

INVITATION TO BID

BID NO:
RAF/2025/00027

BID DESCRIPTION:

THE ROAD ACCIDENT FUND (RAF) SEEKS TO APPOINT A QUALIFIED AND EXPERIENCED SERVICE PROVIDER TO EMPLOYEE WELLNESS PROGRAMME (EWP) SERVICES TO THE RAF FOR A PERIOD OF FIVE (5) YEARS.

Publication date: 06 August 2025

Non-Compulsory Briefing session will be held 14 August 2025

420 Witch-Hazel Avenue
NGB Foyer at 11:00-12:30

Closing date: 05 September 2025 @ 11h00 am

Note: Faxed and/or Emailed Proposals/ bids will not be accepted, only hand delivered and couriered Proposals/ bids must be deposited in the tender Box on or before the closing date and time.

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IMPORTANT NOTES:

1. Bid documents are available on the website (www.raf.co.za) at no cost.
2. Submission of Proposals
 - Bid responses must be placed in the tender box clearly marked with a tender number and description; and
 - Bidders are required to submit an original Bid Document/Proposal and a Copy (To be enclosed in the envelope which contains the Original Bid Document/Proposal)
 - The proposal must be deposited in the tender box situated at the reception of RAF at the below address:

**Road Accident Fund (RAF), Eco Glades 2 Office Park, 420 Witch-hazel Avenue,
Centurion, 0046**

3. Validity Period

The proposal submitted by the supplier must be valid for a period of 90 days, from the closing date for the submission of proposals.

4. Enquiries

All enquiries regarding this bid must be directed to the Supply Chain Management Office:

Bid Enquiries: Shadi Matlou

E-mail address: ilishs@raf.co.za

Note: No telephonic enquiries will be entertained.

Closing date and time for Bid questions and enquiries: **19 August 2025**

Publication date for Questions & Answers: **20 August 2025**

Questions and Answers will be published on the RAF website.

Important Notes:

1. All questions/enquiries must be forwarded in writing to the e-mail address above; and
2. Questions/enquiries received after the above-stated date and time will not be entertained.

MANDATORY/ LEGISLATIVE REQUIREMENTS

This stage checks and validates the bidders' compliance to the legal requirements to conduct business in South Africa, as well as to the industry requirement for the supply of goods and services.

Returnable Documents / Information	Check list ✓ Tick each box
SBD 1: Completed, attached and signed	
SBD 3.1 or 3.3 or 3.3 Completed, attached and signed	
SBD 4: Completed, attached and signed	
SBD 5: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Proof of Construction Industry Development Board (CIDB) registration, if applicable.	
Specification document: Completed, attached and signed	
General Condition of contract: Initialled and attached	
Provide Tax TCS Pin to verify Tax Status: Attached (In bids where Consortia/Joint Ventures/Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.)	
If the bidder is a joint venture, consortium or other unincorporated grouping of two or more persons/ entities, a copy of the joint venture agreement between the members should be provided.	
Registered on the Central Supplier Database of National Treasury. (For registration information, go to https://secure.csd.gov.za/)	

Note: Some requirements may not be applicable to international suppliers/ bidders and only those suppliers/ bidders will be exempted from these mandatory/ legislative requirements. All SBDs must be submitted (signed) noting where it is not applicable. If any specific SBD is not submitted, documentary proof, clearly stating the reason must be attached.

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RAF/2025/00027	CLOSING DATE:	05 September 2025	CLOSING TIME:	11H00
DESCRIPTION	THE RAF SEEKS TO APPOINT A QUALIFIED AND EXPERIENCED, BIDDER TO PROVIDE EMPLOYEE WELLNESS PROGRAMME (EWP) SERVICES TO THE RAF FOR A PERIOD OF FIVE (5) YEARS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Road Accident Fund (RAF) Eco Glades 2 Office Park					
420 Witch-Hazel Avenue					
Centurion					
0046					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ilsh Seema		CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER		
E-MAIL ADDRESS	ilishs@raf.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 REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA

1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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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.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
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 / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

(Proof of authority must be submitted e.g. company resolution)

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:	BID NO.:
CLOSING TIME 11:00	CLOSING DATE.....

OFFER TO BE VALID FORDAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....
3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)
4. PERSON AND POSITION

	HOURLY RATE	DAILY RATE
.....	R.....	
.....	R.....	
.....	R.....	
.....	R.....	
.....	R.....	
5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

.....	R.....	days
.....	R.....	days
.....	R.....	days
.....	R.....	days
- 5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....			R.....
.....			R.....
.....			R.....
.....			R.....

TOTAL: R.....

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....			R.....
.....			R.....
.....			R.....
.....			R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid
7. Estimated man-days for completion of project
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
-
-
-

***[DELETE IF NOT APPLICABLE]**

Any enquiries regarding bidding procedures may be directed to the –

(INSERT NAME AND ADDRESS OF DEPARTMENT/ENTITY)

Tel:

Or for technical information –

(INSERT NAME OF CONTACT PERSON)

Tel:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

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

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

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

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

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.

bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on 1 September 1996. The NIP Policy and Guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases/lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (dti) is charged with the responsibility of administering:

2.1 In order to ensure effective implementation of the programme, successful bidders (contractors) are required to, immediately after the award of a contract

that is in excess of R10 million, submit details of such a contract to the dti for reporting purposes.

- 2.2 The purpose for reporting details of contracts in excess of the amount of R10 million is to cater for multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in sub-paragraphs 1.1.(b) to 1.1. (d) above.

3 BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)

- 3.1 Bidders are required to sign and submit this Standard Bidding Document (SBD 5) together with the bid on the closing date and time.
- 3.2 In order to accommodate multiple contracts for the same goods, works or services, renewable contracts and multiple suppliers for the same goods, works or services under the same contract as indicated in sub-paragraphs 1.1 (b) to 1.1 (d) above and to enable the dti in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million, to contact and furnish the dti with the following information:
- Bid/contract number;
 - Description of the goods, works or services;
 - Date on which the contract was accepted;
 - Name, address and contact details of the government institution;
 - Value of the contract; and
 - Imported content of the contract, if possible.
- 3.3 The information required in paragraph 3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr Elias Malapane within five (5) working days after award of the contract. Mr Elias Malapane may be contacted on telephone number (012) 394 1401, facsimile (012) 394 2401 or e-mail at Elias@thedti.gov.za for further details about the programme.

4 PROCESS TO SATISFY THE NIP OBLIGATION

- 4.1 Once the successful bidder (contractor) has made contact with and furnished the dti with the information required, the following steps will be followed:
- a. The contractor and the dti will determine the NIP obligation;
 - b. The contractor and the dti will sign the NIP obligation agreement;
 - c. The contractor will submit a performance guarantee to the dti;
 - d. The contractor will submit a business concept for consideration and approval by the dti;
 - e. Upon approval of the business concept by the dti, the contractor will submit detailed business plans outlining the business concepts;
 - f. The contractor will implement the business plans; and
 - g. The contractor will submit bi-annual progress reports on approved plans to the dti.
- 4.2 The NIP obligation agreement is between the dti and the successful bidder (contractor)

and, therefore, does not involve the purchasing institution.

Bid number

Closing date:

Name of

bidder.....

Postal address

.....

.....

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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**

(delete whichever is not applicable for this tender).

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

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

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

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

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

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

required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

Ps = Points scored for price of tender under consideration

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	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more)	10		
Women (minimum 51% ownership or more)	8		
Persons with disabilities (minimum 51% ownership or more)	2		

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DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

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

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

BID SPECIFICATION: THE RAF SEEKS TO APPOINT A QUALIFIED AND EXPERIENCED SERVICE PROVIDER FOR EMPLOYEE WELLNESS PROGRAMME (EWP) SERVICES TO THE RAF FOR A PERIOD OF FIVE (5) YEARS.

1. INTRODUCTION

The Road Accident Fund (RAF) is a schedule 3A Public Entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners who may have had accidents within the borders of the country. The RAF head office is in Centurion there will be other Customer Experience Centres in each province in the country.

2. SPECIAL INSTRUCTIONS TO BIDDERS

- 2.1 The bidder must be an eligible, registered service provider in terms of the applicable laws of the country.
- 2.2 The bidder must have a business continuity management plan, which must be available for inspection by the RAF during the subsistence of rendering services to the RAF.
- 2.3 The Evaluation Criteria that were published with a Request for Proposal/ Bids will be used to assess bidders' responses and no amendment after the closing of a bid. Bid Proposals must be clearly indexed and cross referenced to a Table of Contents.
- 2.4 Companies or Directors included on the National Treasury register of Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the bidding process.
- 2.5 As prescribed all Standard Bidding Documents (SBD Forms – Returnable Documents) must be fully completed and duly signed. All Returnable Documents must be submitted with the proposal at the closing of a bid.
- 2.6 The RAF will confirm the following prior to any award being made:
 - That the bidder is registered on the National Treasury Central Supplier Database (CSD)
 - The bidder's tax status is compliant with the South African Revenue Service (SARS), in cases where the recommended bidder is non-compliant with SARS, the bidder will be allowed (seven) 07 working days to rectify their tax matters, if the bidder fails to rectify their tax matters, they will then be disqualified once the 7 working day period lapses.

3. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF), through its People Management Division aspires through its Employee Wellness Services to create a safe and healthy working environment that promotes Value-driven employee performance, and professional and personal growth of all employees at all organizational levels. An external Employee Wellness Programme (EWP) service provider is a much-needed partner to deliver on a comprehensive Employee Health and Wellness services.

4. SERVICE PROVIDER REQUIREMENTS

- Must be an experienced EWP / Wellness service provider, having serviced a minimum of five (5) contactable clients.
- Must have a National Footprint, with Affiliates (Health professionals contracted to the bidder, these affiliates include, but not limited to social workers, psychologists, registered counsellors, medical practitioners, occupational therapists etc) in all Provinces.
- Must be able to offer the services in all 11 official languages.
- Must be recognised and accredited by Employee Assistance Professional Association of South Africa (EAPA-SA) and provide a certificate as proof of accreditation.
- Must offer a dedicated Client Relationship Manager to RAF.

5. SCOPE OF SERVICES

5.1 CLINICAL SERVICES

5.1.1 Telephonic Counselling services

The service provider shall deliver unlimited telephonic counselling services in accordance with the following requirements:

- Access and Availability

All RAF employees and their immediate families must have access to a confidential and unlimited 24/7/365 national call centre. Access must be provided through a dedicated RAF toll-free number. The service provider must retain the current RAF toll-free number. Employees must have the flexibility of multiple medium channels to the call centre. These must include:

- SMS call back system must be available to enable employees and their immediate families to send a please call me request to a dedicated number for a professional counsellor to contact them.
- A dedicated e-mail address must be made available to the RAF. The dedicated e-mail address must have an automated response that indicates expected turnaround times.
- Interactive WhatsApp service.

- **Staffing and Language Support**

The call centre must be staffed by a multi-disciplinary, multi-lingual team of experienced, qualified and licensed health professionals, including but not limited to, psychologists, social workers. Counselling services must be delivered in 11 official languages of South Africa.

5.1.2 Face-to-face and/or Virtual Counselling

- Each employee must be eligible for up to six (6) one-hour face-to-face and/or virtual counselling sessions per incident per year for eligible users.
- Face-to-face consultations must focus on providing employees with the relevant tools and support necessary to enable them to remain productive, energised and engaged.
- A face-to-face short-term counselling service must be available through a network of qualified counsellors, consisting of qualified psychologists and social workers, in the areas where RAF employees and their immediate families work and live.

5.1.3 Management Support Services

The service provider must provide management support services to RAF management. The management support service must provide technical support and policy-based advice to management.

The EWP managerial consultants must be available telephonically on an unlimited basis to consult and offer assistance to managers across a wide variety of challenging workplace situations.

The service provider must provide onsite and/or virtual conflict mediation sessions as and when required.

The service provider must provide quarterly training sessions for managers and team leads focusing on, but not limited to the following:

- Change management
- Emotional Intelligence

- Interpersonal Skills
- Conflict resolution
- Managing Anxiety
- Delivering Constructive Criticism
- Anger Management

5.1.4 Trauma Debriefing | Crisis

- **Individual Trauma Debriefing**

Trauma counselling must be available to employees and their immediate family for situations such as witnessing or being involved in a violent event or witnessing a death, even if this happens outside of work.

- **Group Trauma Debriefing**

Should a traumatic incident requiring psychological first aid occur in any of the RAF offices, Critical Incident Stress Debriefing or Trauma Response services should be made available to employees that have been exposed to traumatic events.

5.1.5 Life Management Services

The service provider must provide telephonic Life Management services. These services should include detailed, practical information, education, resources and referrals to help individuals manage their work-life responsibilities (such as legal, eldercare, rehabilitation, retirement, etc).

5.1.6 Personal Debt and Financial Counselling

The service provider must offer telephonic and/or virtual financial wellbeing programme to assist to rehabilitate financially distressed employees, improve their financial wellbeing and reduce debt. During this process, employees must be empowered to develop the skills they need to take ownership of their financial wellbeing.

5.2 PROACTIVE AND PREVENTATIVE WELLNESS INTERVENTIONS

5.2.1 Executive Wellness Programme

The programme should offer the following:

- Comprehensive physical assessment to evaluate the executive's health/risk profile
- Optimal lifestyle programmes for fitness and ergonomics with a biokineticist in a fully equipped on-site gym and training facility.

- Optimal lifestyle programmes for diet & nutrition – healthy eating for the business executive, smart snacking, low GI eating plans.
- Personal mastery evaluation to support high competence in behavioural risk areas including executive burnout, managing workplace dynamics, work-life balance, family responsibilities.
- Therapeutic massages.
- Ongoing wellbeing / life coaching.
- The Executive Care Facility
 - The Executive Care facilities must offer a contemporary wellness environment designed for executive comfort and privacy. The centre must have fully equipped medical and assessment rooms, a refreshment and relaxation area, Wi-Fi/business zone, as well as high quality shower and changing rooms that reflects the standard of the modern executive environment.

5.2.2 Health and Wellness Promotion

The service provider must conduct awareness as well as training and education sessions at all the sites/locations designated by the organisation as and when required, in accordance with the National Health Calendar. The psychosocial, health and wellness risks and trends relevant to the RAF will inform the range of topics covered in these sessions.

The topics awareness and training sessions should include, but are not limited to:

- Change, agility & new world of work
- Mental health
- Building Resilience,
- Money management,
- Women and men empowerment,
- Coping skills,
- Trauma preparedness,
- Work life balance and Stress management,
- HIV and AIDS,
- Chronic conditions related to lifestyle,
- Diversity management, at facilitating an environment in which gender differences and disability is accepted.

- Effective conflict resolution, as relevant to the workplace,
- Communication skills, relevant to the workplace and the personal sphere.
- Retirement preparation from a psychosocial perspective.

5.2.3 Mental Health in the workplace

The service provider must have capacity to roll out comprehensive mental health awareness and interventions across the RAF. Preventative and Educational Services should include and not limited to:

- Mental Health Awareness Campaigns.
- Psychoeducational Workshops (stress, burnout, anxiety, grief, etc.)
- Manager Support Programmes (early identification & referrals)
- Mental Health Screening & Risk Assessments
- Return-to-work Support Programmes

5.2.4 Employee Wellness Change support programme

The service provider is expected to provided services geared towards employees and leadership support during organisational change (e.g. restructuring, retrenchments, or leadership transitions). The service provider must deliver a comprehensive change support programme that includes:

Pre-Change Planning & Consultation

- Participate in planning sessions with HR and leadership.
- Advise on change impact, psychosocial risks, and mitigation strategies.
- Provide change-readiness assessments.

Change Communication Support

- Assist with the development of empathetic, wellness-sensitive messaging.
- Support leadership in crafting scripts for communicating tough decisions.
- Ensure messaging promotes psychological safety and help-seeking.

Employee Psychoeducational Support

- Deliver tailored group sessions or webinars including, but not limited to the below topics:
 - Coping with uncertainty.
 - Emotional Impact of change
 - Stress and anxiety during change

- Navigating job insecurity and emotional resilience.

The service provider must have capacity to provide onsite counselling as and when required. The above-mentioned sessions must be offered in-person or virtually, depending on context.

5.2.5 Capacity Building

The service provider must improve the knowledge base of the internal EWS and People Management staff by implementing the following:

- To develop wellness-related training material.
- Provide train the trainer sessions to RAF wellness specialists and Human Resource Business Partners upon request.
- Provide Wellness related psycho-social training to RAF employees.

5.2.6 Incapacity and Absenteeism Management

- The service provider must have the capacity and capability to provide comprehensive incapacity and absenteeism management services including the following:
 - Attendance Management referrals
 - Absence Management Assessment
 - Incapacity Investigation & Case Management, including Functional Capacity Evaluations.
 - Second medical opinions & comprehensive reports provided by medical experts in various fields of medicine.
 - Provide advice on assistive devices within the workplace for reasonable accommodations, in line with the Employment Equity Act and offer advice about the adaptations that the employee may require in order to adequately perform their job and give recommendations on reasonable accommodation.
 - Absence, Incapacity and Disability Awareness Education and Training.
 - The training must be targeted at employees, managers, Employee Wellness specialists and Human Resource managers.

5.3 ACCOUNT MANAGEMENT & REPORTING

5.3.1 Client Relationship Manager

The RAF must be allocated a dedicated Client Relationship Manager (CRM), who will act as a single point of contact to the RAF. The CRM must coordinate the full implementation and management of the programme as well as ensure extensive marketing and fully integrated programme. The CRM must also offer professional strategy and policy consultancy service which focuses on the development and/or review of the RAF's EWS strategy and related

policies respectively to ensure that the RAF's EWP is driven by a clear vision and is built on a solid regulatory foundation.

5.3.2 Marketing and Awareness

The service provider must make available wallet cards, leaflets and posters electronically and/or print format to promote the programme at the launch and regularly thereafter. The service provider must provide onsite orientation sessions for managers and employees at all RAF offices. The service provider must provide the following additional marketing and awareness services:

- **Marketing and awareness campaigns**

The service provider must create awareness of and promote wellness services. This must be done through providing employees with relevant virtual, online, and e-learning wellness information to cater for all employees.

The service provider must assist in creating awareness through education, information sessions and awareness campaigns. The service provider must drive, coordinate and implement Health Calendar Days Campaigns in line with the National Health Calendar as informed by RAF health risks.

- **Wellness APP / Website**

The service provider must make available comprehensive health, wellness and disease management content and interactive offering (such as ask the professional online to all RAF employees). This should be available on the RAF intranet.

5.4 Reporting

The service provider must ensure that the value of the interventions provided is visible to the RAF through reporting. The reports should include all interactions between the service provider and the service users for analysis and interpretation, and all engagement data (offsite and onsite services). This data must be reflected in an aggregated and de-identified report. The data must be mined and analysed to provide trends while ensuring user confidentiality is maintained. Trends on engagement, presenting problems, risks identified and managed, and the impact of presenting problems on productivity, interventions delivered, and recommendations must be provided in the reports. The reports must be submitted electronically on a monthly, quarterly and annual basis per region, per Business Units and organization wide. In addition to the reports, the service provider must make available a reporting dashboard accessible to the EWS team 24/7.

6. EVALUATION CRITERIA AND METHODOLOGY

The Evaluation Process shall be conducted under the following phases:

Phase 1: Initial Screening Process - At this phase Bidders responses are reviewed to check if Bidders have responded according to RAF RFB document. NB: Non-Compulsory Briefing Session

Phase 2: Mandatory Evaluation Process - At this phase Bid Responses are evaluated as per the evaluation criteria specified in the Request for Bid (RFB) document for compliance to Mandatory Requirements.

Phase 3: Functionality Evaluation and Site Visit

Part A: Functionality Evaluation - Bidder(s) must meet the minimum threshold of 70 points out of 100 points allocated at Functionality Evaluation to be evaluated further on Part B (Site Visit).

Part B: Site Visit - The RAF Bid Evaluation Committee (BEC) will conduct a site visit at the premises of the bidders who qualify for the **Site Visit (PHASE 3 – PART B)**. During the site visit the bidders will be required to demonstrate the operational capability including methodology, approach and process to execute the requirements as specified in the RAF scope of work. Bidders will be given a maximum of 5-day notice for the site visit. Bidders who do not achieve a minimum score of 40 out of 50 points will not be eligible to proceed further with the evaluation and will be disqualified.

Phase 4: Price and Specific Goals evaluation - At this phase the bid(s) will be assessed as per the preferential point system specified in the RFB document.

6.1 Mandatory requirement (PHASE 2)

All Bidders who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on the functional requirements.

Bidders must indicate by ticking (✓) the correct box indicating that they Comply OR Do not Comply.

6.1.1 Mandatory	Comply	Not Comply																
The Bidder must have a minimum of six (6) affiliates per South African province provided in table format indicating which province they will be servicing. The affiliates must be inclusive of Counselling & Clinical psychologists, Social Workers and Registered Counsellors. Note: In the event where the bidder proposes less than 6 affiliates in a province, they will be deemed non-compliant with this requirement. The bidder must follow the sample below: <table border="1"> <thead> <tr> <th>Name and Surname of the affiliate</th> <th>HPCSA or SACSSP Registration number</th> <th>Profession</th> <th>Province</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Name and Surname of the affiliate	HPCSA or SACSSP Registration number	Profession	Province														
Name and Surname of the affiliate	HPCSA or SACSSP Registration number	Profession	Province															
6.1.2 Mandatory	Comply	Not Comply																
The affiliates provided in section 6.1.1 above must be registered with the following professional bodies: Health Professional Council South Africa (HPCSA) or South African Council of Social Service providers (SACSSP). Documentary proof in the form of current Council Receipt for each affiliate per province must be submitted. Note: The RAF reserves the right to verify / seek clarity on the submitted Council Receipt with the relevant professional body.																		

6.1.3 Mandatory	Comply	Not Comply
The Bidder must have a minimum of 20 clinical call centre staff currently employed. The bidder must submit a table with the information below: • Name and Surname • Professional Training • Job Title Note: The bidder must supply ALL the information bulleted above for each of the clinical call centre staff in order to be compliant with this requirement. Note: In a case where the bidder did not supply any of the bulleted information for any of the clinical call centre staff, the bidder will be deemed non-compliant with this requirement.		
6.1.4 Mandatory	Comply	Not Comply
The bidder must have a call centre located in South Africa. They must provide valid proof of physical address of the call centre in the form of a valid Lease Agreement or the municipal account/ utility bill not older than 3 months in the bidder's or director's name. Where the documentary proof does not clearly match the identity of the bidder (or owner/ director of the company), the bidder may submit an explanation on an affidavit for consideration by RAF by the closing of this RFB. Note: The RAF reserves the right to verify / seek clarity on the submitted proof of address.		

Note: failure to meet any of the mandatory requirements above will lead the bidder to disqualification.

6.2 Technical / Functional Criteria (PHASE 3 – PART A)

Functionality is equal to a total of 100 points. The minimum threshold is 70 points. Bidders who score less than 70 points on functionality will be disqualified for further evaluation.

Technical / Functional Criteria	Points
6.2.1 Reference Letters The bidder must submit a minimum of five (5) contactable client references where Comprehensive EWP services were provided. The bidder must provide reference letters from the respective clients on the client's letterheads. The reference letter must include:	40

• Description of the services provided. • Duration of the contract (including start and end date in the format (dd/mm/yyyy)). • Customer Contact person and Contact details (telephone / mobile number and email address). <table border="1" data-bbox="255 468 1251 833"> <tr> <th colspan="2">Scoring Matrix: Reference Letters</th></tr> <tr> <th>Number of reference letters</th><th>Score</th></tr> <tr> <td>Less than five reference letters</td><td>0</td></tr> <tr> <td>Five reference letters</td><td>30</td></tr> <tr> <td>More than five reference letters</td><td>40</td></tr> </table> Note: The RAF reserves the right to verify / seek clarity on the reference letters submitted.	Scoring Matrix: Reference Letters		Number of reference letters	Score	Less than five reference letters	0	Five reference letters	30	More than five reference letters	40	
Scoring Matrix: Reference Letters											
Number of reference letters	Score										
Less than five reference letters	0										
Five reference letters	30										
More than five reference letters	40										
6.2.1 Key Accounts Manager The bidder must propose a Key Accounts Manager that will be responsible for RAF account. The Key Accounts Manager must have a minimum of five (5) years' experience in managing EWP projects. The bidder must submit a CV of the proposed Key Accounts Manager. The proposed Key Accounts Manager's experience must be in the format (dd/mm/yyyy). <table border="1" data-bbox="255 1406 1251 1771"> <tr> <th colspan="2">Scoring Matrix: Key Accounts Manager Experience</th></tr> <tr> <th>Key Accounts Manager Experience</th><th>Score</th></tr> <tr> <td>Less than five years' experience</td><td>0</td></tr> <tr> <td>Five years' experience</td><td>20</td></tr> <tr> <td>More than five years' experience</td><td>30</td></tr> </table> Note: The RAF reserves the right to verify / seek clarity on the CV of the proposed Key Accounts Manager submitted.	Scoring Matrix: Key Accounts Manager Experience		Key Accounts Manager Experience	Score	Less than five years' experience	0	Five years' experience	20	More than five years' experience	30	30
Scoring Matrix: Key Accounts Manager Experience											
Key Accounts Manager Experience	Score										
Less than five years' experience	0										
Five years' experience	20										
More than five years' experience	30										

6.2.3 Bidder’s Proposal	30
The Bidder must provide a detailed Proposal that outlines its internal processes and methodology in delivering the requirements as per the scope of work. The proposal must include the following: • Call centre and Clinical Services procedures. • Proactive and Preventative Wellness Interventions procedures. • Incapacity and Absenteeism Management Methodology. • Account Management and Reporting, including data management system.	
Scoring Matrix: Bidder’s Proposal	
Bidders’ proposal	Score
No Proposal submitted. OR Proposal submitted but does not cover all the requirements as outlined above.	0
Proposal submitted and covers all the requirements as outlined above.	30
Total	100
Minimum Threshold	70

NB: Bidders who score a minimum threshold of **70 out of 100** points for Technical/Functional Criteria will be considered for Site Visit (Phase 3 - Part B).

6.3 Site Visit (PHASE 3 – PART B)

The RAF Bid Evaluation Committee (BEC) will conduct a site visit at the premises of the bidders who qualify for the **Site Visit (PHASE 3 – PART B)**. During the site visit the bidders will be required to demonstrate the operational capability including methodology, approach and process to execute the requirements as specified in the RAF scope of work. Bidders will be given a maximum of 5-day notice for the site visit.

NB: Only bidders that meet the minimum threshold of 40 out of 50 points scored during the technical demonstration will be evaluated further for Price and Specific Goals (Phase 4). Bidders who score less than 40 out of 50 points will be disqualified for further Evaluation.

The following will be evaluated during this phase:

6.3 Site Visit	Points												
During the site visit, the bidder must demonstrate the operational capability including methodology, approach and process to execute the requirements as per the RAF scope of work. During the site visit the bidder must demonstrate the following: • Telephone handling procedure • Referral process • Reporting process • Demonstrate the Executive Wellness Process and a virtual tour of the facility. • Describe and demonstrate their website content and how it can be linked to RAF Intranet. • Demonstrate their information and data management systems (I.e. Storage, Access and Maintenance). • Describe and demonstrate marketing strategy (i.e. planning, execution and monitoring and evaluation.	50												
<table border="1"> <thead> <tr> <th colspan="2" data-bbox="209 1077 758 1144">Site Visit: Scoring Matrix</th></tr> <tr> <th data-bbox="209 1144 758 1211">Bidders' proposal</th><th data-bbox="758 1144 1166 1211">Score</th></tr> </thead> <tbody> <tr> <td data-bbox="209 1211 758 1312">The bidder demonstrated 3 or below of the requirements as stated above.</td><td data-bbox="758 1211 1166 1312">0</td></tr> <tr> <td data-bbox="209 1312 758 1413">The bidder demonstrated 4 of the requirements as stated above.</td><td data-bbox="758 1312 1166 1413">30</td></tr> <tr> <td data-bbox="209 1413 758 1514">The bidder demonstrated 5 of the requirements stated above.</td><td data-bbox="758 1413 1166 1514">40</td></tr> <tr> <td data-bbox="209 1514 758 1615">The bidder demonstrated all the requirements stated above.</td><td data-bbox="758 1514 1166 1615">50</td></tr> </tbody> </table>	Site Visit: Scoring Matrix		Bidders' proposal	Score	The bidder demonstrated 3 or below of the requirements as stated above.	0	The bidder demonstrated 4 of the requirements as stated above.	30	The bidder demonstrated 5 of the requirements stated above.	40	The bidder demonstrated all the requirements stated above.	50	
Site Visit: Scoring Matrix													
Bidders' proposal	Score												
The bidder demonstrated 3 or below of the requirements as stated above.	0												
The bidder demonstrated 4 of the requirements as stated above.	30												
The bidder demonstrated 5 of the requirements stated above.	40												
The bidder demonstrated all the requirements stated above.	50												
Total	50												
Minimum Threshold	40												

6.4 PRICE AND SPECIFIC GOALS

The evaluation for Price and Specific Goals will be based on the 80/20 PPPFA principle (whichever is applicable), and the points for evaluation criteria are as follows:

Evaluation Criteria				Points
1.	Price			80
2.	Specific Goals			20
	#	Specific Goal	Proof	Points Allocation
	1	South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (Minimum 51% ownership or more)	CSD Report	10
	2	Women (Minimum 51% ownership or more)	ID copy / CSD report	8
	3	Persons with disabilities (Minimum 51% ownership or more)	Valid medical certificate issued by an accredited medical practitioner	2
Total				100

7. PRICING SCHEDULE

This annexure should be completed and signed by the Bidder's authorised personnel.

NB: PLEASE PROVIDE A COST BREAKDOWN FOR EACH DELIVERABLE IN A SEPARATE PAGE WITH NO TERMS AND CONDITIONS.

All prices must be VAT inclusive and quoted in South African Rand (ZAR). The pricing will be added to determine the total cost of the services for comparison purposes to award the bid.

Bidders to assume CPI over the period (**merely for evaluation purposes**) to be **5% per annum**.

Please indicate your total bid price here (**Grand Total (A + B)**) (**Compulsory**)

Important: It is mandatory to indicate your total bid price as requested above. This price must be the same as the total bid price you submit in your pricing schedule. Should the total bid prices differ, the one indicated above will be considered the correct price.

	Item	Price per employee per month	Total price per month based on 3098 employees	Total price Year 1	Total price Year 2	Total price Year 3	Total price Year 4	Total price Year 5	Total price for 5 years
1	Telephonic Counselling Service, Face-to-Face Counselling (up to 6 session per employee per incident), Management Support Services, Trauma Debriefing/Crisis, Life Management Services,								

	Personal Debt and Financial Counselling, Account Management and EAP Marketing, wellness APP Reporting								
	TOTAL (A)								

Fee for Service

	Item	Estimated Quantity per annum	Price per employee /Session	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Total for 5 years
1.	Executive Wellness Programme per executive (including the below) - Medical assessment - Pathology - Fitness and ergonomics - Diet and Nutrition - Personal Mastery - Therapeutic Massages	50 leaders							

	Item	Estimated Quantity per annum	Price per employee /Session	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Total for 5 years
2.	Group Conflict Mediation services	18 sessions							
3.	Quarterly training sessions for managers and team leads	12 sessions							
4.	Health and Wellness Promotion								
4.1	• 1 hour session	72 sessions							
4.2	• 2-hour session	48 sessions							
5.	Capacity Building (Train the Trainer) sessions 4-6 hour session	4 sessions							
7.	Health Calendar Commemoration Days Speakers (Subject Matter Experts) 1-2 hour	36 sessions							
8. Absenteeism, incapacity & disability case management services									
	• Assessment of Incapacity cases (as per full scope of the	60 cases							

	Item	Estimated Quantity per annum	Price per employee /Session	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Total for 5 years
	specifications detailed above)								
	Functional Capacity Evaluation, including a report and presentation to line management on reasonable accommodation recommendations	20 cases							
	Referral to an independent medical or healthcare practitioner - Referral to independent healthcare practitioner (e.g. psychiatrist) - Interpretation of independent healthcare practitioner report. - Additional telephonic consultations with	10 cases							

	Item	Estimated Quantity per annum	Price per employee /Session	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Total for 5 years
	employer and employee where required								
	• Referral to Specialists for assessment where required	20 cases							
	• Incapacity and Absenteeism Management Training for RAF Internal Stakeholders	5 sessions							
10.	Employee Wellness Change Support Interventions								
	2-hour session	40 sessions							
	4-hour sessions	25 sessions							
	Total (B)								R
	Grand Total (A + B)								

Bidder's Name:

Signature:

Date:

NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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10. Delivery and documents
11. Insurance
12. Transportation
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14. Spare parts
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32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practice

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

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

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

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

- 7. Performance security**
- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.
- 8. Inspections, tests and analyses**
- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

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

11. Insurance

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

12. Transportation

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

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

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

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

14. Spare parts

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

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

15. Warranty

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

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

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

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

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

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| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p> |
| 19. Assignment | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p> |
| 20. Subcontracts | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p> |
| 21. Delays in the supplier's performance | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the</p> |

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

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

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

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

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

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

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

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

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.