

	REQUEST FOR QUOTATION		Form No: UW-RFQ-1 Version No: 1/2024 Effective Date: Jul 2024
	RFQ Number: Q25/001/ZM		

Description	Hosting, Maintenance and Support of The Umgeni Water Services E-Learning (Premium Solution) Moodle Platform for a Period of Two (2) Years
Advert Date	06/08/2024
Closing Date and Time	05/09/2024 at 15h00
Non-Compulsory Briefing Session	Venue: Durban Heights Training Centre 88 Dunkeld Rd, Reservoir Hills, Durban, 4091 Date: 15/08/2024 Time: 13:30 pm Alternative teams meeting: Meeting ID: 376 027 822 79 Passcode: xapQCu Bidders must ensure that they bring their documents to the clarification meeting for signing purposes. No concessions will be made for bidders who do not have their bid documents in their possession
SCM Enquiries	Name: Zandile Mhlongo Tel: 033 341 1217 Email: zmhlongo@mhlathuze.co.za
Technical Enquiries	Name: Mbali Khumalo Tel: 033 341 1374 Email: mbali.khumalo@umgeni.co.za
Contents of RFQ	1. Invitation to quote 2. Bidders information 3. Terms and Conditions 4. Undertaking by Bidder 5. Terms of Reference/RFQ specifications 6. Contract Participation Goals (CPG) 7. Price Schedule 8. Authority to Sign 9. Bidders disclosure [SBD 4] 10. Preference points claim form (SBD 6.1) 11. Briefing session certificate 12. Contract Form [SBD 7.1 or SBD 7.2]

Quotation Submission:	Tip-Offs Anonymous Hotline:
Quotations clearly marked, <i>'RFQ Number and description of the required goods/services'</i> To be emailed to	Report unethical conduct at Umgeni Water Services to: The Office of the Managing Director Attention: The Managing Director



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scmquotes@umgeni.co.za using Quote number as the email subject

Quote number as the email subject

Email: peter.thompson@umgeni.co.za

Stop theft / fraud / dishonesty / bribery / blackmail / intimidation, and remain anonymous.

BIDDERS INFORMATION

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

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

Name of Representative
(Duly Authorised)

Signature

Date



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TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

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

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19. **Umgeni Water Services reserves the right to appoint more than one supplier/service provider and or to award the quote as whole or in part.**
20. A full copy of General Conditions of Contract (GCC) are available on the National Treasury website
[\(https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf\)](https://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/general%20conditions%20of%20contract.pdf)



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UNDERTAKING BY BIDDER

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

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



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price(s) and calculations will be at my risk.

4. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement, as the Principal(s) liable for the due fulfilment of this contract.
5. I/we agree that any action arising from this contract may in all respects be instituted against me and I/we hereby undertake to satisfy fully any sentence or judgement, which may be pronounced against me as a result of such action.
6. I/we confirm that I/we have declared all and any interest that I or any persons related to my business has with regard to this quote or any related quotations by completion of the Declaration of Interest Section.
7. **I/WE, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE TENDERER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:**
 - (1) The tenderer will furnish documentary proof regarding any tendering issue to the satisfaction of the Umgeni Water Services, if requested to do so.
 - (2) If the information supplied is found to be incorrect and/or false then Umgeni Water Services, in addition to any remedies it may have, may: -
 - a) Recover from the contractor all costs, losses or damages incurred or sustained by Umgeni Water Services as a result of the award of the contract, and/or
 - b) Cancel the contract and claim any damages, which Umgeni Water Services may suffer by having to make less favourable arrangements after such cancellation.

Name of Representative
(Duly Authorised)

Signature

Date

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1 TERMS OF REFERENCE

1. Background

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

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

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

2. Description of goods/ services required

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

The system should be hosted on a cloud based platform that is scalable. The cloud platform should comply with National Government regulations. Data must reside in South Africa. Note that all the data (including any offshore encrypted backups) will remain fully the property of UWS. The appointed vendor will have to work with the existing partners and agreements to ensure stability and continuity.

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3. Application and technical requirements

3.1 Purpose

The intent and purpose of this Request for Quotation (RFQ) is to solicit sealed quotations to establish a service level agreement (SLA) with one or more qualified service provider(s) for the support, maintenance and hosting of the Moodle application. The appointed service provider must ensure seamless continuation of the current deployments and provide solutions that will ensure a stable, highly available and functional e-learning platform for UWS.

3.2 Moodle Application Support Requirements

The following are application support, maintenance and hosting requirements:

3.3 Software Support and Maintenance

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

- Setup and deploy the latest version of Moodle on the vendors cloud platform.
- Timeously upgrade Moodle to the most appropriate and stable version as per best industry standards, as well as per the recommendations of the e-learning business unit at UWS. Upgrades should include the upgrading of all relevant architecture layers e.g. Operating system, databases, scripting languages, and the actual Moodle application version upgrade, PHP engine, database and modular aspects.
- Install identified Moodle plugins as and when required (time and material based, defined in the service level agreement (SLA)).
- Deployment and updating of Moodle plugins as per industry standard and the requirements of -UWS.
- Deployment / activation of secure sockets layer (SSL) certificates periodically.
- Troubleshoot and resolve any code related errors.
- Troubleshoot and resolve any database related errors.
- Perform Moodle minor and major upgrades as and when required.
- Customisation and deployment of Moodle themes.
- Deploy and customise the latest, stable Moodle mobile app version.
- Interoperability with various systems to improving organizational workflows. (SLA to detail)
- Interfacing to student information system and/or training
- The server shall be a minimum specification as follows:
 - Linux supported managed cloud web server (with custom domain name)
 - Cloud Server Specifications:
 - AWS/Azure/Digital Ocean: {Umgeni Water will select any one cloud server}
 - RAM: 64GB
 - Cores: 4 CPU cores to be upgraded on a as and when needed basis to 4 Cores
 - Internal Disk: 500 GB

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- Concurrent Users: 500
 - Bandwidth: Unlimited
 - Server up time: 99.9%
 - The available bandwidth should also cater for concurrent access of up to 500 learners. UWS expects a minimum latency of 50 milliseconds with 500 concurrent users submitting quizzes or uploading exams
 - Daily incremental backups, full monthly and yearly backups
- Database administration for the Moodle installation and email relay platform

3.4 Help desk

3.4.1 Support Levels:

Provide first and second level support to Moodle administrators on issues related to the Moodle application through a Helpdesk (email and telephonic).

3.4.2 Ticketing System:

- Utilize an open-source ticketing system for managing support requests.

3.4.3 Response Times:

- Response time for tickets/emails is 15 minutes and 30 seconds for live chat.
- Live chat support to be available 08h00 to 20h00, including weekends and public holidays, 365 days a year.
- 24/7 support coverage with the same response times.

3.4.4 Service Call Resolution:

- Vendor should provide an escalation matrix, including contact details and roles for different levels of escalation.
- Service calls should be attended by the vendor within 2 hours from the request time and resolved within 24 hours.

3.4.5 Remote Troubleshooting:

- Provide remote troubleshooting of operational issues, including Sundays.

3.4.6 Bug Fixing:

- Perform bug fixing according to upstream stable release milestones from the Moodle community.

3.4.7 Exam Duty Support:

- Provide support during exam periods, including weekends, ensuring the system's stability and performance.

3.4.8 Online Ticketing Portal:

- Provide an online ticketing portal for support with functionalities for logging, tracking, and updating tickets.
- Provide first and second level support to Moodle administrators on issues relating to Moodle application through a Helpdesk (email and telephonic).
- Open source-ticketing system.
- The response time is 15 minutes via ticket/email and 30 seconds via live chat 08h00 to 20h00 including weekends and public holidays, 365 days per year

3.5 Moodle System Hosting Requirements

- The supporting vendor is required to take responsibility of the maintenance and support of all aspects of the infrastructure to ensure it is fully functional and available to UWS and its client base.

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- Hardware hosting for the Moodle system supporting requirements in terms of ensuring high availability and redundancy through clustering, fail-over, fault tolerance and synchronisation technologies where application. Hardware resources (storage, memory, computing speed) should be adequate to cater for a possible 50% growth capacity.
- The Moodle System applications requires bandwidth that will allow 500 learners to access the applications. Scalability to demand should be a readily available option.
- The available bandwidth should also cater for concurrent access of up to 500 learners.
- Daily incremental backups, full monthly and yearly backups.

3.6 Moodle e-mail Relay Requirements

As part of the support to enable the Moodle daily operations, the Moodle platform should be able to have an email facility capable of sending up to 5000 emails (approximate size of 25Kb each) per week. This facility should be handled separately so that the Moodle server is not seen as an email spam source.

3.7 Moodle Short Message Service (SMS) Relay Requirement

As part of the support to enable the Moodle daily operations, the Moodle platform should be able to have an SMS facility capable of sending up to 500 SMS per week. This facility should be handled separately so that the Moodle server is not seen as an email spam source.

3.8 WhatsAppWhatsApp integration

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

Plugin to include the following types of accounts:

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

3.9 Training

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

3.10 Service level agreement

- The aim is to enter into a contract for the delivery of the mentioned services at an agreed cost and level of performance for a period of two years. The service provider(s) must provide support in all of the areas mentioned above.
- The service provider(s) may indicate additional services they intend to offer over and above those specified. This should be outside of the costing and be applicable on a time and material basis.

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- The service provider(s) must also from time to time recommend and/or advise UWS on the latest and cost-effective methodologies to deliver Moodle application support, maintenance and hosting services to its users.
- The SLA review will take place quarterly at UWS offices.
- Performance of the vendor and services will be evaluated by UWS for compliance and quality. Poor performance could have financial penalties and could result in the cancellation of the contract.

4. Deliverables/Key Outcomes.

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

4.1 Project management methodology

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

4.2 Service lifecycle management

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

4.3 Key expertise required

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

4.4 Penalties/ audit/ copy right (if applicable)

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

- UWS reserves the right to inspect or audit any document pertaining to this contract and this may also include queries and complaints.
- Should any audit or inspection reveal that the service provider has not complied with any of the terms of this contract, the service provider shall be

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charged for the cost of the audit or inspection as well as the cost of any losses incurred by UWS associated with such non-compliance.

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

4.5 Out of scope

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

4.6 Legislative and Regulatory Framework

The following legislative and best practice requirements are applicable:

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

4.6 General

- UWS shall provide adequate office accommodation for the on-site project team.
- It is important to note that the successful service provider will work under the supervision of UWS delegated officials.
- The appointed service provider shall be subjected to signing of a "Declaration of Secrecy" prior to the commencement of the contract.
- No information concerning the state's activities may be furnished to the public or media by the service provider or any of his/her employees.
- Solution deployment should not interfere with the normal operation of UWS, unless scheduled otherwise.



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- Arrangements should be made for after hours or over weekends for work that will interfere/interrupt with normal ICT operations for extended periods.
- The appointed service provider shall be expected to respond to service requests in a timely manner.
- Penalties will be applied to any non-compliance with the service level agreement.
- The Department retains the right to evaluate the services rendered by the service provider together with its sub-contractors at any time, in order to ensure service alignment with the conditions of the contract.

4. Contract term

The duration of the contract will be for a period of two (2) years from the date of appointment. Annual Performance will be monitored, and poor performance can result in termination of the contract before the end of the contract.

5. Other information

- a) Payment will be on successful delivery of milestones and monthly on invoice.
- b) New Intellectual Property arising as a result of the Contract will be the property of UWS

6. Mandatory documentation/requirements

- a) Company profile,
- b) Key Personnel CVs,
- c) Detailed proposal/Method statement,
- d) reference letters,
- e) bidder's disclosure

7. Other documents

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

- a) n/a

9. Other conditions

9.1 Compliance with Labour Relations

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

9.2 Damage compensation/indemnity

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

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9.3 Damages to property occupied by the UWS

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

9.4 Access to the building

- The service provider personnel shall have controlled access to the building in terms of its contract during normal office hours and to comply with UWS access procedures.
- The service provider must take responsibility to inform UWS to deactivate such access where employee is no longer in the service of the service provider or at the expiry of the contract.

9.5 Invoicing

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

9.6 Project cost

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

9.7 Price escalation

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

9.8 Pass-Through Costs Fixed Fees

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

9.9 Variable Costs

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

9.10 Pricing

- The bidder shall provide the price proposal as detailed in SBD 3.1
- The bidders's price must be fully inclusive, and each item must be clearly specified.



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

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10. Evaluation Process

The RFQ will be evaluated using a three (03) stage evaluation approach:

Stage 1: Mandatory/ Administrative Requirements.

Stage 2: Evaluation of functionality and technical responsiveness

Stage 3: Price and Preference goals

a. **First stage:** Administrative Requirements

1. Bidder completed all RFQ Forms
2. Bidder registered on National Treasury CSD
3. Proof of business address

Mandatory Requirement

4. SBD 4 – Bidders disclosure

b. **Second Stage:** Functionality

c. **Third Stage:** Price and Preference goals

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

	Description	80/20	Evidence to be provided
HDI	The promotion of enterprises located in a KZN	10	Proof of business address or CSD report
RDP	An entity which is at least 51% owned by black people.	10	Valid CSD report
Total points for preferential goals		20	

6. Failure on the part of a bidder to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed by the bidder.



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7. UW reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by UW.
8. UW reserves the right to conduct negotiations with the qualifying bidder/s regarding any terms and conditions, including price(s), of a proposed contract where applicable UW reserves the right not to accept the lowest financial offer or any offer.

Stage 2: – Evaluation of Functionality

The following schedules must be returned for purposes of functional evaluation

Returnable Schedule	Weighting %
Tenderer's Experience	40
Experience of Key Personnel	30
Method Statement	30

The purpose of application of qualification criteria is to determine the functionality of each proposal by assessing the quality thereof. Below is a detailed breakdown of the scoring criteria

Bidders from the second stage who have achieved 70 points out of a total of 100 points or more will be eligible to submit to be evaluated on Price and Specific Goals.

Scoring Criteria

Functionality criteria	Description of requirements	Maximum points
Tenderers Experience	The experience of the Tenderer or joint venture partners in the case of an unincorporated joint venture or consortium will be evaluated on the basis of experience in similar projects or similar areas and conditions in relation to the scope of work. The evaluation will consider experience in relation to the management of programmes and projects and the provision of cloud hosting services	40
Experience of Key Personnel	The experience of the Tenderer or joint venture partners in the case of an unincorporated joint venture or consortium will be evaluated on the basis of experience in similar projects or similar areas and conditions in relation to the scope of work. The evaluation will consider experience in relation to the management of programmes and projects and the provision of cloud hosting services	30



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Functionality criteria	Description of requirements	Maximum points
Proposed Organisation & Staffing	Suppliers must propose the structure and composition of their team for the Moodle installation, hosting, and support project.	
Method Statement	Suppliers must submit a comprehensive method statement that responds to the Scope of Work and outlines the proposed approach/methodology for the Moodle installation and hosting project. The method statement should clearly articulate the added value the Tenderer will bring to achieve the stated objectives of the project.	30
MINIMUM QUALIFYING POINTS		70
TOTAL POINTS		100

TENDERER'S EXPERIENCE

The experience of the Tenderer or joint venture partners in the case of an unincorporated joint venture or consortium will be evaluated on the basis of experience in similar projects or similar areas and conditions in relation to the scope of work.

The evaluation will consider experience in relation to the management of programmes and projects and the provision of cloud hosting services

Tenderers should very briefly describe his or her experience in this regard relevant to the scope of work and attach this to this schedule.

The description should be put in tabular form with the following headings:

Project name	Period/Year	Value of work inclusive of VAT (Rand)	Client	Contact Details



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Note to tenderer: only information relating to similar projects is to be provided in the above table.

Scoring of the Tenderer’s experience will be as follows: (40)

TENDERER’S EXPERIENCE

DESCRIPTION	MAX POSSIBLE SCORE
Company experience in projects comprising of hosting cloud based systems, with specific emphasis on Learning Management Systems such as Moodle • <2 projects – 0 points • 2 projects – 50 points • 3 projects – 70 points, • 4 projects – --80 points • 5 projects----- 90 points • >=6 projects----100 points	100

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TENDERER’S EXPERIENCE (Continued)

INSERT HERE

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KEY PERSONNEL ASSIGNED TO THE WORK

Insert in the table below the key personnel and their proposed function

KEY PERSONNEL SCHEDULE

No.	Proposed Function	Key Person Name
1.	Project Manager	
2.	Technical Specialist – Software Engineer	
3.	Technical Specialist Database Administrator	
4.	Help Desk Management	
5.		
6.		
7.		
8.		

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EXPERIENCE OF KEY PERSONNEL

Provide relevant information as prescribed below for the following Key Persons proposed in the tender to fulfil the following positions:

Key Person Positions

- A Project Manager
- B Technical Specialist Software Engineer
- C Technical Specialist – Database Admin
- D Help Desk

The experience of each key person, relevant to the scope of work, will be evaluated from the points below:

- General experience (total duration of activity), level of education and training and positions held by the key person.
- The education, training and experience of the person, in the specific sector, field, subject, etc which is directly linked to the scope of work.

A CV of each key person of not more than 3 pages should be attached to this schedule.

Each CV should be structured under the following headings:

- Personal particulars
 - name
 - date and place of birth
 - place (s) of tertiary education and dates associated therewith
- Qualifications
- Name of current employer and position in enterprise
- Overview last 10 years of experience (year, organization, position and projects)
- Outline of recent assignments / experience that has a bearing on the scope of work

The scoring of the experience of key staff will be as follows: 30

Experience of key personnel in the following fields: The proposed project team for the project including CV's showing experience in projects of a similar nature. This must include details of the Project Manager, Technical Experts and support team proposed for project and must demonstrate the overall multi-disciplinary capability of the team and internal support structures. Experience of Project Manager in managing Cloud Systems <2yrs – 0 points 2yrs – 15 points >=3yrs – 25 points RESOURCE 2 Technical Specialist - Software Engineer <2yrs – 0 points 2yrs – 15 points >=3yrs – 25 points	100
--	------------



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RESOURCE 3 Technical Specialist – Database Admin

- <2yrs – 0 points
- 2yrs – 15 points
- >=3yrs – 25 points

RESOURCE 4 Help Desk

- <2yrs – 0 points
- 2yrs – 15 points
- >=3yrs – 25 points

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EXPERIENCE OF KEY PERSONNEL (Continued)

INSERT KEY PERSONNEL CVs HERE

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PROPOSED ORGANIZATION AND STAFFING

Suppliers must propose the structure and composition of their team for the Moodle installation, hosting, and support project. The submission should include the following elements:

1. **Team Structure:**
 - Outline the main disciplines involved in the project.
 - Identify the key staff members or experts responsible for each discipline.
2. **Key Staff Members/Experts:**
 - Provide detailed job descriptions for each key staff member or expert.
 - Specify the roles and responsibilities of each key staff member or expert.
3. **Technical and Support Staff:**
 - List the proposed technical and support staff, including their roles and responsibilities.
 - Describe the site staff (if applicable) and their specific functions.
4. **Team Composition for Associations/Joint Ventures/Consortiums:**
 - If the proposal is from an association, joint venture, or consortium, indicate how the duties and responsibilities will be shared among the entities.
 - Clearly define the collaboration structure and communication channels.

The submission should demonstrate a well-organized team with the necessary expertise and clearly defined roles to ensure successful execution of the Moodle installation, hosting, and support project.

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PROPOSED ORGANIZATION AND STAFFING (Continued)

INSERT HERE

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METHOD STATEMENT

Suppliers must submit a comprehensive method statement that responds to the Scope of Work and outlines the proposed approach/methodology for the Moodle installation and hosting project. The method statement should clearly articulate the added value the Tenderer will bring to achieve the stated objectives of the project.

The method statement should include the following elements:

1. **Understanding of Objectives:**
 - Explain your understanding of the objectives of the Moodle installation and hosting assignment.
 - Address UWS's stated and implied requirements.
 - Highlight key issues of importance related to the project.
2. **Technical Approach:**
 - Describe the technical approach you will adopt to meet the project objectives.
 - Explain the methodologies to be used and their compatibility with the proposed approach.
3. **Implementation Plan:**
 - Provide a detailed plan for the installation and configuration of the Moodle system.
 - Outline the steps for data migration, testing, and validation.
4. **Hosting Solution:**
 - Describe the hosting environment and setup.
 - Detail the maintenance plan, including updates, backups, and security measures.
5. **Support and Help Desk Services:**
 - Define the support structure, levels, and roles.
 - Explain the support processes, tools, and help desk operations.
 - Include procedures for user training and documentation.
6. **Quality Plan:**
 - Outline the quality control measures to be implemented.
 - Describe the processes, procedures, and resources to ensure quality.
 - Indicate who will be responsible for each aspect and when it will be applied.
7. **Risk Management:**
 - Identify potential risks and their impact on the project.
 - Describe risk mitigation strategies and how risks will be managed.
8. **Value Management:**
 - Explain what contribution can be made regarding value management.
 - Highlight how your approach adds value to the project.

Submission Format

- Attach your detailed approach paper to this page.
- The approach paper should not exceed 8 pages.

The submitted method statement will be evaluated based on the clarity and depth of the proposed approach, the understanding of project objectives, the feasibility and effectiveness of the technical approach, the robustness of the quality and risk management plans, and the overall value added by the Tenderer.

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METHOD STATEMENT

The scoring of the approach paper will be as follows: | 30 |

Technical approach and methodology	
No submission (score 0)	No Method Statement submitted
Poor (score 40)	The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The Tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project.
Satisfactory (score 70)	The approach is generic but tailored to address the general project objectives and methodology. The approach does not deal with the critical characteristics of the project. The quality plan, manner in which risk is to be managed is very generic.
Good (score 90)	The approach is specifically tailored to address the specific project objectives and methodology and is sufficiently flexible to accommodate changes that may occur during execution. The quality plan and approach to managing risk is specifically tailored to the critical characteristics of the project.
Very good (score 100)	Besides meeting the “good” rating, the important issues are approached in an innovative and efficient way, indicating that the Tenderer has outstanding knowledge of state-of-the- art approaches. The approach paper details ways to improve the project outcomes and the quality of the outputs.



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METHOD STATEMENT (Continued)

INSERT HERE

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Third Stage: Price and Preference

- 1.1.1 Subsequent to the evaluation of essential minimum criteria and functional criteria, the third stage of evaluation of the bids will be in respect of price and preferential procurement only.
- 1.1.2 Price proposals should be submitted in South African Rand including Value Added Tax (VAT) where applicable
- 1.1.3 The bidder shall provide the price proposal as detailed in SBD 3.1
- 1.1.4 In compliance with the Preferential Procurement Regulations 2022, the following preference point systems are applicable to invitations to tender, The 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.1.5 Points for this bid shall be awarded for:

Price; and (80 Points)

Preference Goals as defined in SBD 6.1 (20 Points)

The Preference Goals that have been identified for this bid is stipulated in SBD 6.1

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

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11. CONTRACT PARTICIPATION GOALS

11.1 Tenderers are required to achieve at least 20% Contract Participation Goals (CPG) including a minimum 10% Black Women participation and another 10% for Local participation of the value of goods, services and Works paid to one or more targeted enterprises in compliance with Umgeni Water Services' Enterprise and Development.

11.2 This will require tenderers to commit as part of their scope of work, a certain value of supplies, services or works for which the tenderer will contract targeted enterprises expressed as 20% of the total contract value

11.3 Objective of CPG Programme

The objective of Umgeni Water Services empowerment initiative is to bring about meaningful transformation in all procurement projects through achieving one or more of the following objectives:

- a) Meaningful Economic Participation;
- b) Local Economic Development;
- c) Transfer of Technical, Management and Entrepreneurial Skills; and
- d) Creation of sustainable Black Enterprises

11.4 Contract Participation Goals

Contract Participation Goal (CPG) – the **final** value of services paid to the CPG Partner/s based on the **final** contract value.

At the time of awarding the contract the 20% minimum CPG amount will be based on the contract award value exclusive of the following:

- VAT,
- CPA and (If applicable)
- Contingencies. (if applicable)

During contract implementation, adjustments relating to Provisional Sums and Contingencies linked to the CPG allocation will be agreed upon between the parties to the contract, as and when the need arises.

CPG Partner/s – Service provider/s selected from Umgeni Water Services Supply Chain Management (SCM) . However, should the UWS not contain suitable CPG Partner/s, the tenderer may propose suitable CPG Partner/s for Umgeni Water Services consideration.

Tenderers (the main Service Provider irrespective of BBBEE classification) who are on Umgeni Water Services SCM list are not exempt from this requirement and are still required to have a CPG Partner.

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Tenderers are required to achieve at least 20% Contract Participation Goals (CPG) including a minimum 10% Black Women participation and another 10% for Local participation of the value of goods, services and Works paid to one or more enterprises (CPG Partner/s)

- 20% includes any special materials
- 20% excludes VAT, CPA and Contingencies.
- The tenderer will be required to achieve the actual Rand value committed for CPG, adjusted according to the following:
 - Variation Orders – Each VO will be evaluated by the Employer’s Agent and the Project Manager to determine whether it should be counted, in its entirety or partially, as part of CPG or not.
 - Re-measurable Items (including CPA, and provisional sums) – Each re-measurable item change will be evaluated by the Employer’s Agent and the Project Manager to determine whether it should be counted as part of CPG or not.

Within 2 weeks of the award of contract, the tenderer will be required to submit a cash flow projection for the main contractor and the CPG Partner/s

12. Applicability

The CPG target is applicable to all contracts to be adjudicated through the Umgeni Water Services procurement process and shall be achieved through the following mechanisms:-

- a) CPG Partner/s selection is concluded **after** adjudication of tenders and **before** contract award is made.

The CPG Partner/s shall be selected according to the following criteria:

- (i) CPG Partner/s are to be obtained from Umgeni Water Services list of Service Providers specifically earmarked for CPG purposes.
 - (ii) In the event of services where Umgeni Water Services does not have an applicable service provider on its database, the tenderer may propose a suitable CPG Partner/s for consideration by Umgeni Water Services.
- b) Main service provider may propose a suitable CPG Partner/s, but Umgeni Water Services reserves the right to provide or arrange a CPG Partner/s to work with the successful company.
- c) Sub-contracting of the CPG Partner/s at the same rate / price that the tenderer would have offered to Umgeni Water Services whilst making profit margins consistent to the profit margins that the main Service Provider would have made under normal trading processes.
- d) Value of the work to be sub contracted shall be at least 20% **(minimum of 10% shall be due to Black Women participation and another 10% for Local participation)** of the total contract value excluding VAT, CPA and Contingencies.
- e) CPA is payable to the CPG Partner/s as per the indices stipulated in the contract document.

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- f) The work allocated to the CPG Partner shall be performed by the CPG Partner directly and may not be allocated or sub-contracted out to other contractors/consultants/service providers.
- g) The main Service Provider **shall not** substitute any CPG Partner/s without the written approval of Umgeni Water Services.
- h) The working capital arrangements between the main Service Provider and the CPG Partner/s must be agreed upon between the two parties prior to commencement of works to ensure that the CPG Partner does not have cash flow challenges during contract implementation.

13. Invoicing and Payment

The monthly measurement and payment will be according to the following guideline:

- a) Submission of payment certificate by the Service Provider– by 25th of each month, or the nearest previous working day. The submission from the Service Provider shall include the signature of the CPG Partner indicating agreement with the measurements and rates applicable to the work undertaken by the CPG Partner.
- b) Payment to the Service Provider – on the last day of the following month;
- c) The CPG Partner must be paid within reasonable time but no later than 3 working days after the Main Service Provider has been paid by Umgeni Water Services; and
- d) The submission from the Service Provider must include a schedule that clearly shows the following:
 - (i) Total Contract Sum
 - (ii) Total amount payable to CPG Partner/s excluding current month
 - (iii) Amount payable to CPG Partner for current month
 - (iv) % split of Total amount payable to Main Service Provider and CPG Partner/s

14 Monitoring and Reporting on CPG

- a) Umgeni Water Services will monitor CPG implementation on site. This may include direct contact with CPG Partner/s on site for verification purposes.
- b) The CPG Partner shall be in agreement with the measurement and payment for work completed, for the purposes of submitting payment certificates, as determined by the Service Provider. Should disagreements arise, Umgeni Water Services reserves the right to intervene to resolve the disagreement.
- c) CPG Partner/s shall attend all contractual meetings relevant to their scope of work including contract award negotiations, monthly contract site meetings and technical meetings where applicable.

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PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE:

- a) Only firm prices will be accepted. Non-Firm prices (including prices subject to rates of exchange variations) will not be considered
- b) In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point

Name of bidder _____	RFQ
number _____	
Closing Time _____	Closing date _____

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

Item no.	QUANTITY	UNIT OF MEASURE	DESCRIPTION	UNIT PRICE	TOTAL
1.	1	SUM	Onboarding/ Training		
2.	1	YEAR	Subscription fee per year		
3.	1	YEAR	Subscription fee per year		
4.					
	SUB TOTAL			R	
	20% CPG			R	
	VAT @ 15%			R	
	GRAND TOTAL (Price SA Rands with all applicable taxes included)			R	
I (full name) _____, in my capacity as _____, the duly authorized representative of _____ (business name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses contained in the said documents.					
Signature of duly authorized representative _____ -----					DATE:



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AUTHORITY TO SIGN

RFQ NO: _____

Description: _____

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

Company

Name:

Registration Number: _____

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

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

Signature of members:

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

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6. _____

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

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SBD 4 - BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

2.2.1 If so, furnish particulars:

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



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

2.3.1 If so, furnish particulars:

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

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



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- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

Signature

Date

Position

Name of bidder



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

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

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

1. GENERAL CONDITIONS

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

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

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

1.2 To be completed by the organ of state

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

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

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

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2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20	or	90/10	
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	

Where

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

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

3.2.1. POINTS AWARDED FOR PRICE

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

80/20	or	90/10	
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	

Where

Ps = Points scored for price of tender under consideration

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Pt = Price of tender under consideration

Pmax= Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

(Note to organs of state: Where either the 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 <i>[select where applicable to this bid]</i>	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The promotion of enterprises located in a KZN	10	
An entity which is at least 51% owned by black people	10	

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DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm _____

4.4. Company registration number:

TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

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

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

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

SIGNATURE(S) OF TENDERER(S)	_____
SURNAME AND NAME:	_____
DATE:	_____
ADDRESS:	_____

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OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

Q25/001/ZM- Hosting, Maintenance and Support of The Umgeni Water Services E-Learning (Premium Solution) Moodle Platform for a Period of Two (2) Years

THIS IS TO CERTIFY THAT (NAME)

ON BEHALF OF

ATTENDED THE NON COMPULSORY BRIEFING SESSION AT **UMGENI WATER SERVICES** AS FOLLOWS: _

Venue: Durban Heights Training Centre
88 Dunkeld Rd, Reservoir Hills,
Durban, 4091
Date: 15/08/2024
Time: 133:0 pm

Alternative teams meeting:
Meeting ID: 376 027 822 79
Passcode: xapQCu

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

TENDERER'S SIGNATURE /REPRESENTATIVE

DATE: _____

UMGENI WATER SERVICES SCM REPRESENTATIVE

(PRINT NAME)

SIGNATURE



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UMGENI WATER SERVICES' STAMP



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SBD 7.2 CONTRACT FORM - RENDERING OF SERVICES

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

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

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

NAME (PRINT) _____

CAPACITY _____

SIGNATURE _____

WITNESSES

1. _____

2. _____

DATE: _____



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NAME OF TENDERER _____

DATE _____



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CONTRACT FORM - RENDERING OF SERVICES (SBD 7.2)

PART 2 (TO BE FILLED IN BY THE PURCHASER)

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

DESCRIPTION OF SERVICE	
PRICE (ALL APPLICABLE TAXES INCLUDED)	
CONTRACT TERM / COMPLETION DATE	
TOTAL PREFERENCE POINTS CLAIMED	
POINTS CLAIMED FOR SPECIFIC GOAL 1	
POINTS CLAIMED FOR SPECIFIC GOAL 2	

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

SIGNED AT _____
ON: _____

NAME _____ (PRINT): _____
SIGNATURE: _____

OFFICIAL STAMP

--

WITNESSES

1. _____
2. _____
DATE: _____