



BID NO: RFB: 10/21

REQUEST FOR BIDS:

THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD OF THREE (3) YEARS

CLOSING DATE: 03 MARCH 2022 AT 10H00

ISSUED BY:

Ithala SOC Limited
Delta Towers
15th floor, Ithala reception
303 Dr Pixley KaSeme Street
Durban
4000

Procurement Enquires:

Supply Chain Management Unit
Email: tenders_ltd@ithala.co.za
Tel: 031 366 2500

Name of Bidder:

For any complaints regarding our supply chain management abuses please email fraudbox@ithala.co.za or alternatively you can lodge an anonymous complaint at our toll-free hotline at 080 036 2546 or email ithala@thehotline.co.za.

REQUEST FOR PROPOSAL

ITHALA SOC LIMITED, 303 DR PIXLEY KASEME STREET, DURBAN, 4000

(Hereinafter referred to as (“Ithala”))

BID NUMBER: RFB 10/21

CLOSING DATE: 03 MARCH 2022

TIME: 10h00

**DESCRIPTION: THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE
EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD
OF THREE (3) YEARS**

**COMPULSORY
BRIEFING:**

Yes

☐

No

☒

The attention of bidders is specifically drawn to the provisions of the Conditions of Contract, which are included in the documents. All bids as advertised will remain valid for 90 days from the bid closing date. For any further enquiries, please contact Ithala SOC Limited: tenders@ithala.co.za

CONTENTS

C.1	TENDER NOTICE AND INVITATION TO TENDER	4
C.2	INTRODUCTION	8
C.3	CONDITIONS OF BID AND CONTRACT	99
C.4	CERTIFICATE OF AUTHORITY TO SIGN A BID	200
C.5	PROCUREMENT TIMELINES	233
C.6	TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD OF THREE (3) YEARS 244	
C.7	PRICING INSTRUCTION	248
C.8	PRICING SCHEDULE	2929
C.9	EVALUATION PROCESS & CRITERIA	300
C.10	FUNCTIONALITY CRITERIA	333
C.11	TAX CLEARANCE REQUIREMENTS	366
C.12	DECLARATION OF INTEREST	377
C.13	DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (TO BE COMPLETED BY BIDDER.)	411
C.14	CERTIFICATE OF INDEPENDENT BID DETERMINATION	43
C.15	PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017	46
C.16	DEVIATIONS FROM THE REQUEST FOR PROPOSAL	522
C.17	BID SUMMARY AND DETAILS	533

C.1 TENDER NOTICE AND INVITATION TO TENDER

THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD OF THREE (3) YEARS

ITHALA SOC Limited (“Ithala”) seeks to acquire services an experienced service provider with extensive knowledge and hands-on experience in the Employee Health and wellness programme, telephonic counselling 24/7/365 days, face to face counselling, group and individual trauma, life management services, family care support, financial wellbeing and provision of quarterly wellness reports

Availability of documents:

To minimise interaction and prevent the further spreading of the COVID -19 pandemic, which was declared a national state of disaster, the documents can be obtained from the National Treasury’s e-tender portal on www.etenders.gov.za and Ithala SOC Limited website on www.myithala.co.za

This RFB document details and incorporates, as far as possible, the tasks and responsibilities of the potential Service Provider(s) required by Ithala. This RFB does not constitute an offer to do business with Ithala, but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

Technical and administrative queries:

Queries relating to these documents may be addressed in writing only quoting the Bid No. for attention: Supply Chain Management Unit by email to tenders_ltd@ithala.co.za

Submission of Bids:

One original, one copy and one soft (USB) copy of the bid document must be submitted

The proposals shall be submitted in sealed envelopes delivered **at ITHALA SOC Limited, 15th floor, Ithala reception, 303 Dr Pixley KaSeme Street, Durban, 4000** and should be deposited in the box located at the reception. Or via **Email on tenders_ltd@ithala.co.za**, the RFB number and tender description **MUST** be clearly indicated on the subject line of the email. The closing date and time for receipt of tenders is **03 March 2022 at 10H00**.

Telegraphic, telephonic, telex, facsimile, and late tenders will not be accepted. It is important to note that all bids lodged will be examined to determine compliance with the bidding requirements and conditions. Bid with obvious deviation from the requirements, will be eliminated. Tenders will be expected to submit returnable documents on the original tender issued by ITHALA and written in black ink. This tender document may not be reproduced.

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFB 10/21	CLOSING DATE:	03 MARCH 2022	CLOSING TIME:	10:00
DESCRIPTION	THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD OF THREE (3) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
ITHALA SOC LIMITED 15 TH FLOOR, ITHALA RECEPTION 303 DR PIXLEY KASEME STREET DURBAN 4001 OR VIA EMAIL ON: tenders_LTD@ithala.co.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Nokuthokoza Mbhele		CONTACT PERSON		
TELEPHONE NUMBER	031 366 2502		TELEPHONE NUMBER		
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER		
E-MAIL ADDRESS	tenders_LTD@ithala.co.za		E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REG. NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
--	--	---	--

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
- DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
- DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
- IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED :

DATE:

C.2 INTRODUCTION

ITHALA SOC Limited conducts deposit-taking activities in the Province of KwaZulu-Natal under an exemption from the licencing requirements of the Banks Act, Act 94 of 1990.

ITHALA SOC Limited is a 100% subsidiary of ITHALA Development Finance Corporation Limited, which is a Development Finance institution operating under the umbrella of the Department of Economic Development, Tourism and Environmental Affairs, its sole shareholder being the Provincial Government of KZN.

Our VISION is

“To be an innovative and responsive banking and insurance institution owned by and serving the State and people of South Africa”

The purpose and key attributes underpinning Ithala’s vision have been articulated as follows. In pursuing its vision, Ithala will:

- Be a profitable entity;
- Promote the growth and development of our customers and communities;
- Provide innovative and inclusive banking and insurance products and services; and
- Operate nationally.

Our MISSION is stated as follows:

“To provide banking and insurance products and services focusing on corporate and retail customers”

ITHALA SOC Limited is committed to providing financial solutions to our customers through excellent customer service, dedicated staff and technologically-driven products, whilst adhering to sound governance practices and caring for the communities and their environment.

We strive for continuous improvement in our critical business areas and seek to establish relationships with suppliers that are equally passionate in their quest for better quality, price and service. By exceeding our requirements and expectations, you will not only ensure that we maintain the current business and positioning for future business within ITHALA SOC Limited.

Procurement Philosophy

It is the policy of ITHALA SOC Limited, when purchasing goods and obtaining services, to follow a course of optimum value and efficiency by adopting best purchasing practices in supply chain management, ensuring that open and fair competition has prevailed, with due regard being to the importance of:

- a) The promotion, development and support of businesses from disadvantaged communities (small, medium, micro enterprises, as well as established businesses within those communities) in terms of its B-BBEE Policy.
- b) The promotion of national and regional local suppliers and agents before considering overseas suppliers; and
- c) The development, promotion and support for the moral values that underpin the above, in terms of ITHALA SOC Limited’s Business Ethics and Guidelines which requires that all commercial conduct be based on ethical and moral values and sound business practice. This value system governs all commercial behavior with ITHALA SOC Limited.

C.3 CONDITIONS OF BID AND CONTRACT

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1.	GUIDELINE ON COMPLETION				
1.1.	Bidders must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant bid requirements by marking the YES box and non-compliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The bidder must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the bid submission. Bids not completed in the manner prescribed may be considered incomplete and rejected. Should bidders fail to indicate agreement/compliance or otherwise, ITHALA SOC Limited will assume that the bidder is not in compliance or agreement with the statement(s) as specified in this bid.				
1.2.	Proper bids for the services specified must be submitted. Bidders to clearly indicate option(s) they are bidding for and also the transaction model.				
2.	ITHALA SOC LIMITED SERVICE LEVEL AGREEMENT/ CONTRACT				
2.1	The Ithala Service Level Agreement will be the only contract signed by both parties and will form the basis of this contract. Ithala's standard terms and conditions will not be negotiated.				
3.	ADDITIONAL INFORMATION REQUIREMENTS				
3.1	During evaluation of the bids, additional information may be requested in writing from bidders. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to the bid being disregarded.				
4.	CONFIDENTIALITY				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
4.1	The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid.				
4.2	All bidders are bound by a confidentially agreement preventing the unauthorized disclosure of any information regarding ITHALA SOC Limited or of its activities to any other organization or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of the accounting authority or the delegate.				
5.	INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT				
5.1	Copyright of all documentation relating to this assignment belongs to ITHALA SOC Limited. The successful bidders may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.				
5.2	All the intellectual property rights arising from the execution of this Agreement shall vest in ITHALA SOC Limited and the service provider undertakes to honour such intellectual property rights and all future rights by keeping the know-how and all published and unpublished material confidential.				
5.3	In the event that the service provider would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from ITHALA SOC Limited.				
5.4	ITHALA SOC Limited shall own all materials produced by the service provider during the course of, or as part of the Services including without limitation, deliverables, computer programmes (source code and object code), programming aids and tools, documentation, reports, data, designs, concepts, know-how and other information whether				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	capable of being copyrighted or not ("IP") which IP ITHALA SOC Limited shall be entitled to freely cede and assign to parties nominated by ITHALA SOC Limited.				
6.	PAYMENTS				
6.1	Payment terms will be negotiated with the successful bidder before awarding the bid.				
6.2	ITHALA SOC Limited will pay the service provider for the service rendered in line with the contract. No additional amounts will be payable by ITHALA SOC Limited to the contractor				
6.3	The service provider shall from time to time during the duration of the contract, invoice ITHALA SOC Limited for the services rendered. No payment will be made to the service provider unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to ITHALA SOC Limited.				
6.4	Payment shall be made into the bidder's bank account or per cheque payment normally 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this bid is awarded).				
6.5	The service provider shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				
7.	NON-COMPLIANCE WITH DELIVERY TERMS				
7.1	As soon as it becomes known to the service provider that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, ITHALA SOC Limited must be given immediate written notice to this effect. ITHALA SOC Limited reserves the right to implement remedies as provided for in the SLA.				
8.	WARRANTIES				
8.1	The service provider warranties that:				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	It is able to conclude this Agreement to the satisfaction of ITHALA SOC Limited.				
8.2	Although the service provider will be entitled to provide services to persons other than ITHALA SOC Limited, the service provider shall not without the prior written consent of ITHALA SOC Limited, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
9.	PARTIES NOT AFFECTED BY WAIVER OR BREACHES				
9.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof				
9.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
10.	SUBMITTING BIDS				
10.1	Supply Chain Management (SCM)				
10.2	One original, one copy and one soft (USB) copy i.e. two documents in total plus a USB should be delivered at the following: Ithala SOC Limited, Delta Towers, 15th floor, 303 Dr Pixley KaSeme Street, Durban, At foyer in the Tender Bid box NB: Bidders are to indicate on the cover of each document whether it is the original or a copy				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	Bids should be in a sealed envelope, marked with: ☐ Bid number: RFB 10/21 ☐ Closing date: Tuesday, 03 March 2022 at 10:00 ☐ The name and address of the bidder				
10.3	Bids can also be submitted via email on: tenders_ltd@ithala.co.za <i>(NB: The RFB number and tender description MUST be clearly indicated on the subject line of the email.)</i>				
11.	LATE BIDS				
11.1	Late submissions will not be accepted. A submission will be considered late if it arrived one second after 11:00 or any time thereafter. The bid (tender) box shall be locked at exactly 11:00 and bids arriving late will not be accepted under any circumstances. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.				
12.	BRIEFING SESSIONS AND CLARIFICATIONS				
12.1	No Compulsory Briefing session will be held for this be tender:				
12.1.1	Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (letter or e-mail).				
	Please make reference to Tender Notice and Invitation to Tender page of this bid pack for contact details.				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	The bid number should be mentioned in all correspondence. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all bidders by e-mail only.				
13.	FORMAT OF BIDS				
13.1	Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.				
13.2	Bidders are to set out their proposal in the following format:				
13.2.1	Part 1: Invitation to Bid & Introduction				
13.2.2	Part 2: RFB Summary and Details				
13.2.3	Part 3: Compliance to Special Conditions of Bid and Noting of Evaluation Criteria				
13.2.4	Part 4: SARS Tax Clearance Certificate(s)				
13.2.5	Part 5: Declaration of interest Certificate Of Independent Bid Determination Declaration of Bidder's Past SCM Practices Certificate of Authority to Sign a Bid				
13.2.6	Part 6: BBBEE Proposal				
13.2.7	Part 7: Technical/Functionality Proposal				
13.2.8	Part 8: Deviations from Request for Bid				
13.2.9	Part 9: Pricing Schedule.				
13.2.10	Part 10: Procurement Timelines				
13.2.11	Part 11: Annexures				
14.1	PART 1: INVITATION TO BID (FORM C1)				
14.2	PART 2: RFB SUMMARY AND DETAILS (FORM C17)				
14.2.1	Bidders must complete the table and sign the form Bid summary must be completed and indicate what returnable documents will be submitted.				
14.3	PART 3: COMPLIANCE TO SPECIAL CONDITIONS OF BID AND NOTING OF EVALUATION CRITERIA (FORM C3)				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
14.3.1	Bidders must complete C3. Indicating compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
14.4	PART 4: SARS TAX CLEARANCE CERTIFICATE (FORM C11)				
14.4.1	The bidder must be compliance with SARS and such information will be verified with Central Supplier Database (CSD) and on SARS eFiling. In case of a consortium/ joint venture, or where sub-contractors are utilised, each consortium/ joint venture member and/or sub-contractor (individual) must be in compliance with SARS and the information will be verified for each party.				
14.5	<u>PART 5: (FORM C4, C12, C13 AND C14)</u> Certificate of Authority to Sign a Bid Declaration of Interest Declaration of Bidder's Past SCM Practices & Certificate Of Independent Bid Determination				
14.5.1	Bidders must complete, sign and submit the Declaration forms. A bidder must complete the relevant part of the document and it must indicate who is delegated to communicate or deal with ITHALA SOC Limited. Any other irrelevant sections to the tendering entity must be marked 'N/A'.				
14.6	PART 6: PREFERENCE POINT CLAIM (FORM C15)				
14.6.1	Bidder to submit proof of B-BBEE status level of contributor: (a) the B-BBEE status level certificate issued by an authorised body or person; (b) a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or (c) any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act;				
14.6.2	For a consortium or joint venture: A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity , provided that the entity submits their B-BBEE status level certificate.				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity , provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid				
14.6.3	A copy of the joint venture / consortium agreement must be included.				
14.7	PART 7: TECHNICAL PROPOSAL/FUNCTIONALITY PROPOSAL (FORM C10)				
14.7.1	Bidders must, at least:				
14.7.1	At least 3 references letters				
14.7.2	Cover Letter				
14.7.3	Previous Accolades				
14.7.4	Full contact details of the Key Accounts Manager				
14.7.5	provide Curriculum Vitae and proof of registration with HPCSA or SACSSP for a minimum of ten (10) call centre consultant				
14.7.6	KZN Footprint				
14.7.7	Document Management and Information Security				
14.7.8	Approach And Methodology				
14.8	PART 8: DEVIATIONS FROM REQUEST FOR BID (FORM C16)				
14.8.1	Please indicate deviations or modifications to this Request for Bid on form C16				
14.8.2	If no deviations are required, please mark the form "Nil" and sign				
14.9	PART 9: PRICING SCHEDULE (FORM C8)				
14.9.1	Any budget amount that may be indicated in this document shall be deemed to be a guide only and bidders are expected to submit a costing that is fair and reasonable.				
14.9.2	A proposed pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				
14.9.3	All bidders are advised to bid for all regions, if bidder selected a different branches from different region will be automatically disqualified.				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
14.10	PART 10: PROCUREMENT TIMELINES (FORM C5)				
14.10.1	This part of a bid documents informs bidders when the bid process is expected to be finalised. It may not necessarily be followed.				
14.10.2	Terms of Reference are the requirements by Ithala. When a proposal is submitted, a bidder must be certain that TOR are understood and has the capacity to offer a specified service.				
14.11	PART 11: ANNEXURES				
14.11.1	Bidder must insert all their additional annexures in part 11. This can include professional registrations, insurances etc.				
14.12	VAT				
14.12.1	ITHALA SOC Limited is a VAT Vendor. Prices quoted must include VAT.				
14.12.2	ITHALA SOC Limited reserves the right to request the preferred bidder to register for VAT if the award is anticipated to be in excess of R1m for 12 consecutive months as the VAT Act requires.				
15.	PRESENTATIONS				
15.1	ITHALA SOC Limited reserves the right to invite bidders for presentations before the award of the bid.				
16.	NEGOTIATION				
16.1	ITHALA SOC Limited has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
16.2	ITHALA SOC Limited shall not be obliged to accept the lowest or any quotation, offer or proposal. Furthermore, ITHALA SOC Limited reserves the right not to award the tender to highest ranking bidder in terms of PPPFA.				
16.3	All bidders will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
16.4	Documents submitted by bidders will not be returned.				
17.	DOMICILIUM				
17.1	The parties hereto choose <i>domicilia citandi et executandi</i> for all purposes of and in connection with the final contract as follows:				
17.2	ITHALA SOC Limited, Delta Towers, 303 Dr Pixley KaSeme Street, Durban				
18.	COST OF BID PREPARATION				
18.1	Bidders shall prepare and submit a bid at their own expense				
19.	BID VALIDITY PERIOD				
19.1	Bid will be valid for a period of 120 days				
19.2	Hold the tender offer(s) valid for acceptance by the employer at any time during the validity period stated in the tender data after the closing time stated in the tender data.				
19.3	If requested by the employer, consider extending the validity period stated in the tender data for an agreed additional period.				
19.4	Accept that a tender submission that has been submitted to the employer may only be withdrawn or substituted by giving the employer's agent written notice before the closing time for tenders that a tender is to be withdrawn or substituted.				
20.	ISSUE ADDENDA				
20.1	If necessary, issue addenda that may amend or amplify the tender documents to each tenderer during the period from the date that tender documents are available until seven days before the tender closing time stated in the Tender Data. If, as a result a tenderer applies for an extension to the closing time stated in the Tender Data, the Employer may grant such extension and, shall then notify those tendering entities appearing on the attendance list				
20.2	Addenda will be issued to the shortlisted service provider's only and completed non-disclosure agreement.				

	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
20.3	Acknowledge receipt of addenda to the tender documents, which the employer may issue.				
21.	SUBMITTING OF FRAUDULENT DOCUMENTS				
21.1	The bidder must declare any subcontracting or JV arrangements when submitting the proposal				
21.2	All parties to the bid (JV Partners and Sub-contractors) must submit all the required returnable documents as per the requirement of the tender.				
21.3	A person awarded a contract may only enter into a subcontracting arrangement with the approval of Ithala.				
21.4	Failure to comply with the above (21.1, 21.2 and 21.3) will disqualify the bidder or terminate the contract in whole or in part and Ithala will claim any applicable damages from the bidder.				
22.	Protection of Personal Information Act (POPIA)				
22.1	The bidder must be compliant with the Protection of Personal Information Act 4 of 2013.				
22.2	The bidder must have the necessary appropriate physical, technological, administrative and technical security measures to ensure the protection and confidentiality of personal information that it, or its employees, its contractors or other authorised individuals comes into contact with to prevent loss or damage, or unauthorized access, processing or destruction.				

C.4 CERTIFICATE OF AUTHORITY TO SIGN A BID

Indicate the status of the tenderer by ticking the appropriate box hereunder. The tenderer must complete the certificate set out below for the relevant category.

(I) COMPANY	(II) CLOSE CORPORATION	(III) PARTNERSHIP	(V) SOLE PROPRIETOR	(VI) JOINT VENTURES

i. CERTIFICATE FOR COMPANY

I,, chairperson of the Board of Directors of, hereby confirm that by resolution of the Board (copy attached) taken on 20....., Mr/Ms, acting in the capacity of, was authorised to sign all documents in connection with this tender and any contract resulting from it on behalf of the company.

Chairman:

As Witnesses:

Date:

ii. CERTIFICATE FOR CLOSE CORPORATION

We, the undersigned, being the key members in the business trading as

..... Hereby authorise Mr/Ms, acting in the capacity of, to sign all documents in connection with the tender for Contract No and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Note: This certificate is to be completed and signed by all of the key members upon whom rests the direction of the affairs of the Close Corporation as a whole.

iii. CERTIFICATE FOR PARTNERSHIP

We, the undersigned, being the key partners in the business trading as,

..... Hereby authorize Mr./Ms.

Acting in the capacity of, to sign all documents in connection with the tender for Contract No and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE
			
			
			
			

Note : This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole.

iv. CERTIFICATE FOR SOLE PROPRIETOR

I,, hereby confirm that I am the sole owner of the

business trading as

Signature of Sole owner:

As Witnesses:

1.....

2.

Date:

v. CERTIFICATE OF AUTHORITY FOR JOINT VENTURES

This Returnable Schedule is to be completed by **EACH member** of a joint venture submitting a tender.

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms.....,

Authorised signatory of the
Company.....

Acting in the capacity of lead JV partner, to sign all documents in connection with the tender offer and any contract resulting from it on our behalf as a joint venture.

NAME OF JV ORGANIZATION

.....

ADDRESS:

.....

.....

.....

.....

.....

DULY AUTHORISED SIGNATORY NAME

DESIGNATION:.....

SIGNATURE

DAT E:

C.5 PROCUREMENT TIMELINES

PROCUREMENT TIMELINE	DATE	TIME
RFB Release Date	02 February 2022	09:00
Compulsory briefing session and clarification	N/A	N/A
Last day to send written questions of clarification	14 February 2022	16:00
Written response to clarifications	17 February 2022	16:00
Service Provider Proposals Due	03 March 2022	10:00

C.6 TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDERS TO PROVIDE EMPLOYEE WELLNESS AND HEALTH SERVICES FOR A PERIOD OF THREE (3) YEARS

1. PURPOSE

The purpose of this Request for Bid (“RFB”) is to appoint a service provider with extensive knowledge and hands-on experience in the Employee Health and wellness programme, telephonic counselling 24/7/365 days, face to face counselling, group and individual trauma, life management services, family care support, financial wellbeing and provision of quarterly wellness reports for four (4) quarters, starting from (Q1 April – June) (Q2 2 July –September) (Q3 October –December) and the last (Q4 January –March).

2. INTRODUCTION

Ithala is a Durban-based, licensed financial services provider and registered credit provider and conducts its business through a banking exemption notice. Ithala is a wholly-owned subsidiary of the Ithala Development Finance Corporation (“IDFC”), a Stated-owned Entity (“SOE”), and listed as a public entity in terms of Schedule 3 of the Public Finance Management Act (Act No.1 of 1999) (“PFMA”) and has a financial year end of 31 March.

Ithala must provide the quarterly report on employee wellness to internal stakeholders and committees so as to be able to assess and pay attention to matters of concern which might have positive or negative effect on the performance of employee’s duties.

3. SCOPE OF WORK

The scope of works includes, but not limited to:

- The telephone service should be staffed by registered professionals (i.e. psychologists, social workers and registered counsellors) and is answered 24 hours a day/7 days a week/365 days per year;
- Unlimited access to Employee’s professional support via standard toll free number, free USSD number/ “please call me” service.
- Life management Services E.g. Financial/coaching (including garnishee order/debt counselling/rehabilitation and investigations), legal advice (excluding court representation and

labour relations matters), substance abuse management, family care support, personal counselling on stress, anxiety, relationship, bereavement and etc.

- Telephonic Health & Medical Support Services e.g. HiV/Aids Counselling and Support and Health Coaching & Health Risk management
- Face to face counselling, telephonic and virtual support.to be rendered by fully qualified and registered therapist.
- Onsite Group and Individual Trauma management services involving debriefing and counselling services to employees especially in our KZN branch network (in cases involving witnessing bank robberies, shootings and etc.)
- The toll-free number should provide employees with language options in all eleven (11) official languages of South Africa;
- The bidder must provide Ithala with feedback from users of the Employee health and wellness programme through conducting client satisfaction surveys, telephone surveys or web-based surveys after the delivery of services;
- Reporting on quarterly basis for all matters/ cases attended to during that quarter. Ithala's quarters are as follows
 - Q1 April- June
 - Q2 July – September
 - Q3 October –December
 - Q4 January –March
- The quarterly Report should comprise of the following:
 - The engagement overview e.g. Individual number of cases/ group intervention participants
 - Problem cluster e.g. Legal issues, Trauma, Relationship issues, stress related issues, abuse, financial related issues, mental issues, child and family care, bereavement etc.
 - Services type e.g. number of formal referrals, face to face counselling, virtual counselling, legal consultation and telephone counselling.
 - Identification of risks cases to be attended to by Ithala SOC Limited

4. ASSIGNMENT PERIOD

The duration of employment/assignment is expected to run for a maximum period of three (3) years. Should either party wish to terminate the contract, a one (1) month notice must be given to the other party.

5. ITHALA SOC LIMITED RESERVED RIGHTS

- Change any of the scheduled dates herein.
- Ithala reserve the right to negotiate any aspect of the proposed fees and disbursements with the preferred service provider and shall not be bound to the fees and disbursements submitted by any service provider.
- The lowest or any bid will not necessarily be accepted and Ithala reserves the right not to consider any proposal not suitably endorsed or comprehensively completed as well as the right to accept a proposal in whole or part. In addition, Ithala reserves the right to appoint more than one service provider/supplier as deemed necessary.
- In evaluating proposals received and adjudicating the award, Ithala will, in addition to the mandatory and functionality criteria included in the specifications and irrespective of the pricing and black economic empowerment structures of the service provider, take into account as objective criteria (1) the functionality criteria score of the service provider (2) the desirability of rotating the work amongst service providers, (3) the past bidding practices of any service provider in relation to evidence and/or reports of combative practices including conduct reported, amongst others, in terms of the Prevention and Combatting of Corrupt Activities Act, 2004, (4) the past contractual performance of any service provider and (5) the nature and extent of disputes involving the service provider in relation to past and/or current contracts. Note that as a result of the application of these objective criteria, the highest scoring service provider will not necessarily be selected as a preferred service provider.
- To require the service provider to demonstrate, to the satisfaction of Ithala, any information presented as part of their proposal.
- Use proposal information obtained through the internal investigation of the service provider's qualifications, experience, ability or financial standing, and any material or information submitted by the service provider in response to Ithala's request for clarifying information in the course of evaluation and selection under this RFB.
- If, Ithala must terminate the contract for non-performance or is unable to maintain the support required, Ithala reserves the right, with the approval of the Bid Adjudication Committee ("BAC") to award a contract to the next highest ranked service provider of the original proposal submission within one (1) month of the award.

6 CONFIDENTIALITY

- Confidentiality is the cornerstone of both EAP and other components of the Employee Wellness Programme (EWP). The bidder should at all times be consistent with relevant professional codes of ethics and practices as set out by the relevant professional bodies and/or other related statutory and regulatory provisions including Health Professional Council of South Africa (HPCSA). This further entails that personal/identifying details including the nature of psychosocial problems of individuals who accessed various support on their own should not be provided to Ithala, unless written consent is provided by the individual as a "need-to-know" basis.
- In cases of managerial referrals, identification of employees is inevitable. Thus, only the "need-to-know" information should be shared with the referring line manager on whether the support provided was effective, how the employee should be supported as well as strategies on managing the employee going forward. However, the information shared by the individual that pose a life threat to own or other persons or own or other people's properties including organisation/Ithala properties; involvement in fraudulent activities; in cases of child abuse as well as court subpoenas should be dealt with in accordance with the clear clinical protocols and in compliance with any applicable legislation

7 AWARENESS AND MARKETING

- The bidder must create awareness of and promote wellness services and other related issues within Ithala. This will be done through providing employees with relevant virtual, online, and e-learning wellness information to cater for all employees (including those working from home), as well as printed wellness information material for employees who may not have easy online access (such as posters, brochures, videos, articles, banners, etc.);
- The bidder must assist in creating awareness through education, information sessions and awareness campaigns. The bidder must drive, coordinate and implement Health Calendar Days Campaigns in line with the National Health Calendar as informed by risks Ithala. A minimum of one awareness campaign must be held per month, per region virtually/onsite nationally as per the health risk profile of the organization; and
- The bidder must drive monthly electronic awareness, and provide desk drops, teaser and newsletter.

C.7 PRICING INSTRUCTION

- Labour rates must comply with all the relevant legislation. Should there be any element of unfair labour practice, Ithala reserves the right to disqualify the bidder or terminate the contract;
- Bidders must provide separate labour rate for guarding of the branch after operating hours due to emergencies including when the branch electronic intrusion detection is not functional;
- Price quoted should be for three (3) years including provision for price increase;
- The tender documents must be completed in non-erasable ink;
- The use of correction fluid/tape is not permitted;
- All pricing should include VAT and must be in South African Rand;
- **Prices must be for the first year of the contract ending and for the remaining year an annual estimated price increase and percentage for year 2 and 3 will be fixed at 7.5% for bidding purposes, however, the actual increase will be determined by SARB (CPI);**
- Prices tendered must be valid for 120 days;
- Bidders are to bring the total amount from the pricing schedules above to the final summary;

C.8 PRICING SCHEDULE

DESCRIPTION	Number of employees	Rate/ Employee (Incl. VAT)	Total Price
All services specified in section C6 (Year 1)	385	R	R
TOTAL			R
All services specified in section C6 Year 2	390	R	R
All services specified in section C6 Year 3	395	R	R
SUBTOTAL (Year 1 + 2 + 3)			
VAT			R
GRAND TOTAL (Year 1 + 2 + 3)			R

C.9 EVALUATION PROCESS & CRITERIA

		Compliance			
		Yes	No	Note d	If no, indicate deviation
1	EVALUATION PROCESS				
1.1	<u>STAGE ONE:</u> ADMINISTRATION COMPLIANCE				
1.1.1	All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further adjudication. Bids will only be compliant if bidder has submitted the following documents: a) The bidder must have registered as a vendor on the National Treasury Central Supply Database (CSD), which can be found at https://secure.csd.gov.za/ in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017 b) The bidder must be in good standing with SARS and such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin in National Treasury compliance with instruction note 9 of 2017/2018 prior to the award of the bid. c) SBD 4 - A completed and duly signed declaration of Interest. Should a conflict of interest be declared or identified, the bid would be declared non-responsive. NB Bidder must ensure all pages are complete and all questions answered, you are to indicate not applicable (N/A) where appropriate. d) SBD 8- A completed and duly signed declaration of bidders past supply chain management practices. Should the bidder be found to have abused the supply chain management system, the bid would be declared non- responsive. e) SBD 9: A completed and duly signed certificate of independent bid determination. Should the bidder be found to have been involved on collusive bidding (or bid rigging), the bid would be declared non- responsive.				

		Compliance			
		Yes	No	Note d	If no, indicate deviation
	f) The proposing entities are bona fide entities, registered in accordance with the laws of SA; and sole proprietary must also be in compliance. g) Proof of registration with HPCSA and/ or SACSSP for all consultants h) A company profile and organizational structure to render the services as outlined in section C6 i) Key team member list - The organization chart must include all key team members, their hierarchical level and titles for this engagement and the specific area(s) of expertise and/or activity they will be contributing towards in this engagement. The service provider must list each key team member and the percentage of time each key team member will spend on this engagement. NB: All parties to the bid (JV Partners and Sub-contractors) must submit all the required returnable documents				
	Failure to provide any mandatory information as requested above will result in the submission being deemed non-responsive. Any fraudulent documentation/ certificates submitted will lead to automatic disqualification.				
1.3	<u>STAGE TWO</u> FUNCTIONALITY REQUIREMENTS				
1.3.1	Responsive bids will be evaluated according to the criteria and threshold scores as indicated in below (C.10).				
1.3.3	Bidders who fail to obtain a minimum threshold on functionality of 70 points will be disqualified from Further Evaluation				
1.4	<u>STAGE THREE</u> PRICE AND B-BBEE EVALUATION				
1.4.1	Price and B-BBEE evaluation will only be done to bidders who went passed Stages 1 and 2 above.				
1.5	ADJUDICATION OF BID				
1.5.1	The Bid Adjudication Committee will consider the recommendations and make the final award.				
1.5.2	The bid shall be awarded at the sole and absolute discretion of ITHALA SOC Limited and hereby represents that it is not obliged to award this bid to any bidder. ITHALA SOC Limited is entitled to retract this bid at any time as from the date of				

		Compliance			
		Yes	No	Note d	If no, indicate deviation
	issue and is not obliged to award this bid to the bidder that quotes the lowest.				
1.5.3	A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of ITHALA SOC Limited regarding this bid from the date the offer is submitted until the date of award of the bid.				
1.6	AWARDING OF CONTRACT				
1.6.1	Ithala reserves the right to award this bid in full or in Part .				
1.6.2	Award the tender to a bidder other than the highest bidder where objective criteria allow				
1.6.3	To reject the lowest acceptable tender received and/or cancel this tender				

C.10 FUNCTIONALITY CRITERIA

	Technical requirement	Weight	Guideline
1	Company Details	<u>10</u>	
1,1	Cover Letter	5	The cover letter must include the full names and address of the firm that will perform the services described. The cover letter should also indicate the state of incorporation of the service provider and list all licenses or accreditation obtained by the firm enabling it to operate. The cover letter should express the service provider's interest and serve as an executive summary of the proposal and should also include identification of any and all sub-consultants or contractors of the service provider, if any. =(5) • No information = (0)
1,2	Previous Accolades	3	• The service provider should highlight any accolades received for performing similar projects in accordance with the Employee Health and Wellness Programme Services =(3) • No information = (0)
1,3	Full contact details of the Key Accounts Manager	2	• The bidder has provided details of the key contact person/ key account manager including his/her role and responsibilities and comprehensive CV provided = (2) • No information = (0)
2	Capability	<u>30</u>	
2,1	Bidder has to provide Curriculum Vitae and proof of registration with HPCSA or SACSSP for a minimum of ten (10) call centre consultant. The Curriculum Vitae and proof of registration should be submitted for each call centre consultant.	20	The bidder has provided the following: • Minimum of ten (10) CVs for all call center consultant= (10), 9 - 6 CVs =(7), 5 and less= (0) • Proof of registration with HPCSA and/ or SACSSP for all ten (10) consultants = (10), Proof of registration with HPCSA and/or SACSSP for 9 – 6 consultants than =(5), 5 and less consultants or No information = (0)
2,2	Provide reference letters from at least three (3) contactable clients, to whom similar services have been provided to in the past five (5) years. The reference letters must include: company name, contact person name and designation, phone number, email address, duration of contract, a brief description of the services rendered, the level of	10	• five (5) or more reference letters provide in line requirements = 10 points • four (4) reference letters in line requirements = 7 points • three (3) reference letters in line requirements = 5 points • less than three (3) reference letters = 0 points

	satisfaction with the service rendered and quality of the reports.		
3	KZN Footprint	<u>15</u>	
3,1	Provide a summary of the bidder's database of network of specialists across Kwazulu Natal The qualified clinical/counselling psychologists, registered counsellors and social workers should be scattered in all areas where employees and family members can easily access the sessions at the affiliate's practice rooms that are closer to place of residence or work. Bidder must be able to offer services in the eleven official languages and including South African sign language.	5	The Bidder has provide the following: • showcased that they have presence all over KZN (Coastal, Midlands and Northern Region) =(5) • No information = (0)
		5	The Bidder has provided the following for the three regions in KZN(Northern, Coastal and Midlands): • Social workers, registered counsellors and clinical/counsellors psychologists =(5) • No information provided for all 3 regions = (0)
		5	The Bidder has provided the following: • Bidder indicated minimum of 6 languages inclusive of English and isiZulu language = (3) • Bidder indicated 4 languages inclusive of English and isiZulu language = (2) • Bidder indicated less than 3 languages language = (0)
4	Document Management and Information Security	<u>15</u>	
4,1	Describe your record keeping and document management system: • Describe of how electronic, as well as paper-based, confidential client information will be stored and maintained; • Describe how to efficiently and effectively administrative process / procedure for audit purposes and for managing all employees; and • Describe how records are retained and destructed during and after the contract expiry date in line with the legislation.	15	The Bidder has provided the following: • A detailed describe of how electronic, as well as paper-based, confidential client information will be stored and maintained = (5) • No information = (0)
			The Bidder has provided the following • A detailed description of how to efficiently and effectively administrative process / procedure for audit purposes and for managing all employees = (5) • No information = (0)
			The Bidder has provided the following • A detailed description of how records are retained and destructed during and after the time as prescribed in the applicable legislation and the contract expiry date = (5) • No information = (0)

5	Proposal	<u>30</u>	
5,1	Approach And Methodology	30	Bid must be clear and concise, comprehensive and directly address the specifics of the scope of work outlined in (1) – (7) in section C6 of this document. The service provider should submit the methodology, key activities, approach and timeline in one integrated document. The service provider must outline the expertise and competencies on offer and the submission should highlight the service providers understanding of the scope of work. The work plan should also cover work-steps with clearly defined timelines, milestones and deliverables, human resource assignment. Provision of detailed document covering all areas and including any value added services covered in page 36 (under Methodology and approach) of the bid document (Excellent Submission) =30 Provision of document covering five areas covered in page 36 (under Methodology and approach) of the bid document (Good Submission) =20 Provision of document covering less than three areas covered in page 36 (under Methodology and approach) of the bid document (Acceptable Submission) =0 Non-Submission =0
	Grand Total	100	

Bidders who fail to obtain a minimum threshold on functionality of 70 points will be disqualified from Further Evaluation

C.11 TAX CLEARANCE REQUIREMENTS

IT IS A CONDITION OF BIDDING THAT

- The taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with the Receiver of Revenue to meet his/her tax obligations.
- In bids where Consortia/Joint Ventures/Sub-contractors/Partners are involved, each party must be in compliance with SARS and such information will be verified through central supplier database (CSD) and SARS e-filing.

C.12 DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:

.....

2.3 Position occupied in the Company (director, trustee, shareholder²):

.....

2.4 Company Registration Number:

.....

2.5 Tax Reference Number:

.....

2.6 VAT Registration Number:

.....

- 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) 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);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

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

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed :

Position occupied in the state institution:

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attached proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where

.....

.....

.....

applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

.....

 2.10 Are you, or any person connected with the bidder, **YES/NO**
 aware of any relationship (family, friend,
 other) between any other bidder and any
 person employed by the state
 who may be involved with the evaluation and or
 adjudication of this bid?

2.10.1 If so, furnish particulars.

2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO**
 of the company have any interest in any other
 related companies whether or not they are bidding
 for this contract?

2.11.1 If so, furnish particulars:

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

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number Persal Number

DECLARATION

I, THE UNDERSIGNED (NAME)

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

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

C.13 DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (TO BE COMPLETED BY BIDDER.)

- 1 This Section must form part of all bids invited.
- 2 It serves as a declaration to be used by ITHALA SOC Limited and ITHALA Development Finance and Corporation Limited in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused ITHALA SOC Limited and ITHALA Development Finance and Corporation Limited's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<i>Is the bidder or any of its directors listed on the National Treasury/Ithala Development Finance and Corporation Limited's database as companies or persons prohibited from doing business with the public sector?</i>	Yes ☐	No ☐
4.1.1	If so, furnish particulars:.....		
4.2	Is the bidder or any of its directors listed on the Register for Bid Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?	Yes ☐	No ☐
4.2.1	If so, furnish particulars:.....		

Item	Question	Yes	No
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
4.3.1	If so, furnish particulars:.....		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:.....		

CERTIFICATION

I, THE UNDERSIGNED

(FULL

NAME)

.....
....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT. I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

C.14 CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a per se prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregards the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes quotations, advertised competitive bids, limited bids and proposals

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

In response to the invitation for the bid made by:

(Name of Institution)

Do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) Has been requested to submit a bid in response to this bid invitation;
 - (b) Could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) Provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.

³ 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.

7. In particular, without limiting the generality of paragraphs 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 bid;
 - (e) The submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) Bidding with the intention not to win the bid.
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 bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

C.15 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

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

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

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

- a. the 80 / 20 system for requirements with a Rand value of up to R50,000,000 (all applicable taxes included); and
- b. the 90 / 10 system for requirements with a Rand value above R50,000,000 (all applicable taxes included).

1.2 This bid:

- a. The value of this bid is estimated to not exceed R50,000,000 (all applicable taxes included) and therefore the 80 / 20 preference point system shall be applicable

1.3 Preference points for this bid shall be awarded for:

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

1.4 The maximum points for this bid are allocated as follows: POINTS

	POINTS
Price	80
B-BBEE Status Level of Contribution	20
Total points for Price and B-BBEE must not exceed	100

- 1.5 Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

2. DEFINITIONS

- a) “B-BBEE” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- b) “**B-BBEE status level of contributor**” means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- c) “**bid**” means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- d) “**Broad-Based Black Economic Empowerment Act**” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- e) “**EME**” means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- f) “**functionality**” means the ability of a Bidder to provide goods or services in accordance with specifications as set out in the Bid documents.
- g) “**prices**” includes all applicable taxes less all unconditional discounts;
- h) “**proof of B-BBEE status level of contributor**” means:
- 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- i) “**QSE**” means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- j) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 The 80/20 or 90/10 Preference Point Systems

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

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

$P_{\min}$ = Comparative price of lowest acceptable bid

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

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

4.2

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

5. BID DECLARATION

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

6. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contribution: = (maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1	Will any portion of the contract be sub-contracted? <i>(tick applicable)</i>	(tick	Yes	No
7.1.1	If yes, indicate:			
	i) what percentage of the contract will be subcontracted?		%	
	ii) the name of the sub-contractor?			
	iii) the B-BBEE status level of the sub-contractor?			
	iv) whether the sub-contractor is an EME or QSE <i>(tick applicable)</i>	(tick	Yes	No

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:
(tick appropriate box)

Black People

Black People who are youth

Black People who are women

Black People with disabilities

Black People living in rural or underdeveloped areas or townships

Cooperative owned by Black People

Black People who are military veterans

OR

Any EME

EME

QSE

☐
☐
☐
☐
☐
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☐
☐
☐
☐
☐
☐
☐
☐
☐

Any QSE

8. DECLARATION WITH REGARD TO COMPANY / FIRM

8.1 Name of Company / Firm :

8.2 VAT Registration Number :

8.3 Company Registration Number :

8.4 Type of Company/ Firm:

- ☐ Partnership /Joint Venture / Consortium
- ☐ One person business / sole propriety
- ☐ Close Corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 Describe Principal Business Activities:

8.6 Company Classification:

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc. *[TICK APPLICABLE BOX]*

8.7 Total number of years the company / firm has been in business:

.....

8.8 I / we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the

satisfaction of the purchaser that the claims are correct;

- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have:
- (a) disqualify the person from the bidding 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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.

Witnesses:

1.		 <i>Signature / s of Bidder / s</i>
2.		

Date :

Address :

C.16 DEVIATIONS FROM THE REQUEST FOR PROPOSAL

Should the bidder desire to make any departures from, or modifications to this Request for Proposal or to qualify its bid in any way, it shall clearly set out its proposals hereunder or alternatively state them in a covering letter attached to its bid and referred to hereunder, failing which the bidder shall be deemed to be unqualified and conform exactly with the requirements of this Request for Proposal.

If no departures or modifications are desired, the Schedule hereunder is to be marked "NIL" and signed by the bidder.

Unless otherwise specified specifically and stipulated in writing, the Contract constitutes the sole memorial of the Contract between the parties and any terms and conditions forming part of the bidder's Bid or other documentation shall not form part of the Contract and shall be of no force or effect.

PAGE NUMBER	CLAUSE NUMBER	DEVIATION

SIGNATURE OF BIDDER

DATE

C.17 BID SUMMARY AND DETAILS

We the undersigned submit this bid in accordance with the conditions contained in the referenced RFB document and attach the documents required:

No.	Description in detail	Documents Attached
A. Commercial Documents		(Yes/ No/ N.A.)
1.	Deviations from Request for Proposal	
2.	Covering letter	
3.	Entire Bid Document	
4.	National Treasury Central Supplier Database report	
5.	BBBEE Certificate/ sworn affidavit/ Letter from The Lawyer/ accountant	
6.	Declaration of Interest and Declaration of past SCM Practices	
7.	Joint Venture or sub-contracting Agreement where applicable	
8.	Proof of registration with HPCSA and/ or SACSSP for all consultants	
9.	A company profile and organizational structure to render the services as outlined in section C6	
10.	Key team member list	
B. Technical Documents		
11.	At least 3 references letters	
12.	Cover Letter	
13.	Previous Accolades	
14.	Full contact details of the Key Accounts Manager	
15.	Provide Curriculum Vitaes and proof of registration with HPCSA or SACSSP for a minimum of ten (10) call centre consultant	
16.	KZN Footprint	
17.	Document Management and Information Security	
18.	Approach And Methodology	

Name

Date

Signature