjustment while only provisional figures are available and until the final (revised) figures are issued by the relevant authority.
- 8.7 When submitting a claim for contract price adjustment a supplier shall indicate the actual amount claimed for each item. A mere notification of a claim for contract price adjustment without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid claim.
- 8.8 The CCT reserves the right to request the supplier to submit auditor's certificates or such other documentary proof as it may require in order to verify a claim for contract price adjustment. Should the supplier fail to submit such auditor's certificates or other documentary proof to the CCT within a period of **30 (thirty) days** from the date of the request, it shall be presumed that the supplier has abandoned his claim.
- 8.9 The effective date of any price increases granted will be the date on which the abovementioned documentation/claim is submitted or, by agreement between the Contractor and the City, a subsequent date on which the price increase will be effective.
- 8.10 In instances where the Contractor's price claimed is less than entitled, the lesser price will be accepted.
- 8.11 The CCT reserves the right to apply the indices available at the date of the claim submitted by the Contractor.
- 8.12 **Process that will be followed:**
- Contractor submits all the documentation indicated above prior to the effective date of the variation.
 - The City will consider the variation and based on the documentary evidence, the City may approve the variation.
 - Letters authorising the price variation will be communicated to the contractor indicating the effective date.

- All purchase orders for the contracted goods shall be issued at, and the Goods supplied, invoiced and paid for at the contract unit prices approved for that period and no further contract price adjustment claims will be considered, irrespective of the actual month of delivery and whether or not deliveries were subject to any manufacturing or delivery delays.
- All purchase orders from the effective date will be generated at the approved contract price. Purchase orders placed prior to the effective date will not be varied.

8.11 Price Adjustment Mechanism for Schedule A and Schedule B:

8.11.1 The Contract Price as per GCC shall remain **Firm** for the first 12 months from date of commencement of the contract and no claims for contract price adjustment will be considered for the first 12 months' subject to the provisions in the price schedule.

8.11.2 Subject to 8.11.1. Above, Contract Price Adjustment will be applicable as from commencement of the 13 month of the contract. Contractors shall be entitled to claim contract price adjustment as follows:

8.11.3 **10%** of the rate will remain fixed for the duration of the contract.

8.11.4 **90%** of the year on year rate will be subject to adjustment **annually** based on the average percentage of 12 months as published by STATSSA: Consumer Price Index (P0141–Table B2 – CPI headline year-on-year rates) as follows:

From start of 13th month to the end of the 24th month: Subject to contract price adjustment in accordance with the **Consumer Price Index (P0141–Table B2 – CPI headline year-on-year rates)**. **Base month** for the price adjustment shall be two (2) calendar months prior to the date of commencement. The **end month** shall be two (2) calendar months prior to the 12th month.

From start of 25th month to end of the Contract: Subject to the contract price adjustment in accordance with the **Consumer Price Index (P0141–Table B2 – CPI headline year-on-year rates)**. **Base month** for the price adjustment shall be two (2) calendar months prior to the 13th month. The **end month** shall be two (2) calendar months prior to 24th month.

The **average CPI percentage** will be calculated, the base month to the end month (both included) divided by the number of months.

Example:

The claim will be based on the **average** between the “base month” and the “end month” **e.g.:**
 $7+6+9+6 = 28$ ($28/4$) = 7 therefore the claim will be 7%.

Schedule 9: Certificate of Independent Tender Determination

I, the undersigned, in submitting this **Tender No: 170S/2023/24 – Provision of Radio Support Services** for in response to the tender invitation made by THE CITY OF CAPE TOWN, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of : _____ (Name of tenderer)

That:

1. I have read and I understand the contents of this Certificate;
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;
4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;
5. For the purposes of this Certificate and this tender, I understand that the word 'competitor' shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
 - (a) has been requested to submit a tender in response to this tender invitation;
 - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive price quoting.
7. In particular, without limiting the generality of paragraphs 5 and 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation);
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit a tender;
 - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
 - (f) tendering with the intention not to win the contract.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this tender invitation relates.
9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders 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, Act 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 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

Signature

Date

Name (PRINT)

(For and on behalf of the Tenderer (duly authorised))

⁽¹ Consortium: 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.)

Schedule 10: Price Basis for Imported Resources

NOT APPLICABLE

Schedule 11: List of other documents attached by tenderer

The tenderer has attached to this schedule, the following additional documentation:

	Date of Document	Title of Document or Description (refer to clauses / schedules of this tender document where applicable)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule 12: Record of Addenda to Tender Documents

We confirm that the following communications received from the Employer before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

SIGNED ON BEHALF OF TENDERER:

Schedule 13: Information to be provided with the tender

The following information shall be provided with the Tender:

Schedule 13A OEM Support and Services Certification (Schedule A)

Tenderers must comply with the Eligibility requirement indicated below as non-compliance will render the tender non-responsive.

To be declared responsive, tenderers and/or sub-contractors **MUST** be authorised by the OEM or an Accredited Distributor to support and manage any warranty processes and escalations, as and when required. Proof of such authorisation must be submitted with the tender document as follows:

Eligibility Requirement

Tenderers and/or it's sub-contractors must be authorised by the OEM (Manufacturer or Distributor) and provide a valid letter to provide support for the following existing equipment:

- Radio trunking infrastructure and associated equipment (Motorola or equivalent).
- Microwave OEM (Ceragon or equivalent).
- Voice Logging OEM (Datavoice or equivalent).
- Radio Subscriber Support services (Motorola or equivalent)

NOTE: a confirmation letter from the OEM or authorised Distributor must be provided in Schedule 13A on a letterhead by the OEM, showing the name of the bidder and sub-contractor confirming authorisation and support manage any warranty processes and escalations, as and when required.

Offered support services **must** be fully compatible and interoperable with existing infrastructure (hardware and software)

Where offered support services are for equivalent OEM, the bidder must provide evidence such as a confirmation letter that the equivalent OEM is fully compatible and interoperable with the existing equipment (hardware and software). As per specification clause 13.14.6.

In the event where the Tenderer utilises sub-contractors for specific authorised support services then sub-contracting agreements or confirmation letter is to be provided and attached to Schedule 13A. Permission and agreement between the Tenderer and the sub-contractor indicating the relevant authorised support service is required.

Please indicate in the below columns (mark with 'x') whether the Tenderer or sub-contractor will be providing the relevant services.

Support Services	Tenderer	Subcontractor	Subcontractor Name
Radio trunking infrastructure and associated equipment(Motorola or equivalent)			
Microwave OEM (Ceragon or equivalent)			
Voice Logging OEM (Datavoice or equivalent)			
Radio Subscriber Support services (Motorola or equivalent)			

Schedule 13B OEM Support and Services Certification (Schedule B)

Tenderers must comply with the Eligibility requirement indicated below as non-compliance will render the tender non-responsive.

To be declared responsive, tenderers and/or sub-contractors **MUST** be authorised by the OEM or an Accredited Distributor to support and manage any warranty processes and escalations, as and when required. Proof of such authorisation must be submitted with the tender document as follows:

NOTE: a confirmation letter from the OEM or authorised Distributor must be provided in Schedule 13B on a letterhead by the OEM, showing the name of the bidder and sub-contractor confirming authorisation and support, manage any warranty processes and escalations, as and when required.

Offered support services **must** be fully compatible and interoperable with existing infrastructure (hardware and software)

Where offered support services are for equivalent OEM, the bidder must provide evidence such as a confirmation letter that the equivalent OEM is fully compatible and interoperable with the existing equipment (hardware and software). As per specification clause 13.14.6.

In the event where the Tenderer utilises sub-contractors for specific authorised support services then sub-contracting agreements or confirmation letter is to be provided and attached to Schedule 13B. Permission and agreement between the Tenderer and the sub-contractor indicating the relevant authorised support service is required.

Please indicate in the below columns (mark with 'x') whether the Tenderer or sub-contractor will be providing the relevant services.

Support Services	Tenderer	Subcontractor	Subcontractor Name
Radio Subscriber Support services (Hytera or equivalent)			

Schedule 13C Details of Certified Technicians/Engineers

Specification Requirement 13.14.4. Please provide CV's and proof of certification for each certified technician/engineer.

Name	Surname	Qualification	NQF level	Motorola or equivalent TETRA Certification	Years of TETRA environment experience

Schedule 13D Functionality Requirement: Company Experience

Please provide the number of years the tenderer has been providing TETRA Radio Support Services.

In addition, for each project listed, a reference letter must be appended to schedule 13D. Each reference letter must include the following:

Must be on a letterhead, Must be signed by the client, must detail the start and end date of project and the details of TETRA Radio Support Services provided.

Tenderers are to complete Schedule 13.D and provide contactable references.

Name of Client	Project Description	Project Start Date	Project End Date	Contact Details

Schedule 13E Functionality Requirement: Number of Customers

Please state the total number of customers that the tenderer has provided TETRA Radio Support Services in the last 15 years as from closing date of tender.

(Current projects to be considered, Tenderer to indicate number of Radio Support Service customers provided as of close of tender)

To be considered a customer the Tenderer must have supported a TETRA system with at least 1000 users.

Tenderers shall provide supporting documentation in Schedule 13E (A covering letter to be provided as follows: · Letterhead

- Signed by client
- Project period
- Project description
- Number of users
- Contact details)

Tenderers are to complete Schedule 13E and provide contactable references.

Name of Customer	Project Description	Number of Users	Project Start Date	Project End Date	Contact Details

Schedule 13F Functionality Requirement: Number of TETRA RF Sites

Total Number of TETRA RF Sites supported.

Please state the Number of TETRA RF Sites that the Tenderer has been providing Radio Support Services in the last 15 years.

Tenderers shall provide supporting documentation in Schedule 13F (A covering letter to be provided as follows: · Letterhead

- Signed by client
- Project period
- Project description
- Number of RF Sites
- Contact details

Name of Customer	Project Description	Number of RF Sites	Project Start Date	Project End Date	Contact Details

Schedule 13G Functionality Requirement: Staff

Please state the number of years of experience of a certified Engineering/Technical staff in the TETRA environment offered:

The following is to be provided for each Engineer/Technical staff:

1. TETRA certification.
2. Relevant NQF 6 (minimum) Qualification
3. CV showing years of TETRA environment experience.

Tenderers are to complete the table below. Please provide the CV and indicate level of experience in the TETRA environment for each Engineer/Technical staff.

Name	Surname	Qualification	NQF level	TETRA Certification	Years of TETRA environment experience

Schedule 13H ELECTRICAL INFRASTRUCTURE SERVICES – STATEMENT OF WORK

Specification requirement 13.9.6.

Tenderer to clearly mark and cross-reference their attachments to the Schedule number and Heading.

**Schedule 13I DETAIL OF MOTOROLA OR EQUIVALENT GENERATION 3 AND ABOVE
AND/OR HYTERA OR EQUIVALENT AND TETRA MULTI-MODE SUBSCRIBER SUPPORT
SERVICES**

Specification requirement 13.10.2.

Tenderer to clearly mark and cross-reference their attachments to the Schedule number and Heading.

Schedule 13J Motorola Dimetra or equivalent MSO Network and Software update service

Please provide details of the Network and Software update service offering requested in Section 13.3.5.

Tenderer to clearly mark and cross-reference their attachments to the Schedule number and Heading.

SIGNED ON BEHALF OF TENDERER:

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	
SUPPLY CHAIN MANAGEMENT			
SCM - 542	Approved by Branch Manager: 03/04/2020	Version: 9.1	Page 65 of 110

TENDER NO: 170S/2023/24

**TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR
TELECOMMUNICATIONS**

CONTRACT PERIOD: From date of commencement not prior to 1 July 2025 until 30 June 2028

VOLUME 3: DRAFT CONTRACT

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual	
TRADING AS (if different from above)	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

VOLUME 3: DRAFT CONTRACT

(7) SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this Contract:

1. Definitions

Delete Clause 1.15 and substitute with the following

- 1.15 The word 'Goods' is to be replaced everywhere it occurs in the GCC with the phrase 'Goods and / or Services' which means all of the equipment, machinery, materials, services, products, consumables, etc. that the supplier is required to deliver to the purchaser under the contract. This definition shall also be applicable, as the context requires, anywhere where the words "supplies" and "services" occurs in the GCC.

Delete Clause 1.19 and substitute with the following

- 1.19 The word 'Order' is to be replaced everywhere it occurs in the GCC with the words 'Purchase Order' which means the official purchase order authorised and released on the purchaser's SAP System

Delete Clause 1.21 and substitute with the following:

- 1.21 'Purchaser' means the **City of Cape Town**. The address of the Purchaser is **12 Hertzog Boulevard, Cape Town, 8001**.

Add the following after Clause 1.25:

- 1.26 'Supplier' means any provider of goods and / or services with whom the contract is concluded
- 1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

- 3.2 The parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 All parties in a joint venture or consortium shall be jointly and severally liable to the purchaser in terms of this contract and shall carry individually the minimum levels of insurance stated in the contract, if any.
- 3.4 The parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the delivery of the goods and give all notices and pay all charges required by such authorities.
- 3.4.1 The parties agree that this contract shall also be subject to the CCT's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised, **save that if the Employer adopts a new SCM Policy which contemplates that any clause therein would apply to the contract emanating from this tender, such clause shall also be applicable to that contract.** Please refer to this document contained on the CCT's website.
- 3.4.2 Abuse of the supply chain management system is not permitted and may result in cancellation of the contract, restriction of the supplier, and/or the exercise by the City of any other remedies available to it as described in the SCM Policy.

3.5 The **supplier** shall:

- 3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the order:
- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee
 - b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11)
 - c) Initial delivery programme
 - d) Other requirements as detailed in the tender documents
- 3.5.2 Only when notified of the acceptance of the bid by the issuing of the order, the supplier shall commence with and carry out the delivery of the goods in accordance with the contract, to the satisfaction, of the purchaser
- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the goods including any temporary services that may be required
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the goods
- 3.5.5 Be continuously represented during the delivery of the goods by a competent representative duly authorised to execute instructions;
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy
- 3.5.7 Comply with all written instructions from the purchaser subject to clause 18
- 3.5.8 Complete and deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21
- 3.5.9 Make good at his own expense all incomplete and defective goods during the warranty period
- 3.5.10 Pay to the purchaser any penalty for delay as due on demand by the purchaser. The supplier hereby consents to such amounts being deducted from any payment to the supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the goods in accordance with the contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- 3.6 The **purchaser** shall:
- 3.6.1 Issue orders for the goods required under this Contract. No liability for payment will ensue for any work done if an official purchase order has not been issued to the supplier.
- 3.6.2 Make payment to the **supplier** for the goods as set out herein.
- 3.6.3 Take possession of the goods upon delivery by the supplier.
- 3.6.4 Regularly inspect the goods to establish that it is being delivered in compliance with the contract.
- 3.6.5 Give any instructions and/or explanations and/or variations to the supplier including any relevant advice to assist the supplier to understand the contract documents.
- 3.6.6 Grant or refuse any extension of time requested by the supplier to the period stated in clause 10.
- 3.6.7 Inspect the goods to determine if, in the opinion of the purchaser, it has been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
- 3.6.8 Brief the supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

- 5.5 Copyright of all documents prepared by the supplier in accordance with the relevant provisions of the copyright Act (Act 98 of 1978) relating to contract shall be vested in the purchaser. Where copyright is vested in the supplier, the purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the contract and need not obtain the supplier's permission to copy for such use. Where copyright is vested in the purchaser, the supplier shall not be liable in any way for the use of any of the information other than as originally intended for the contract and the purchaser hereby indemnifies the supplier against any claim which may be made against him by any party arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the supplier and paid for by the purchaser shall, after payment, vest with the purchaser

5.6 Publicity and publication

The supplier shall not release public or media statements or publish material related to the services or contract within two (2) years of completion of the services without the written approval of the purchaser, which approval shall not be unreasonably withheld.

5.7 Confidentiality

Both parties shall keep all information obtained by them in the context of the contract confidential and shall not divulge it without the written approval of the other party.

5.8 Intellectual Property

- 5.8.1 The supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Employer.

- 5.8.2 The supplier hereby assigns to the Employer, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the contract, unless the Parties expressly agree otherwise in writing.

- 5.8.3 The supplier shall, and warrants that it shall:

- 5.8.3.1 not be entitled to use the Employer's Intellectual Property for any purpose other than as contemplated in this contract;

- 5.8.3.2 not modify, add to, change or alter the Employer's Intellectual Property, or any information or data related thereto, nor may the supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Employer;

- 5.8.3.3 not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Employer;

- 5.8.3.4 comply with all reasonable directions or instructions given to it by the Employer in relation to the form and manner of use of the Employer Intellectual Property, including without limitation, any brand guidelines which the Employer may provide to the supplier from time to time;

- 5.8.3.5 procure that its employees, directors, members and contractors comply strictly with the provisions of clauses 5.8.3.1 to 5.8.3.3 above;

unless the Employer expressly agrees thereto in writing after obtaining due internal authority.

- 5.8.4 The supplier represents and warrants to the Employer that, in providing goods, services or both, as the case may be, for the duration of the contract, it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Employer from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the supplier of any third party's Intellectual Property rights.

- 5.8.5 In the event that the contract is cancelled, terminated, ended or is declared void, any and all of the

Employer's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Employer by the supplier and no copies thereof shall be retained by the supplier unless the Employer expressly and in writing, after obtaining due internal authority, agrees otherwise.

7. Performance Security

Delete clause 7.1 to 7.4 and replace with the following:

'Not Applicable. Tenderers must disregard **Form of Guarantee / Performance Security** and are not required to complete same.

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organisation acting on behalf of the purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The time for delivery of the goods shall be the date as stated on the order. Orders for the supply and delivery of goods may be raised up until the expiry of a framework agreement bid, provided that the goods can be delivered within 30 days of expiry of the framework contract. All orders, other than for the supply and delivery of goods, must be completed prior to the expiry of the contract period.
- 10.2 The purchaser shall determine, in its sole discretion, whether the goods have been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the purchaser determines that the goods have been satisfactorily delivered, the purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of acceptance of the goods.

11. Insurance

Add the following after clause 11.1:

- 11.2 Without limiting the obligations of the supplier in terms of this contract, the supplier shall effect and maintain the following additional insurances:
- a) Public liability insurances, in the name of the supplier, covering the supplier and the purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **R20 million** for any single claim;
 - b) Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the supplier, comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability Indemnity;
 - c) Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the bidder's broker or the insurance company itself (see **Proof of Insurance / Insurance Broker's Warranty** section in document for a pro forma version).
 - d) Professional indemnity insurance providing cover in an amount of not less than R5 million in respect of each and every claim during the contract period.

In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the CCT will retain its right of recourse against the supplier.

- 11.3 The supplier shall be obliged to furnish the CCT with proof of such insurance as the CCT may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the **Proof of Insurance / Insurance Broker's Warranty** section of the document or copies of the insurance policies.

15. Warranty

Add to Clause 15.2:

- 15.2 This warranty for this contract shall remain valid for **12 (twelve) months** after the service have been delivered.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

- 16.1 Payment of invoices will be made within 30 days of receiving the relevant invoice or statement, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the City. All completed invoices for goods and services will be paid on a weekly basis and construction related invoices will be paid daily.

Notwithstanding anything contained above, the City shall not be liable for payment of any invoice that pre dates the date of delivery of any goods or services, or the date of certification for construction works.

Should the processing of a payment be delayed due to the late submission of documentation, any penalties imposed will be for the account of the functional business area. Any queries will also be referred to such line department.

No official shall commit Council to making a payment outside the scheduled payment terms

Delete Clause 16.2 in its entirety and replace with the following:

- 16.2 The supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

- 16.5 Notwithstanding any amount stated on the order, the supplier shall only be entitled to payment for goods actually delivered in terms of the Project Specification and Drawings, or any variations in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the purchaser.

The CCT is not liable for payment of any invoice that pre-dates the date of delivery of the goods.

- 16.6 The purchaser will only make advanced payments to the supplier in strict compliance with the terms and details as contained on **Proforma Advanced Payment Guarantee** and only once the authenticity of such guarantee has been verified by the City's Treasury Department.

17. Prices

Add the following after clause 17.1

- 17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

- 17.3 If as a result of any extension of time granted the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

17.4 The prices for the goods delivered and services performed shall be subject to contract price adjustment and the following conditions will be applicable:

As per Schedule 8: Contract Price Adjustment and/or Rate of Exchange Variations

17.5 If price adjustment for variations in the cost of plant and materials imported from outside of South Africa is provided for in the contract, such adjustment shall be based on the information contained on the schedule titled "**Price Basis for Imported Resources**" and as below. For the purposes of this clause the Rand value of imported Plant and Materials inserted on the schedule titled "**Price Basis for Imported Resources**" (column (F)) shall be the value in foreign currency (column (A)) converted to South African Rand (column (C)) by using the closing spot selling rate quoted by **CCT's** main banker, NEDBANK, on the Base Date (seven calendar days before tender closing date) rounded to the second decimal place (column(B)), to which shall be added any Customs Surcharge and Customs Duty applicable at that date (columns (D) and (E)).

17.5.1 Adjustment for variations in rates of exchange:

(a) The value in foreign currency inserted in column (A) shall be subject to clause (h) below when recalculating the Rand value.

(b) The rate of exchange inserted in column (B) shall be the closing spot selling rate quoted by Council's main banker, NEDBANK, on the Base Date, rounded to the second decimal place, subject to sub-paragraph (c) below.

(c) If the rate of exchange inserted by the Tenderer differs from the NEDBANK rate referred to above, then the NEDBANK rate shall apply and the Rand value in columns (C) and (F) shall be recalculated accordingly, without altering the price in the Price Schedule for the relevant items.

(d) If a tender from a supplier or sub-contractor provides for variations in rates of exchange, the Supplier may **only** claim for variations in rates of exchange if he binds the supplier or sub-contractor to the same provision to take out forward cover as described in sub-paragraph (e) below.

(e) The Supplier (or sub-contractor) shall within five working days from the date of placing a firm order on an overseas supplier, cover or recover forward by way of a contract with a bank which is an authorised foreign exchange dealer, the foreign exchange component of the cost of any imported Plant and Materials inserted by the Tenderer on the scheduled titled "**Price Basis for Imported Resources**".

(f) When the Supplier (or sub-contractor) so obtains forward cover, the Supplier shall immediately notify the CCT of the rate obtained and furnish the CCT with a copy of the foreign exchange contract note.

(g) Based on the evidence provided in sub-paragraph (f) above, the value in Rand inserted in column (C) of on the schedule titled "**Price Basis for Imported Resources**" shall be recalculated using the forward cover rate obtained, and any increase or decrease in the Rand value defined in this clause shall be adjusted accordingly, subject to sub-paragraph (h) below.

(h) The adjustments shall be calculated upon the value in foreign currency in the Supplier's (or sub-contractor's) **forward cover contract**, provided that, should this value exceed the value in foreign currency inserted in column (A) of on the schedule titled "**Price Basis for Imported Resources**", then the value in column (A) shall be used.

17.5.2 Adjustment for variations in customs surcharge and customs duty

(a) Any increase or decrease in the Rand value between the amounts of Customs Surcharge and Customs Duty inserted in on the schedule titled "**Price Basis for Imported Resources**" and those amounts actually paid to the Customs and Excise Authorities, which are due to changes in the percentage rates applicable or to the foreign exchange rate used by the authorities, shall be adjusted accordingly.

(b) The Tenderer shall state the Customs Duty Tariff Reference applicable to each item and the Supplier shall advise the CCT's Agent of any changes which occur.

17.5.3 Adjustment for variation in labour and material Costs

If the prices for imported Plant and Materials are not fixed, the Supplier shall in his Tender specify the formula for calculating Contract Price Adjustments normally used in the country of manufacture and the indices and relative proportions of labour and material on which his Tender prices are based. Evidence of the indices applicable shall be provided with each claim. The indices applicable 42 days before contractual dispatch

date from the factory will be used for the purposes of Contract Price Adjustment.

Failure to specify a formula in the Tender shall mean that the prices are fixed or shall be deemed to be fixed.

18. Contract Amendments

Delete the heading of clause 18 and replace with the following:

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the goods, extension of the duration or expansion of the value of the contract that the purchaser issues to the supplier as instructions in writing, subject to prior approval by the purchaser's delegated authority. Should the supplier deliver any goods not described in a written instruction from the purchaser, such work will not become due and payable until amended order has been issued by the purchaser.

20. Subcontracts

Add the following after clause 20.1:

- 20.2 The supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if the were the acts, defaults or negligence of the supplier.
- 20.3 Any appointment of a subcontractor shall not amount to a contract between the CCT and the subcontractor, or a responsibility or liability on the part of the CCT to the subcontractor and shall not relive the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

- 21.2 If at any time during the performance of the contract the supplier or its sub-contractors should encounter conditions beyond their reasonable control which impede the timely delivery of the goods, the supplier shall notify the purchaser in writing, within 7 Days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation, and may at his discretion extend the time for delivery.

Where additional time is granted, the purchaser shall also determine whether or not the supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the supplier and the purchaser, additional time only (no costs) will be granted.

The purchaser shall notify the supplier in writing of his decision(s) in the above regard.

- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of goods from a national department, provincial department, or a local authority.

22. Penalties

Delete clause 22.1 and replace with the following:

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum as stated herein for each day of the delay until actual delivery or performance.

Penalties are calculated based on the transgression of defined Performance Level Agreements as it appears below for the listed Annexures.

- Annexure A: **Performance Level Agreement: Radio Network Control Centre**

- Annexure B: **Performance Level Agreement: Remote Sites**
- Annexure C: **Performance Level Agreement: Subscribers**
- Annexure D: **Fault Severity and Site Priority Classification**

The penalty for non-performance in this contract shall be determined by the following schedule of Penalties:

#	Performance Element	Performance Measure	Performance Metric	Penalty
1	Contact Information	Schedule of Contact Information for key staff maintained at all times	Contact details are accurate, complete and current, as measured by random check	Two (2) Grief Points per occurrence (incident) when one or more of the required details were found to be incorrect (i.e. <i>not</i> accurate, complete or current) NB. Penalty is due per incident, not per data point
2	Procurement Process	Adherence to the City's project management order, delivery, and payment processes	As evidenced by date stamp on Purchase Orders, GRN, SES, invoices and any other official document	One (1) Grief Point per occurrence of deviation or delay
Radio Network Control Centre				
3	Motorola Dimetra or equivalent version 9.2 or later MSO	Average uptime of the MSO	≥ 99.99% all hours	Availability less than the minimum allowed – due to System fault (Hardware & Software) : Five (5) Grief Points per occurrence over any 24 hr period
4	Motorola Dimetra or equivalent version 9.2 or later MSO	Response Time for support on the MSO	Availability (Wide area service for group call and data services, excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence Severity 3:Three (3) Grief Points per occurrence Severity 4:Two (2) Grief Points per occurrence
5	Motorola or equivalent Dimetra version 9.2 or later MSO	Time to repair/replace MSO faulty equipment	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
6	Central microwave system	Response Time for support on the Central microwave system	Availability (Wide area service for group call and data services, excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day,	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence

#	Performance Element	Performance Measure	Performance Metric	Penalty
			Restore 1 day Severity 4 = Restore 5 working days	Severity 3:Three (3) Grief Points per occurrence Severity 4:Two (2) Grief Points per occurrence
7	Central microwave system	Time to repair/replace Central microwave system faulty equipment	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
8	Air conditioners and electrical support	Response Time for support on Air conditioners and electrical support	Availability (excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence Severity 3:Three (3) Grief Points per occurrence Severity 4:Two (2) Grief Points per occurrence
9	Air conditioners and electrical support	Time to repair/replace Air conditioners and electrical support	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
10	Data Voice IP TETRA voice logging, playback and archiving system	Response Time for support on Data Voice IP TETRA voice logging, playback and archiving system	Availability (excluding planned maintenance) = aim 99,95% 8 Hours on site 24/7/365, Restore 8 Hours	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence
11	Network Management Administration Response Time	Response time for Network Management Administration	5 Working days	Response Time > 5 working days: Five (5) Grief Points per occurrence
12	UPS 20 to 40 KVA	Response time for support on UPS 20 to 40 KVA	Availability aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restoration of service 8 Hours	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence

Remote Sites

13	Motorola or equivalent BTS	Response time for Motorola or equivalent BTS	Availability (Wide area, group call, excluding planned maintenance) aim 99,98% Critical site 4 Hours at MSO 24/7/365 Medium site Next day at MSO 24/7/365 Low site Next working day at MSO	Response more than the maximum time allowed : Critical Site: Five (5) Grief Points per occurrence Medium Site: Four (4) Grief Points per occurrence Low Site :Three (3) Grief Points per occurrence
14	Motorola or equivalent BTS	Motorola or equivalent Dimetra BTS Time to Repair/Replace faulty equipment	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
15	Microwave Radio Links	Microwave Radio Links	Availability (Wide area, group call, excluding planned maintenance) 99,98% Critical site 4 Hours at MSO 24/7/365 Medium site Next day at MSO 24/7/365 Low site Next working day at MSO	Critical Site: Five (5) Grief Points per occurrence Medium Site: Four (4) Grief Points per occurrence Low Site :Three (3) Grief Points per occurrence
16	Remote Microwave System	Repair/replace any faulty equipment Remote Microwave System	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
17	Air Conditioners And Electrical Support	Response Time for Air Conditioners And Electrical Support	Availability (excluding planned maintenance) aim 99,99% Severity 1 =4 Hours to site 24/7/365, Restore =8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence Severity 3:Three (3) Grief Points per occurrence Severity 4:Two (2) Grief Points per occurrence
18	Air Conditioners And Electrical Support	Air Conditioners And Electrical Support Time to repair	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence

Control Centres

19	Dispatching console sites Motorola or equivalent	Response time Dispatching console sites Motorola or equivalent Support	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down Next working day for individual consoles	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence
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20	Dispatching console sites Motorola or equivalent Equipment Repair	Time to Repair Dispatching console sites Motorola or equivalent equipment	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
21	Dispatching console sites microwave	Response time of Dispatching console sites microwave support	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down Next working day for individual consoles	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence
22	Remote microwave system equipment repair	Time to Repair remote microwave system equipment	6 weeks	Time to repair/replace > 6 weeks: Five (5) Grief Points per occurrence
23	Dispatching console sites Fibre optic equipment	Time to repair Dispatching console sites Fibre optic equipment support	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down Next working day for individual consoles	Response more than the maximum time allowed : Severity 1:Five (5) Grief Points per occurrence Severity 2:Four (4) Grief Points per occurrence
24	Motorola or equivalent Generation 3 and above Subscribers	Quantity 0 – 5000 5001 – 10 000 10 001 and above	80% of 2nd line repairs < 5 working days	Two (2) Grief Point per occurrence of deviation or delay
25	Hytera or equivalent Subscribers	Quantity 0 – 5000 5001 – 10 000 10 001 and above	80% of 2nd line repairs < 5 working days	Two (2) Grief Point per occurrence of deviation or delay
26	TETRA Multi-mode Subscribers	Quantity 0 – 5000 5001 – 10 000 10 001 and above	80% of 2nd line repairs < 5 working days	Two (2) Grief Point per occurrence of deviation or delay
27	Reporting	Comments on reports produced by the Radio Networks Division	Within three full Business Days, as evidenced by email date stamp	One (1) Grief Point for each full Business Day that a response is late
28	Review Meetings	Attendance by the Client Liaison / Account Manager at scheduled Review	As evidenced by signed meeting minutes or attendance register	Three (3) Grief Points of each instance of non-attendance

		Meetings		
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Performance Penalties

Whenever a Performance Metric is not achieved, the Infringement will cause the stipulated number of Grief Points to be incurred. The City shall be entitled (but not obliged) to apply the relevant for each Infringement by recording the incurrence of Grief Points.

- When incurred, the Grief Points will be totalled up at the end of each Calendar Month.
- If the total number of Grief Points incurred in a single Calendar Month is more than fifteen (>15) (the Grief Point Threshold) at any time during the Contract Period, then a Non-Compliance Event has occurred.
- The occurrence of a Non-Compliance Event will result in the City imposing a Performance Penalty, which may be claimed by the City.
- On the first occurrence of a Non-Compliance Event, the City will claim a Performance Penalty of 5% (five percent) of the monthly fees due for the month in which the Non-Compliance Event occurred
- The Performance Penalty amount shall be claimed as a discount on the following month's account.
- The first occurrence of a Non-Compliance Event initiates a 12-month rolling period. This 12-month rolling period will commence on the 1st day of the month in which the first Non-Compliance Event occurred. Thereafter, the 12-month rolling period shall be defined as the current month and the previous 11 months.
- On the second occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 10% (ten percent) of the monthly service fees, paid as a discount on the following month's account.
- On the third occurrence of a Non-Compliance Event in a 12-month rolling period, the City will claim a Performance Penalty of 15% (fifteen percent) of the monthly service fees, paid as a discount on the following month's account.

Should the Service Provider accumulate 15 (fifteen) or more Grief Points per month more than 3 (three) times during a 12-month rolling period, this will give rise to a Performance Termination Event, which the City may exercise at its discretion.

22.2 The purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, financial penalties as contained on the **Preference Schedule** relating to breaches of the conditions upon which preference points were awarded.

23. Termination for default

Delete the heading of clause 23 and replace with the following:

23. Termination

Add the following to the end of clause 23.1:

if the supplier fails to remedy the breach in terms of such notice

Add the following after clause 23.7:

23.8 In addition to the grounds for termination due to default by the supplier, the contract may also be terminated:

23.8.1 Upon the death of the supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.

23.8.2 The parties by mutual agreement terminate the contract.

23.8.3 If an Order has been issued incorrectly, or to the incorrect recipient, the resulting contract may be terminated by the purchaser by written notice

23.8.4 If a material irregularity vitiates the procurement process leading to the conclusion of the contract,

rendering the procurement process and the conclusion of the resulting contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective, provided the City Manager follows the processes as described in the purchasers SCM Policy.

23.8.5 After providing notice to the supplier, if the implementation of the contract may result in reputational risk or harm to the City as a result of (inter alia):

- 23.8.5.1 reports of poor governance and/or unethical behaviour;
- 23.8.5.2 association with known family of notorious individuals;
- 23.8.5.3 poor performance issues, known to the Employer;
- 23.8.5.4 negative social media reports; or
- 23.8.5.5 adverse assurance (e.g. due diligence) report outcomes..

23.9 If the contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination must be performed by the relevant party.

26. Termination for insolvency

Delete clause 26.1 and replace with the following:

26.1 The purchaser may make either of the following elections to ensure its rights are protected and any negative impact on service delivery is mitigated:

26.1.1 accept a supplier proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms; or

26.1.2 terminate the contract, as the liquidator proposed supplier is deemed unacceptable to the purchaser, at any time by giving written notice to the supplier (via the liquidator).

26.2 Termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

Amend clause 27.1 as follows:

27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23.1(c), arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

27.2 Should the parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the parties. The mediator may meet the parties together or individually to enable a settlement.

Where the parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (b) and replace with the following:

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

28.2 Without detracting from, and in addition to, any of the other indemnities in this contract, the supplier shall be solely liable for and hereby indemnifies and holds harmless the purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;
- b) loss of or damage to property;

arising from, out of, or in connection with the performance by the supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the purchaser.

28.3 The supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the contract and may be given as set out hereunder and shall be deemed to have been received when:

- a) hand delivered – on the working day of delivery
- b) sent by registered mail – five (5) working days after mailing
- c) sent by email or telefax – one (1) working day after transmission

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

In this regard, it is the responsibility of the supplier to submit documentary evidence in the form of a valid Tax Clearance Certificate issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5).

Add the following after clause 32.3:

32.4 The **VAT registration** number of the City of Cape Town is **4500193497**.

ADDITIONAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 34:

35. Reporting Obligations

35.1 The supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications. Any failure in this regard may result in a delay in the processing of any payments.

(8) GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

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1. Definitions

1. The following terms shall be interpreted as indicated:

- 1.1 'Closing time' means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 'Contract' means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 'Contract price' means the price payable to the supplier under the contract for the full and proper performance of his or her contractual obligations.
- 1.4 'Corrupt practice' means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 'Countervailing duties' are imposed in cases in which an enterprise abroad is subsidised by its government and encouraged to market its products internationally.

- 1.6 'Country of origin' means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognised new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 'Day' means calendar day.
- 1.8 'Delivery' means delivery in compliance with the conditions of the contract or order.
- 1.9 'Delivery ex stock' means immediate delivery directly from stock actually on hand.
- 1.10 'Delivery into consignee's store or to his site' means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 'Dumping' occurs when a private enterprise abroad markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 'GCC' means the General Conditions of Contract.
- 1.15 'Goods' means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 'Imported content' means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 'Local content' means that portion of the bidding price which is not included in the imported content, provided that local manufacture does take place.
- 1.18 'Manufacture' means the production of products in a factory using labour, materials, components and machinery, and includes other, related value-adding activities.
- 1.19 'Order' means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 'Project site', where applicable, means the place indicated in bidding documents.
- 1.21 'Purchaser' means the organisation purchasing the goods.
- 1.22 'Republic' means the Republic of South Africa.
- 1.23 'SCC' means the Special Conditions of Contract.

1.24 'Services' means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.

1.25 'Written' or 'in writing' means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders, including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable, a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

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

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for the purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1, except for purposes of performing the contract.

5.3 Any document, other than the contract itself, mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

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

7. Performance Security

7.1 Within 30 (thirty) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in the SCC.

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

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier, who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of the GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in the SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in the SCC.

10.2 Documents to be submitted by the supplier are specified in the SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured, in a freely convertible currency, against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, including additional services (if any) specified in the SCC:

- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
- (b) furnishing of tools required for the assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in the SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications), or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for 12 (twelve) months after the goods, or any portion thereof, as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for 18 (eighteen) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in the SCC.

15.3 The purchaser shall notify the supplier promptly, in writing, of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in the SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the SCC.

17. Prices

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

18. Contract Amendments

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

19. Assignment

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

20. Subcontracts

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

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during the performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his or her discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure, outside of the contract, small quantities of supplies; or to have minor essential services executed if an emergency arises, or the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and, without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services, using the current prime interest rate, calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5 Any restriction imposed on any person by the Accounting Officer/Authority will, at the discretion of the Accounting Officer/Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person is or was, in the opinion of the Accounting Officer/Authority, actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury with the following information:
- (i) the name and address of the supplier and/or person restricted by the purchaser;
 - (ii) the date of commencement of the restriction;
 - (iii) the period of restriction; and
 - (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period of not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidised import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall, on demand, be paid forthwith by the contractor to the State, or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he or she delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him or her.

25. Force majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if, and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall notify the purchaser promptly, in writing, of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

27.2 If, after 30 (thirty) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due to the supplier.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6:

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable Law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in the SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail, and any other notice to him shall be posted by ordinary mail, to the address furnished in his bid or to the address notified later by him in writing; and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and Duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act, Act 89 of 1998, as amended, an agreement between or concerted practice by firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act, Act 89 of 1998.

34.3 If a bidder(s) or contractor(s) has/have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and/or terminate the contract in whole or part,

TENDER NO: 170S/2023/24

and/or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

(9) FORM OF GUARANTEE / PERFORMANCE SECURITY

NOT APPLICABLE

(10) FORM OF ADVANCE PAYMENT GUARANTEE

NOT APPLICABLE

(10.1) ADVANCE PAYMENT SCHEDULE

NOT APPLICABLE

(11) OCCUPATIONAL HEALTH AND SAFETY AGREEMENT**AGREEMENT MADE AND ENTERED INTO BETWEEN THE CITY OF CAPE TOWN (HEREINAFTER CALLED THE "CCT") AND**

..... ,
(Supplier/Mandatory/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I, , representing

..... , as an employer
in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (OHSA) and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number:

OR Compensation Insurer: Policy No.:

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed aton the.....day of.....20....

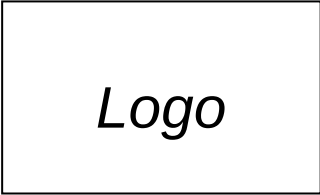
Witness

Mandatory

Signed at on the.....day of.....20

Witness

for and on behalf of
City of Cape Town

(12) INSURANCE BROKER'S WARRANTY (PRO FORMA)Logo*Letterhead of supplier's Insurance Broker*

Date _____

CITY OF CAPE TOWN
City Manager
Civic Centre
12 Hertzog Boulevard
Cape Town
8000

Dear Sir

TENDER NO.: 170S/2023/24**TENDER DESCRIPTION: PROVISION OF RADIO SUPPORT SERVICES FOR TELECOMMUNICATIONS**

NAME OF SUPPLIER: _____

I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CITY OF CAPE TOWN with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully

Signed: _____

For: _____ (Supplier's Insurance Broker)

(13) SPECIFICATION(S)**13.1. Scope of specification**

- 13.1.1. The City currently operates a Motorola Dimetra or equivalent Version 9.2 ETSI TETRA digital radio trunking infrastructure with an integrated microwave network to provide the data links between the Master Switching Office (MSO), the remote Base Transceiver Systems (BTS) and Dispatching consoles. The following items forms part of the system:
- IP recording system for voice and data
 - Approximately 17000 TETRA subscriber units
 - Dispatching consoles
 - Traces RF-coverage and analysis system (Future requirement)
- 13.1.2. The City reserves the right to elect, omit or add certain items for affordability or for system growth during the tenure of the contract. Accordingly, tenderers have been asked to indicate unit monthly prices.
- 13.1.3. No orders shall be placed on the basis of the quantities in this tender document. A scope of works will be defined by the Employer on a per project basis and an order placed in terms of the project requirement and the prices tendered. Any projects issued to the successful tenderer(s) shall be completed within the financial year that the purchase order is issued.

13.2. Transmission System Services

- 13.2.1. The 2nd level support and faulty equipment replacement for the Radio NCC Ceragon or equivalent microwave equipment must cover the central Network Management server's hardware and software, applicable terminals, cabling, cabinets, etc.
- 13.2.2. The 2nd level support and faulty equipment replacement for the remote sites Ceragon or equivalent microwave equipment must cover the microwave link pairs hardware and software, cabling, racks, wiring, hardware and software inside the site and including the Antenna systems and cabling.
- 13.2.3. The 2nd level support and faulty equipment repair for the MSO and remote sites must include all software and hardware required for Ethernet switching.
- 13.2.4. The masts are excluded from the contract.
- 13.2.5. Replacing or realignment of microwave dishes, where rigging is required, will be exempted from normal PLA (Performance Level Agreement) requirements. Rigging is however included but limited to normal business hours.

13.3. Motorola or equivalent Master Switching Office Services

- 13.3.1. The 2nd level support and faulty equipment replacement for the Master Switching Office at the Radio Network Control Centre (NCC) covers all the hardware and software as supplied and installed by Motorola that makes up the functional Motorola Dimetra or equivalent version 9.2 MSO as installed in the Main equipment room.
- 13.3.2. The Anti-virus services offered shall include all hardware, software, regular software updates and licensing costs to implement and operate the service.
- 13.3.3. The 2nd line support services for the Octopus or equivalent modules shall include all the hardware and software associated with the Octopus or equivalent system. The Octopus management system is used to manage the radio subscriber users.
- 13.3.4. The Network Administration specialist function does not require staff to be situated permanently at the Radio NCC but requires the following functions to be performed as and when required:
- Review and consolidate the existing Customer Enterprise Network with the following minimum activities:
 - Update documentation and interact with network providers to ensure network implementation is according to design requirements

- Consolidate all the designs and produce a single design document which will include IP plans, Firewall rules, network topologies, wiring schedules, network hardening status and anti-virus protection status.
 - Analyse current network and propose any improvements
 - Analyse current networks design and propose any solutions to properly segment to achieve inter-agency and 3rd party application separation.
- The below Network administration specialist services, as and when required:
 - CEN network administration
 - IP plan updates and issue of IP addresses
 - Administration of all firewalls
 - Keeping all Motorola or equivalent and CEN documentation current
 - Administration and performing all anti-virus functions
 - Perform network hardening patches
 - All back ups
 - Be available to consult the city on any changes or proposed changes to the network

13.3.5 Motorola Dimetra or equivalent MSO Network and Software update service

13.3.5.1 The Software update service shall have at least the following functionality:

- Keep the infrastructure current to ensure ancillary services such as anti-virus to be capable of running on the infrastructure.
- When available one major software upgrade shall be done per annum.
- Tenderers to state in detail what is offered in Schedule 13J.

13.3.5.2 The Network update service shall have at least the following functionality:

- Including major Network and Software upgrades when available over the contract period.
- Keeping the system current at all times.
- Tenderers to state in detail what is offered in Schedule 13J.

13.4. Motorola or equivalent Remote RF Site Services

- 13.4.1. The 2nd level support and faulty equipment replacement for the remote sites must include all Dimetra or equivalent associated hardware, software, cabling and ancillary equipment and racks, excluding facilities, masts and surrounds.

13.5. Dispatching Centre Services

- 13.5.1. The 2nd level support and faulty equipment replacement for the Motorola or equivalent remote sites Dispatching consoles shall include all Motorola or equivalent supplied hardware, software, cabling and ancillary equipment and racks.
- 13.5.2. The facility, power, air conditioning, mast, is excluded from the contract.
- 13.5.3. The support for data services and hardware at remote sites shall be excluded from this tender.
- 13.5.4. The transmission equipment at the centres shall be included under the transmission network requirements.

13.6. Voice Logging System Services

- 13.6.1. The service shall include all the supplied hardware, software, interfaces, cabling, racks and associated ancillary equipment associated with the DATAVOICE or equivalent TETRA voice logging system and shall exclude other PABX and screen capturing recording systems also on the premises.
- 13.6.2. The city technical staff has been trained on 1st and 2nd line support on the system and only a 3rd line support service is required to ensure achievement of the reliabilities aimed for is achieved.
- 13.6.3. The service offered is limited to equipment installed in the voice logging room.
- 13.6.4. The faulty equipment repair service shall include the replacement of all associated hardware in case of fault or failure.

13.7. UPS System Services

- 13.7.1. The 2nd level support for the Meissner or equivalent UPS's shall include the 20 KVA and 40 KVA units installed in the MSO as well as 20KVA unit in the Radio subscriber store.

13.8. Air Conditioning System Services

- 13.8.1. The 2nd level, High level support, for the air conditioners in the equipment room, voice logging room and remote repeater sites shall include all the installed hardware, cabling, power, piping, ducts, controllers and ancillary equipment to ensure a fully operational air conditioning system.
- 13.8.2. The faulty equipment repair service shall include the replacement of all associated hardware in case of fault or failure.
- 13.8.3. This service shall thus be a comprehensive turnkey service and faulty units must be replaced with units of at least the same capacity and reliability.

13.9. Electrical Infrastructure Services

- 13.9.1. The 2nd level support for the AC and DC electrical services at the MSO shall include at least all the distribution boards, cabling, lights, plugs, all equipment racks (Including internal power distribution) change over switches, generator (100KVA), rectifiers, batteries, controllers, earthing and ancillary equipment associated with the electrical distribution for the radio equipment room and voice logging room. The responsibility will start at the switch in the distribution board, situated in the radio subscriber store room.
- 13.9.2. The 2nd level High level support for the electrical services at the remote sites shall include all the electrical equipment, cabling and ancillary equipment in the generator and equipment rooms including the earthing system. The responsibility shall start at and include the main incoming distribution board in the generator room. The support shall include support for the generator and associated controller and exclude support for the incoming supply cable into the equipment room.
- 13.9.3. The 2nd level support for the generators (15/30KVA) at the remote sites shall include the mechanical and electrical maintenance, servicing according to manufacturer's recommendations of the generators, controllers and ancillary equipment to ensure a continued reliable generator functioning.
- 13.9.4. The once-off generator maintenance (15/30KVA) at the remote sites shall include the mechanical and electrical maintenance, servicing according to manufacturer's recommendations of the generators, controllers and ancillary equipment to ensure a continued reliable generator functioning.
- 13.9.5. The faulty equipment repair service for the MSO and remote sites shall include the replacement of all associated hardware in case of fault or failure.
- 13.9.6. Tenderers shall provide a detailed statement of work for this service offered. Include the detailed Statement of Work (SoW) in **Schedule 13H: ELECTRICAL INFRASTRUCTURE SERVICES – STATEMENT OF WORK.**

13.10. Motorola/Hytera or Equivalent Radio Subscriber Services

- 13.10.1. The 2nd level support for Motorola/Hytera or equivalent subscribers shall include all services and parts as defined in **13.11.** Error! Reference source not found.. The 1st line support shall be provided by the City.
- 13.10.2. Tenderers shall tender for Motorola or equivalent current generation 3 and above devices and/or Hytera or equivalent subscribers and TETRA Multi-mode subscribers and shall clearly state in **Schedule 13I: DETAIL OF MOTOROLA OR EQUIVALENT GENERATION 3 AND ABOVE AND/OR HYTERA OR EQUIVALENT AND TETRA MULTI-MODE SUBSCRIBER SUPPORT SERVICES** if a lessor support than specified is offered and clearly state the details of the support offered.
- 13.10.3. The subscriber technician support shall include a full time technician who shall be situated in the radio subscriber workshop and be full time available to the City to undertake subscriber programming, repairs or any other relevant activities in the radio workshops as follows:
- The Tenderer shall be responsible for the technicians HR issues, similar to the appointment of labour Broker staff and the City shall have no responsibility towards the staff. The City shall have the right to cancel this service with 3 months' notice should the City's need for such services change.
 - The technicians shall be suitably qualified and experienced to be suitably trained to undertake

ETSI TETRA subscriber maintenance and the City shall have the right to interview and approve technicians offered by the tenderer.

- c. Normal leave and sick leave will be acceptable and tenderers do not have to make provision for replacement staff in such cases.
- d. The staff shall report directly to the Principal Technician in charge of the workshops. Should any disrespect towards City staff, improper conductor lacks of performance occur, the City reserves the right to request the Tenderer to replace the relevant staff
- e. The city shall be responsible for transport, tools, clothing, etc. if required.

13.11. Responsibilities for Support Services and Subscribers

13.11.1. Support Services include Motorola or equivalent Infrastructure, Microwave Infrastructure, Voice Logging, AC and DC power, Air Conditioning, Antennas, Cabling and Generators.

13.11.1.1. First line responsibilities (City of Cape Town) shall include:

- a. All system administration, configuration and programming
- b. First call out to faults
- c. Identifying and classification of faults to best of client's ability
- d. Modular replacement of suspect modules. (Excluding microwave dishes and cabling)
- e. Call out of second line support if required (Start of PLA clock)
- f. Provision of technical assistance to second line support
- g. Keep an adequate stock of spares for second line support
- h. Preventative maintenance

13.11.1.2. Second line responsibilities shall include (Service Provider):

- a. The responsibility shall include all hardware and software faults and faults to related interfaces
- b. Acting on faults by reacting as per specified classification of faults and escalating until resolved
- c. Provision of technical and operator training on any changes to hardware or software
- d. Report back to client on resolving of fault (Stop of PLA clock)
- e. Tracking of all faults and providing monthly reports on faults and system statistics.
- f. Providing single point of contact on a 24/7/365 basis

13.11.1.3. Third line responsibilities shall include (Service Provider): -

- a. Assistance with complex technical, hardware and software issues once first and second line support cannot resolve faults
- b. To provide support to ensure system is operating at its full technical capacity by configuring and tweaking the system

13.11.2. Subscribers (Applicable for Subscriber Support in Schedule A and B)

13.11.2.1. First line responsibilities (City of Cape Town) shall include:

- a. Visual inspections, programming, RX/TX checks, installation, removal and system configuration
- b. Battery, antenna, control knobs, housing, keypad, flex cabling, microphone and LCD check and replace.
- c. Handing in subscribers to tenderers premises for repairs (start of PLA clock)

13.11.2.2. Second line responsibilities (Service Provider) shall include:

- a. Circuit board repair or replace for all subscribers
- b. Notifying client of repaired subscribers (stop of PLA clock)

- c. Reprogramming of corrupted software
- d. Certified local Technical training for first level support for all subscriber models
- e. Provision of adequate CPS or equivalent programming software, regular updates, support and training.
- f. Provision of monthly recommended spares list and pricing schedule for first line support spares.

13.12. Severity Classification of Faults

The severity classification of faults and the required response thereto shall be as indicated in **Error! Reference source not found.**

13.13. Performance Level Agreement and Responsibilities

13.13.1. Tenderers shall be capable of, and undertake to meet all the Performance Level Agreement (PLA) requirements as specified in this tender as per the following Annexures:

- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**

Also refer to **Error! Reference source not found.** section 21. Delays In The Supplier's Performance and 22. Penalties as well as **Error! Reference source not found.** section 21. Delays In The Supplier's Performance and 22. Penalties.

ANNEXURE A: Performance Level Agreement: Radio Network Control Centre

No.	Service Description	Type of support	Required Performance Level
1	Motorola Dimetra or equivalent version 9.2 or later MSO	High level support service, 2nd line and above	Availability (Wide area service for group call and data services, excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days
2	Motorola Dimetra or equivalent version 9.2 or later MSO	Faulty equipment repair	6 weeks to repair
4	Motorola Dimetra or equivalent version 9.2 or later MSO Anti-virus support	Software support	Daily
5	CEN Anti-virus support	Software support	Daily
8	Central microwave system	High level support, 2nd line and above	Availability (Wide area, group call, excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days
9	Central microwave system Faulty equipment repair	Faulty equipment repair	6 weeks
10	Redundant TETRA data switch	High level support, 2nd line and above	Not Applicable
11	Air conditioners and electrical support	High level support, 2nd line and above	Availability (excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days
12	Air conditioners and electrical support	Equipment repair	6 weeks
13	Data Voice IP TETRA voice logging, playback and archiving system	High level support and equipment repair/replacement, 2nd line and above	Availability (excluding planned maintenance) = aim 99,95% 8 Hours on site 24/7/365, Restore 8 Hours

No.	Service Description	Type of support	Required Performance Level
14	Network Management Administration	High level support, 2nd line and above	5 Working days
15	UPS 20 to 40 KVA	High level support and equipment repair/replacement, 2nd line and above	Availability aim 99,99% Severity 1 =4 Hours to site 24/7/365, Restoration of service 8 Hours

ANNEXURE B: Performance Level Agreement: Remote Sites

No.	Service Description	Type of support	Required Performance Level
1	Motorola or equivalent BTS	High level support, 2nd line and above	Availability (Wide area, group call, excluding planned maintenance) aim 99,98% Critical site 4 Hours at MSO 24/7/365 Medium site Next day at MSO 24/7/365 Low site Next working day at MSO
2	Motorola Dimetra or equivalent BTS	Faulty Equipment Repair	6 weeks to repair
3	Microwave Radio Links	High level support, 2nd line and above	Availability (Wide area, group call, excluding planned maintenance) 99,98% Critical site 4 Hours at MSO 24/7/365 Medium site Next day at MSO 24/7/365 Low site Next working day at MSO
4	Remote Microwave System	Faulty Equipment Repair	6 weeks
5	Air Conditioners And Electrical Support	High level support, 2nd line and above	Availability (excluding planned maintenance) aim 99,99% Severity 1 = 4 Hours to site 24/7/365, Restore = 8 hours Severity 2 = Next day to site 24/7/365, Restore 8 hours Severity 3 = Next working day, Restore 1 day Severity 4 = Restore 5 working days
6	Air Conditioners And Electrical Support	Faulty Equipment Repair	6 weeks

Performance Level Agreements for Control Centers

No.	Service Description	Type of support	Required Performance Level
1	Dispatching console sites Motorola or equivalent	High level support, 2nd line and above	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down Next working day for individual consoles
2	Dispatching console sites Motorola or equivalent equipment repair	Faulty Equipment repair	6 weeks to repair
3	Dispatching console sites microwave	High level support, 2nd line and above	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down Next working day for individual consoles
4	Remote microwave system equipment repair	Faulty Equipment repair	6 weeks
5	Dispatching console sites Fibre optic equipment	High level support, 2nd line	Availability (At least one console per site) = 99,95 8 Hours on site 24/7/365 for site down

		and above	Next working day for individual consoles
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ANNEXURE C: Performance Level Agreement: Subscribers

Performance Level Agreements for Subscribers				
No.	Service Description	Type of support	Quantity	Required Performance Level
1	Motorola or equivalent Generation 3 and above Subscribers	2nd line and above	0 - 5000	80% of 2nd line repairs < 5 working days
2	Motorola or equivalent Generation 3 and above Subscribers	2nd line and above	5001 – 10 000	80% of 2nd line repairs < 5 working days
3	Motorola or equivalent Generation 3 and above Subscribers	2nd line and above	Above 10 000	80% of 2nd line repairs < 5 working days
4	Hytera or equivalent Subscribers	2nd line and above	0 - 5000	80% of 2nd line repairs < 5 working days
5	Hytera or equivalent Subscribers	2nd line and above	5001 – 10 000	80% of 2nd line repairs < 5 working days
6	Hytera or equivalent Subscribers	2nd line and above	Above 10 000	80% of 2nd line repairs < 5 working days
7	TETRA Multi-mode Subscribers	2nd line and above	0 - 5000	80% of 2nd line repairs < 5 working days
8	TETRA Multi-mode Subscribers	2nd line and above	5001 – 10 000	80% of 2nd line repairs < 5 working days
9	TETRA Multi-mode Subscribers	2nd line and above	Above 10 000	80% of 2nd line repairs < 5 working days

ANNEXURE D: Fault Severity and Site Priority Classification

Severity Classification for Radio NCC and Overall System Performance	
Description	Classification
More than 50% of users affected for voice, data, recording or dispatching. More than 50% of system sites in site trunking Failure of user or database servers Failure of short data or packet data servers Failure of Voice recording or PABX systems Total failure of a dispatch centre (all consoles down) A critical priority failure at a repeater site Total air conditioner failure	Severity 1
A medium priority failure at a repeater site Failure of some dispatching consoles at a dispatch centre Less than 50% of users affected for voice, data, recording or dispatching Failure of Telephone or Private call on subscribers Failure of one air conditioner	Severity 2
A low priority failure at a repeater site This defined as a request for undertaking procedural work such as reports or reconfiguring system components or assistance with parameters or settings.	Severity 3
This is defined as assistance with routine or planned maintenance or upgrades	Severity 4

Note: The overall system performance classification will override any other individual classification.
 The city may elevate the severity of a specific site with mutual agreement for special events

Priority Classification for Remotes Sites				
Site Name	Transmission	BTS	Visits limited by night	Visits limited by bad weather conditions
Radio NCC	N/A	N/A	No	No
Bloemhof	N/A	Critical	No	No
Old Mutual - TMC	Critical	Medium	No	No
TMC – Tygerberg Hill	Critical	N/A	No	No
CTCC (Old Mutual-CTCC)	Critical	Medium	No	No
Signal Hill (CTCC-Signal Hill)	Medium	Medium	No	No
Table Mountain (CTCC-Table Mountain)	Low	Low	Yes	Yes
Newlands(O Mutual-Newlands)	Critical	Medium	Yes	No
Constantiaberg(Nlands-Cberg)	Critical	Critical	No	Yes
T-Berg(C Berg-T Berg)	Medium	Medium	Yes	Yes
Cape Point (T Berg-C Point)	Low	Low	Yes	No

Priority Classification for Remotes Sites				
Site Name	Transmission	BTS	Visits limited by night	Visits limited by bad weather conditions
Navy Signal (C berg-N Signals)	Medium	Medium	No	No
Else Peak (C Berg-E Piek)	Medium	Medium	Yes	Yes
Hout Bay(C Berg-H Bay)	N/A	Medium	No	No
Tygerberg Hill (Radio NCC- Tygerberg)	Critical	Critical	No	No
Durbanville(Tyg Hill-D Reserv)	Low	Low	No	No
Milnerton Fire(CTCC-M Fire)	Critical	Low	No	No
Koeberg(M Fire-Koeberg)	Critical	Medium	Yes	Yes
Dassenberg(Koeberg-Dassenberg)	Critical	Critical	Yes	Yes
Tygerberg Hospital (Radio NCC- Tygerberg)	Critical	Low	No	No
Mitchells Plain(Airport-M Plain)	Critical	Critical	No	No
Mitchells Plain(C Berg-M Plain)	Critical	Not applicable	No	No
Hanskop(M Plain-Hanskop)	Critical	Medium	Yes	Yes
Hanskop(Steenbras-Hanskop)	Medium	Not applicable	Yes	Yes
Airport (Tyg Hospital -Airport)	Medium	Medium	No	No
Kanonkop (Simonsberg-Kanonkop)	Critical	Critical	Yes	Yes
Steenbras (Kanonkop-Steenbras)	Medium	Medium	Yes	Yes
Simonsberg(NCC-S Berg)	Critical	Critical	Yes	Yes
Matoppie(S Berg-Matoppie)	N/A	N/A	Yes	Yes
Cape Town Stadium (S/ Hill-CT stadium)	Low	Low	No	No
Hawequass(S Berg-H Quas)	Critical	Critical	Yes	Yes
Kylemore(H Quas- Kylemore)	Low	Low	No	No
Worcester(H Quas-Worcestor)	N/A	N/A	No	No
Stellenbosch	Medium	Medium	No	No
Mitchells Plain (steenbras Hydro for ELE)	N/A	N/A	No	No
Voelvllei	Low	Low	No	No
Vredenburg	N/A	N/A	No	No
Wemmershoek	Med	Med	No	No
Ottery	Low	Low	No	No
CTCC basement	N/A	Low	No	No
Khayelitsha Hospital	Med	Med	No	No
Tygerberg Hospital	N/A	Low	No	No
Groote Schuur Hospital East	N/A	Low	No	No
Groote Schuur Hospital West	N/A	Low	No	No

Priority Classification for Remotes Sites				
Site Name	Transmission	BTS	Visits limited by night	Visits limited by bad weather conditions
<u>Dispatching console sites</u>				
GWD Fire (6 consoles)(incl.DRM)	As per PLA	N/A	No	No
Stellenbosch Municipality (1 console)	As per PLA	N/A	No	No
Telecoms Bellville (1 Console)	As per PLA	N/A	No	No
TMC, Fibre (13 consoles)	As per PLA	N/A	No	No
TOC, Bellville (11 consoles)	As per PLA	N/A	No	No
EMS Tygerberg Hospital (15 consoles)	As per PLA	N/A	No	No

- 13.13.2. The successful Tenderer shall have at least one functional team available on a 24/7/365 basis to successfully cater for all the Performance Level Agreement (PLA) requirements of the tender. Should more than one incident occur, the incidents will be prioritized and tenderers therefore do not have to make provision for dealing with more than one incident simultaneously.
- 13.13.3. The successful Tenderer shall implement and manage a call out procedure, whereby the system PLA parameters and reliability/availability statistics can be measured and reported on.
- 13.13.4. The successful Tenderer shall on a monthly basis report on all the PLA parameters and reliability/availability statistics as indicated in the Performance Level Agreement annexures, **Annexures A to D**.
- 13.13.5. The successful Tenderer shall record all faults, incidents, call outs, repair times, up times on the system for all components in order to provide monthly statistics to the City in order to monitor the PLA and reliability/availability parameters. These reports must be auditable by the City.
- 13.13.6. The Tenderer shall provide Fault tracking software, included in the tender pricing, where issues would have a unique reference number and be tracked from initiation to resolution. The City of Cape Town will be provided such software to track all the issues on the radio network and will have the ability to escalate the issue to the tenderer. The software shall be able to measure PLA performance and reports provided on a monthly basis to show contractor's performance against the PLA.
- 13.13.7. Advise City in time of discontinuations or changes to products and services.

13.14. City Responsibilities

- 13.14.1. City staff will affect first line support for all faults/incidents, except for Voice logging which will include 2nd line support
- 13.14.2. Resolve all issues falling outside the scope of the tender.
- 13.14.3. City staff (2) will at all times be available to assist the Tenderer with faults/incidents of a 2nd level and above.
- 13.14.4. The Tenderer and/or it's sub-contractors shall have at least 2 Motorola or equivalent certified technical staff to ensure that the Performance Level Agreement (PLA) parameters can be met at all times. Please provide CV's and proof of TETRA certification, relevant NQF 6 qualification for each certified technician/engineer in **Schedule 13C Details of Certified Technicians / Engineers**.
- 13.14.5. If during the course of the tender the sub-contractor changes, the City requests that the Tenderer provide the authorisation documentation from the new sub-contractor.
- 13.14.6. Offered support services **must** be fully compatible and interoperable with existing infrastructure (hardware and software). Where offered support services are for equivalent OEM, the bidder must provide evidence such as a confirmation letter that the equivalent OEM is fully compatible and interoperable with the existing equipment (hardware and software).
- 13.14.7. The Radio Infrastructure Support Technician shall include a full time technician who shall be situated in the Radio Infrastructure section and be full time available to the City to undertake radio maintenance and support or any other relevant activities in the Radio Infrastructure section as follows:

- a. The Tenderer shall be responsible for the technicians HR issues, similar to the appointment of labour Broker staff and the City shall have no responsibility towards the staff. The City shall have the right to cancel this service with 3 months' notice should the City's need for such services change.
- b. The technicians shall be suitably qualified and experienced to be suitably trained to undertake ETSI TETRA Radio Infrastructure maintenance and support and the City shall have the right to interview and approve technicians offered by the tenderer.
- c. Normal leave and sick leave will be acceptable and tenderers do not have to make provision for replacement staff in such cases.
- d. The staff shall report directly to the Principal Technician in charge of the TETRA system. Should any disrespect towards City staff, improper conductor lacks of performance occur, the City reserves the right to request the Tenderer to replace the relevant staff.
- e. The city shall be responsible for transport, tools, clothing, etc. if required.

13.15 Performance Statistics and Review Meetings

On award and throughout the life of the contract, the Performance Measures will be tracked and the Performance

Metrics recorded. For each Infringement, the appropriate number of Grief Points will be recorded.

The City will:

- Report Infringements and the Penalties (Grief Points) when incurred by means at least of an email sent monthly
- Hold a Performance Review Meeting as necessary, where the Performance Metrics as recorded by the City and the contractor will be compared and reviewed, and the overall performance of the contractor may be discussed.

Review Meetings:

- May be called at any time at the City's discretion, though normally once per month
- Will be scheduled with at least two Calendar Weeks' notice
- Must be attended by the contractor's Key Contact Person
- Will be preceded by the provision of the documented Service Level Metrics and Grief Points incurred by the Service Provider
- Will be the mechanism by which the occurrence of a Non-Compliance Event is conveyed

13.16 TETRA Repair Centre

The Tenderer must have established a local TETRA Repair centre within the Cape Metropolitan area on award of the tender.

13.17 24x7x365 Customer Care Service desk

The Tenderer shall have a 24x7x365 Customer Care Service desk which serves as the single point of contact for all Service related queries and urgent escalations.

13.18 Remote Technical support

Remote technical support is required for critical network failures or faults. The Tenderer shall provide Remote OEM Technical Support (Local and International).

13.19 TRADE NAMES OR PROPRIETARY PRODUCTS

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT'

13.20 EMPLOYMENT OF SECURITY PERSONNEL

All security staff employed by the supplier on behalf of the CCT or at any CCT property must be registered with Private Security Industry Regulatory Authority (PSiRA). Proof of such registration must be made available to the CCT's agent upon request.

13.21 FORMS FOR CONTRACT ADMINISTRATION

The supplier shall complete, sign and submit with each invoice, the following:

a) **Monthly Project Labour Report (Annexed).**

The Monthly Project Labour Report must include details of all labour (including that of sub-contractors) that are South African citizens earning less than R350.00 per day, as adjusted from time to time (excluding any benefits), who are employed on a temporary or contract basis on this contract in the month in question.

In addition to the Monthly Project Labour Report the Supplier shall simultaneously furnish the CCT's Agent with copies of the employment contracts entered into with such labour, together with certified copies of identification documents, proof of attendance in the form of attendance register or timesheets as well as evidence of payments to such labour in the form of copies of payslips or payroll runs. If the worker is paid in cash or by cheque, this information must be recorded on the envelope and the worker must acknowledge receipt of payment by signing for it and proof of such acknowledgement shall be furnished to the CCT's Agent.