



Province of the
EASTERN CAPE
HUMAN SETTLEMENTS

OFFICE OF THE CHIEF FINANCIAL OFFICER

Steve Tshwete House • 31-33 Phillip Frame Road • Waverly Park • Chiselhurst • East London • Eastern Cape • RSA
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TERMS OF REFERENCE

SCMU11-24/25-114: APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT OF HUMAN SETTLEMENTS ENTERPRISE CONTENT MANAGEMENT SOLUTION FOR A PERIOD OF 3 YEARS

COMPILED FOR:

Eastern Cape Department of Human
Settlements, Steve Tshwete House,
31-33 Phillip Frame Road, Waverly
Park, Chiselhurst, EAST LONDON

COMPILED BY: GITCM

Steve Tshwete House, 31-33 Phillip
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JUNE 2024

<u>CONTENTS</u>	<u>PAGE</u>
1. INTRODUCTION	1
2. GOALS AND OBJECTIVES OF ECM SOLUTION	2
3. SCOPE OF WORKS	3
4. SPECIFICATION	3
5. EVALUATION CRITERIA	10
5 KEY COMPETENCIES OF THE BIDDER(S)	16
6 FINANCIAL PROPOSAL	17
7 PROPRIETARY RIGHTS	19
8 SPECIFIC CONDITIONS OF THE CONTRACT.....	19
9 COLLECTION OF BID DOCUMENTS	20
10 DOCUMENTS TO BE SUBMITTED.....	20
11 RETURNABLE SCHEDULES.....	20
14 SUBMISSION OF BID PROPOSAL.....	20
15 VALIDITY PERIOD.....	20
16 CONTRACT DURATION.....	21
17 CLOSING DATE.....	21
18 CONTACT DETAILS ON TERMS OF REFERENCE	21
19. FINANCIAL PROPOSAL FINAL SUMMARY	22

LIST OF ACRONYMS

GICTM - Government Information Communication Technology Management
ECM - Enterprise Content Management
POPIA – Protection of Personal Information Act
ECTA – Electronic Communication and Transactions Act
PAIA - Promotion of Access to Information Act
PFMA – Public Finance Management Act
OPMS – Organisational Performance Management System
HSS – Housing Subsidy System
eCMS – Electronic Construction Management System
SDLC – Systems Development Lifecycle
RFQ – Request for Quotation
ICT - Information Communication Technology
M&E – Monitoring & Evaluation
BI- Business Intelligence
AI - Artificial Intelligence
OEM – Original Equipment Manufacture
EDMS-Electronic Document Management System
US DOD 5015.02– Design Criteria standard for Electronic Records Management
PMBOK- Project Management Body of Knowledge
Pince2 – Projects In Controlled Environment
NARS – National archives & Records Service

LIST OF TABLES

TABLE 1:DEVELOP AND DELIVER ENTERPRISE CONTENT MANAGEMENT SOLUTION. (PHASE 1 2024/25).....	4
TABLE 2: DEVELOP AND DELIVER ENTERPRISE CONTENT MANAGEMENT SOLUTION. (PHASE 2 2025/26 – 2026/27).....	7
TABLE 3: DELIVER AND SUPPLY PROJECT IMPLEMENTATION SERVICES	8
TABLE 4: STAGES OF EVALUATIONS OF BIDDERS	10
TABLE 5: ADMINISTRATIVE COMPLIANCE	11
TABLE 6: FUNCTIONALITY CRITERIA.....	12
TABLE 7: SPECIFIC GOALS ALLOCATED POINTS	15
TABLE 8: BILL OF QUANTITIES PHASE 1 2024/25	17
TABLE 9: BILL OF QUANTITIES PHASE 2 2025/26 – 2026/27	18

1. INTRODUCTION

The Department of Human Settlements seeks services of a suitably qualified and experienced service provider that will undertake the implementation of Enterprise Content Management Solution that will improve efficiency, meet legislative requirements in terms of document and records management functionality; and ensures that records in all formats are managed in a cohesive manner.

The department requires higher standards for the accuracy and availability of content to fast-track decision making to improve service delivery. This solution will ensure that the department automates critical processes to ensure compliance and improve efficiency.

Regulatory changes and growth with strict data privacy regulations are evolving rapidly. The department's need to protect personal data has become mission critical.

By utilizing and applying technologies that supports an all-encompassing compliant EDMS, Assets Management, Communications Management, Artificial Intelligence, and Cyber Security should be part of an overall strategy to generate the most applicable response in service delivery.

Enterprise Content Management (ECM) is a combination of strategies and management discipline, an architectural framework, and a set of technologies that will help the department manage documents and unstructured information, utilizing tools used to capture, manage, store, preserve, and deliver content related to business processes. The system will comprise of the following characteristics:

- 1.1** Capturing of content
- 1.2** Records Management (Data/ information/ Documents)
- 1.3** The process workflow capability
- 1.4** Search and retrieval functionality.
- 1.5** Imaging and Scanning / Collaboration technology
- 1.6** Consolidate, manage, and leverage all content across the entire organization including the management of documents, images, rich media files and records.
- 1.7** End-to-End content lifecycle management from creation to archiving/disposal; including manual document management processes.

- 1.8** Application integration
- 1.9** Enable collaboration, web content management, data flow, and the availability of information.
- 1.10** Maintenance and Support Contract

2 GOALS AND OBJECTIVES OF ECM SOLUTION

Department of Human Settlements is navigating a complex mission requirement and high expectations of service levels. Policy requirements, such as POPIA, US DOD and NARS, add an additional layer of complexity to the required EDMS solution, as such the solution should be compliant to meet all these standards.

In awarding this bid, the Department expects to, at minimum, achieve the following Goals and objectives:

- 2.1** Implementation of an Enterprise Content Management solution for the Department of Human Settlements to:
 - 2.1.1** Ensure digitization and automation of business processes
 - 2.1.2** Refresh and modernize our application landscape
 - 2.1.3** Provide easy and secure access to historical and future information
 - 2.1.4** Ensure effective management of departmental information, content, and records management lifecycle (inception to disposal of record).
 - 2.1.5** Mandatory compliance with legislative requirements, such as Protection of Personal Information Act (Act No. 4 of 2013), Electronic Communication and Transactions Act (Act No. 25 of 2002), Promotion of Access to Information Act No. 2 of 2000, National
 - 2.1.6** Archive and Records Services Act number 43 of 1996, The Public Finance Management Act No 1 of 1999, Eastern Cape Provincial Archives Act Section 7(2) of 2003, US DOD 5015.02, SEC 17a-4, etc.
 - 2.1.7** Ensure seamless integration with existing business (i.e. SharePoint Memo App, eCMS, Office 365, OPMS, HSS).
 - 2.1.8** Intelligently capture and scan paper-based documents.
 - 2.1.9** The solution must have the flexibility to ingest and index documents individually and in batches, even emails with attachments.

3 SCOPE OF WORKS

3.1 In awarding this bid, the Department expects the development and delivery of the Enterprise Content Management Solution which should at least consist of the following minimum requirements:

- 3.1.1** Intelligent Capture: Convert paper documents into electronic documents and archive them into a compliant repository with Document, Records and Case Management functionality.
- 3.1.2** Document Management Module
- 3.1.3** Records Management module
- 3.1.4** Collaboration and Integration Capabilities,
- 3.1.5** Website module,
- 3.1.6** Contracts Management module,
- 3.1.7** Supply Chain Management module,
- 3.1.8** Case/customer care management module,
- 3.1.9** Digital Asset Management module.
- 3.1.10** Institutional Content Management
- 3.1.11** Organisational Performance Management reporting module
- 3.1.12** Project Management Module
- 3.2** Deliver and Supply Project Implementation services
- 3.3** 3 years ECM maintenance and support

4 SPECIFICATION

The specifications and provisions included in this Request for Quotations (RFQ) shall, along with the successful Service Provider's response, constitute the complete contract for the goods and services specified herein for 100 users.

TABLE 1:DEVELOP AND DELIVER ENTERPRISE CONTENT MANAGEMENT SOLUTION. (PHASE 1 2024/25)

Module Name	Description	Quantity	Business Unit
Document Management module	• Provide access to users and apply role-based user profiles and access control. • Classify and index records • Sorting and labelling of records • Apply and maintain retention policy in accordance with the applicable legislation destruction rules. • Collaborate through systems • Tack and manage physical transferred / archived records between the Provincial Archives and the Department of Human Settlements. • Allow search from within the system and Adhoc searches. • Search and Retrieval (Digital and Physical) • Object Indexing - Including Indexing Filters (i.e. doc types) • Advanced Search Capabilities. • Allow Business Intelligence reporting. • Apply and maintain destruction policy to various content types in line with the retention policy or applicable legislation. • Automatically Classify and organize business-critical document types. Allow back scanning that will include records due for archiving.	1	All at Human Settlements
Records Management module	• Automate the departmental file plan. • Keeping track of emails, and websites as records. • Management of the physical records and file plan according to which records are filed. • Track the location of physical documents (in storage); • Managing the relationships between records and files, and between file services and the file plan, identifying	1	GICTM

	records due for disposal and managing the disposal process. - Managing the integrity and reliability of records once they have been declared as such, and managing all records in all formats in an integrated manner. - Tracking, reporting, and management of audit trails. - Permission-based access. - Managing the integrity and reliability of records once they have been declared as such, and managing all records in all formats in an integrated manner. - Enrich content metadata and enhance security. - Extending the corporate repository to physical objects - Scheduled archiving - Movement or destruction of content based on approved rules and triggers. - Creation of virtual objects within the ECM solution that refer to a physical object. - Content Lifecycle Management. - Tracking and reporting. - Permission-based access. - Archive records as indicated in the file plan.		
Collaboration and integration capabilities	Collaboration with the Memo App solution, digital signature, M365 suite, HSS, eCMS, departmental website		GICTM
Case/customer care management module	- Capturing and opening a citizen case. - Allocate case to the relevant employees - Upload relevant attachments - View reports - Send case updates to citizens via SMS - Manage case turnaround time - Collaborate through systems (Emergency Housing System, Housing Tribunal) - Enable editing after the case has been opened . - The system should enable content related processes and collaboration within teams, across departments and applications and with external stakeholders by utilizing workflows and assignments, individual and	1	Customer Care Management unit

	group inboxes, proxy users and case management. • System should have a low-code workflow and case management for efficient back office processes. The system must automate routine decisions and lower risk with rules-based automation and artificial intelligence.		
Contracts Management module	• Capture contract and addendums, update contract scope, make use of file plan • Archive old contracts as per the file plan. • Draw contract reports. • Update milestones of the contract. • Upload and scan the required documents for the contract. • Contract Metadata search capabilities	1	Contracts Management unit

TABLE 2: DEVELOP AND DELIVER ENTERPRISE CONTENT MANAGEMENT SOLUTION. (PHASE 2 2025/26 – 2026/27)

Module Name	Description	Quantity	Business Unit
Website module (Public facing website)	• Link for citizen application status (Beneficiary Administration Applications) • Administrator to upload relevant departmental records (policies, Acts, etc) to be viewed public • Administrator to capture departmental content.	1	GICTM
Project Management module & Intergrate to Project Management system	• Capture a project profile as per file plan description • Update the progress of the project • Attach all relevant documents as per project. • Integrate with eCMS (Electronic Construction Management System).	1	GICTM
Supply Chain Management module	• Capture procurement plan. • Dashboard to track the procurement process document submissions. • Track the tender process, and capture the bid committee's outcomes. • Search and Retrieval (Digital and Physical)	1	Supply Chain Management unit
Organisational Performance Management reporting module	• Intergration with the OPMS system. • Capture departmental quarterly performance information as per directorates. • Upload evidence quarterly • View Quarterly reporting, Half year and Annual reporting.	1	M&E
Digital Asset Management module	• Capture asset register. • Monitor or track assets for disposal. • Monitor and manage disposal assets • Draw intelligent asset reports.	1	Asset Management
Reporting capability	Dashboards, BI- tools, and audit trails. • Standard Reporting (Document and Records Management) • Custom Reporting (Custom Report Count) • Performance Management report		GICTM

TABLE 3: DELIVER AND SUPPLY PROJECT IMPLEMENTATION SERVICES

Project Management services.	• The service provider shall follow the best practices (PMBOK, Prince2, or SDLC) when delivering the solution. • Management of physical documentation activities • Provision of hardware for Content Management Solution and customer insight. • The service provider shall follow the best practices (Project Management or SDLC) when delivering the solution • Provide all documentation necessary to effectively operate and maintain the system for ICT governance.
Implementation	• Delivery and implementation of the solution.
Change Management	• Provide all documentation necessary to effectively operate and maintain the system for ICT governance. • Handholding and Handover Through skills Transfer to 120 users. • Training of ECM 10 administrators • Adoption and Training of the users • Training manuals for all the modules.
Capabilities to cater for enhancements	• The solution must be scalable and secure • Provide intelligent reporting and dashboard. • Collaborate and Intergrate with other systems. • The solution must be able to cater for the automation of other business processes as and when

	required throughout the contract duration.
Other Enterprise content (phase 1 or phase2) Management modules	- The solution must be able to cater for the automation of other business processes as and when required throughout the contract duration. Other modules are as follows: A. Supply chain Management module B. Digital Asset Management Module C. Performance Management and reporting Module D. Website Module E. Project Management Module

4.1 Maintenance and support services for period of 3 years

4.1.1 The service provider must provide a maintenance and support services for a period of 3-years which includes:

- 4.1.1.1** Technical Support to ensure user support (for atleast 1 year)
- 4.1.1.2** System bug fixing
- 4.1.1.3** Additional system requirements and software licenses that are not mentioned (if any)
- 4.1.1.4** Hand-holding document to ensure user adoption(for atleast 1 year)
- 4.1.1.5** Assigned Service Delivery Manager 4 hours/ Month
- 4.1.1.6** Monthly service meetings
- 4.1.1.7** SLA reporting

5 EVALUATION CRITERIA

ECDHS has set minimum standards (Stages) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

TABLE 4: STAGES OF EVALUATIONS OF BIDDERS

(STAGE 0): Administrative compliance	(STAGE 1): Functionality Criteria	(STAGE 2): Price and Specific goals Evaluation
Bidders must submit all documents as outlined in Table 5	Bidders must meet all the criteria stipulated under functionality criteria to proceed to Stage 2 (Price and specific goals evaluation).	Bidders will be evaluated in terms of section 5 of the PPPFA 2000, Preferential Procurement Regulations, 2022.

5.1 STAGE 0 – ADMINISTRATIVE COMPLIANCE

5.1.1 Without limiting the generality of ECDHS's other critical requirements for this Bid, bidders must submit the documents listed in Table 5 below. All documents must be completed and signed by the duly authorised representative of the prospective bidder. During this phase, bidders' response will be evaluated based on compliance with the listed administration and mandatory bid requirements. In case of a Joint Venture/Consortium all parties are expected to submit individual documentation:

TABLE 5: ADMINISTRATIVE COMPLIANCE

No	Document that must be submitted	Explanatory Information
1	SBD1: Invitation to tender	Complete and sign the supplied proforma document
2	SBD2: Tax clearance certificate	Complete and sign the supplied proforma document
3	SBD4: Declaration of interest	Complete and sign the supplied proforma document
4	SBD6.1: Preference points claim form;	Complete and sign the supplied proforma document
5	Bill of quantities and summary & form of offer	Submit full details of the pricing proposal as per Bill of quantities. Blank spaces will be regarded as incomplete. Should the bidder not charge for the service, the bidder must indicate that with a zero (0). Bidders must complete the entire Pricing Schedule
7	Central supplier Database (CSD) registration	Service Providers must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered, prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit CSD printout as proof of registration.
8	Annexure B: Intent to form Joint venture consortium agreement	The joint venture and/or consortium agreements must clearly set out the shareholding and roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement. A signed

	agreement will be expected to be submitted prior award of contract.
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5.2 STAGE 1: FUNCTIONALITY EVALUATION

5.2.1 In this stage the capabilities of the contractor as well as the professional team will be assessed. Functionality will be scored out of **seventy (70) points**.

5.2.2 Bidders should obtain at least **fifty five (55) points out of seventy (70) points** on functionality evaluation to qualify for the Price and specific goals evaluation.

5.2.3 Only bids which have achieved the required minimum points for functionality will proceed to Stage 2 of evaluation. **NB:** Points scored in Stage 1 will not be taken into consideration for the evaluation in Stage 2.

5.3 FUNCTIONALITY CRITERIA

These are names of professionals nominated by the bidder whose CVs will be considered for evaluation. If no nomination is made no points will be allocated for evaluation.

TABLE 6: FUNCTIONALITY CRITERIA.

No	Evaluation Criteria	Maximum Points
1	ACCREDITATION	40
1.1.	The bidder must be a Platinum / Gold partner to provide the Enterprise Content Management Solution (Attach letter/certificate as proof of OEM accreditation to provide the Enterprise Content Management Solution.)	40
1.2.	Silver partner to provide the enterprise Content Management Solution (Attach letter/certificate as proof of OEM accreditation to provide the Enterprise Content Management Solution).	30
1.3.	No qualification and Non-Partner	0
2.	PREVIOUS EXPERIENCE IN SIMILAR PROJECTS	30
2.1.	The bidder must have supplied, installed, maintained and supported ECM solution with a minimum of 5-10 years in the successful implementation with 4 references	30

2.2	The bidder must have supplied, installed, maintained, and supported ECM solution with a minimum of 3-4 years Proven track record with references in the successful implementation of similar projects with 3 references.	15
2.3	Below 3 years Proven track record with references in the successful implementation of similar projects with 1 -2 references.	5
2.4	No experience	0
Total Points		70

5.3.1 DESCRIPTION OF PROFESSIONAL TEAM CRITERIA

5.3.1.1 ACCREDITATION: This shall be the accreditation of the service provider This shall be proof in the form of a VALID certificate that outlines the level of accreditation of a service provider with the OEM.

5.3.1.2 PREVIOUS EXPERIENCE IN SIMILAR PROJECTS.: This shall be previously completed projects of similar works either in number or value. A certified copy of a completion certificate or a testimonial from the client must be attached.

NB: Verification will be conducted on submitted documents. Where information provided are found to be fraudulent or there's misrepresentation of information, the Department will eliminate the bidder from further evaluation.

Bids which have not scored the required minimum points on functionality will be disqualified at this stage and only qualifying bids will proceed to the evaluation on Price and specific goals evaluation status level of contribution. Shortlisted bidders may be required to make presentations to the Department.

5.4 STAGE 2: PRICE AND PRICE AND SPECIFIC GOALS EVALUATION EVALUATION

5.4.1 Regulation 3 of the Preferential Procurement Policy Framework Act 2000: Preferential Procurement Regulations 2022, (the Regulations) stipulates that an organ of state must, prior to making an invitation for tenders, determine and stipulate the appropriate preference point system to be utilized in the evaluation and adjudication of tenders..

5.4.2 Regulation 5 and 6 stipulates that the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included);

THE 80/20 PREFERENCE POINT SYSTEMS

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

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

$P_{\min}$ = Price of lowest acceptable bid

5.4.3 POINTS AWARDED FOR SPECIFIC GOALS

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 below as may be supported by proof/ documentation stated in the conditions of this tender:

TABLE 7: SPECIFIC GOALS ALLOCATED POINTS

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Women owned Organizations	8	
Youth	4	
People with Disability	2	
Locality: Eastern Cape	5	
Military Veterans	1	

5.4.4 CLAIMING OF PREFERENCE POINTS

- 5.4.4.1** Preference points allocated for women may be claimed if there is sufficient evidence that such woman has ownership of 51% or more of the enterprise shareholding. Bidders must submit proof in a form of valid Central Supplier Database (CSD) supplier profile that outlines the ownership of the organisation.
- 5.4.4.2** Preference points allocated for persons with disabilities may only be claimed if there is sufficient evidence that such person has ownership of 51% or more of the enterprise shareholding. Bidders must submit proof in form of a medical certificate / letter not older than 6 months from a registered medical practitioner (Practitioner number, contact details to be stated on correspondence) detailing the disability. The Medical certificate will only be used for evaluation purposes.
- 5.4.4.3** Preference points allocated for promotion of youth may only be claimed if there is sufficient evidence that such youth has ownership of 51% or more of the enterprise shareholding. Bidders must submit proof in a form of valid Central Supplier Database (CSD) supplier profile that outlines the ownership of the organisation.
- 5.4.4.4** Preference points for Locality may be allocated for promotion of enterprises located within the Eastern Cape Province may be claimed by submission of proof that the enterprise is located within the borders of Eastern Cape Province. This includes an enterprise whose head office may be situated in another province but

has a fully-fledged branch within Eastern Cape Province. Enterprises located outside the borders of the Eastern Cape Province and who only appoints agents and or commission warehouses in this municipal area are expressly excluded from claiming points for this goal. Bidders must submit proof of the Company's Registered Offices. Proof of rate statement, lease agreement or confirmation of locality from local authority.

- 5.4.4.5** Preference points allocated for Military Veterans may only be claimed if there is sufficient evidence that such person has ownership of 51% or more of the enterprise shareholding. Bidders must submit proof in terms confirmation letters from the Department of Military Veterans.

NB: Bidders must provide sufficient proof and supporting documentation in respect of the above evaluation criteria and specific goals evaluation. Bidders who do not submit the required information shall not be scored for the respective/relevant evaluation criteria. In a case of a joint venture and/or consortium the agreements must clearly set out the shareholding and roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. Failure to submit shareholding will result in non-allocation of points.

5 KEY COMPETENCIES OF THE BIDDER(S)

5.1.1 Ability to provide products compatible with Departmental specifications

5.1.2 Ability to produce accreditation certificates/ qualification

5.1.2.1 System Engineer / Developers

5.1.2.2 Project Manager

5.1.2.3 Change Manager

5.1.2.4 Business Analyst.

5.1.2.5 Ability to effectively provide maintenance and support contracts for period of 3 years.

NB!! Service Provider to demonstrate the product for the department before implementation...

6 FINANCIAL PROPOSAL

6.1 The Financial Proposal provided shall specify and state a firm and fixed price, including total fees and expenses (VAT Included), in order to complete the project.

6.2 Bidders must ensure that they fill in the following document as part of the Financial Proposal:

TABLE 8: BILL OF QUANTITIES PHASE 1 2024/25

NO.	ITEM	QTY	AMOUNT	TOTAL
A.	Phase 1 2024/25			
	Document Management Module	1	R	
	Records Management module	1	R	
	Case / Customer Care Management Module	1	R	
	Contracts Management Module	1	R	
	Collaboration And Integration Capabilities	1	R	
	Deliver and Supply Project Implementation services	1	R	
B	Implementation • Integration • Process automation • Back scanning	1	R	
C	Skills Transfer / On the Job Training	1	R	
D	Maintenance and support services for a period of 3 years	1	R	
TOTAL = CARRIED FROM FINANCIAL PROPOSAL				
TOTAL ABOVE IN WORDS				

TABLE 9: BILL OF QUANTITIES PHASE 2 2025/26 – 2026/27

NO.	ITEM	QTY	AMOUNT	TOTAL
A	Phase 2 2025/26 – 2026/27			
	Project Management module	1	R	
	Supply Chain Management Module	1	R	
	Organisational Performance Management reporting module	1	R	
	Digital asset Management module	1	R	
	Website module	1	R	
	Reporting capability	1	R	
B	Implementation • Integration • Process automation • Back scanning	1	R	
C	Skills Transfer / On the Job Training	1	R	
D	Maintenance and support services for a period of 3 years	1	R	
TOTAL = CARRIED FROM FINANCIAL PROPOSAL				
TOTAL ABOVE IN WORDS				

7 PROPRIETARY RIGHTS

- 7.1** The Department of Human Settlements shall become the owner of all information, documents, and reports collected and compiled by the service provider to be appointed.
- 7.2** The Department of Human Settlements shall retain intellectual property rights to all work undertaken in terms of the bid, including the source code.
- 7.3** All information, documents and reports must be regarded as confidential until made public by the Department of Human Settlements.

8 SPECIFIC CONDITIONS OF THE CONTRACT

Special Conditions that apply to this contract are as follows:

- 8.1** The Service Provider must deliver precisely as ordered.
- 8.2** The service provider must deliver within fourteen (14) days after issuing of purchase order.
- 8.3** The service provider must deliver the service together with the invoice.
- 8.4** The Service Provider will furnish the Department of Human Settlements with an invoice upon delivery of service (along with other required supporting documentation);
- 8.5** The Department reserves the right to cancel the Terms of Reference.
- 8.6** The Department reserves the right no to appoint the highest scoring bidder.
- 8.7** Proof of manufacturer's authorization to provide the proposed hardware e.g., Accreditation Certificate.
- 8.8** The service provider must upon delivery of the requested service hand over the source code of the Enterprise Content Management solution as well as the source code of the other modules included in the specification.
- 8.9** Bidders must submit a certificate/proof of accreditation (letter/ certificate as proof of OEM accreditation). Bidders who do not have proof of the above will be non-compliant and disqualified.
- 8.10** The service provider shall follow the best practices (Project Management (PMBOK, Prince 2) or SDLC approach) when delivering the solution.
- 8.11** The service provider must develop and deliver a secure and scalable system that conforms to the following security measures:

- 8.11.1 Allow security classifications to be assigned to records.
- 8.11.2 Allow access-permission security categorisation to be assigned
- 8.11.3 Be able to determine the highest security category of any record in any aggregation using one simple enquiry.

9 COLLECTION OF BID DOCUMENTS

Bid document will be available on the Departmental Website (www.ecdhs.gov.za) as from the **07 June 2024**

10 DOCUMENTS TO BE SUBMITTED

- 12.1 The following documents **MUST** be submitted with the proposal and failure to submit them will lead to elimination:
- 12.2 Signed Joint venture / Consortium agreement (where applicable)

11 RETURNABLE SCHEDULES

The Service Provider must ensure that the following documents are completed and returned with the bid proposal:

- 13.1 SBD 1: INVITATION TO TENDER.
- 13.2 SBD 2: TAX CLEARANCE CERTIFICATE.
- 13.3 SBD 4: DECLARATION OF INTEREST.
- 13.4 SBD 6.1: PREFERENCE POINTS CLAIM FORM.

14 SUBMISSION OF BID PROPOSAL

- 14.1 Bid proposals must be deposited in a Bid Box (that is accessible 24 hours) situated at the Ground Floor, Department of Human Settlements, Steve Tshwete Building, 31–33 Phillip Frame Road, Waverley Park, Chiselhurst, East London.
- 14.2 Faxed or emailed bid proposals will not be accepted.

15 VALIDITY PERIOD

This bid will be valid for one hundred and twenty (120) days after the closing date.

16 CONTRACT DURATION

The duration of this project is expected to be for a maximum period of Three (3) years.

17 CLOSING DATE

All bid proposals in response to this bid should reach the Department no later than the **01 July 2024 at 11H00**. Bids received after 11H00 will not be accepted or considered.

18 COMPULSORY BRIEFING

The compulsory briefing session will be held on the **14 June 2024 at 11:00** at the Ground Floor boardroom, Department of Human Settlements, Steve Tshwete Building, 31–33 Phillip Frame Road, Waverley Park, Chislehurst, East London.

19 CONTACT DETAILS ON TERMS OF REFERENCE

Ms. Neliswa Gwele: Applications and Systems Development (GICTM), Department of Human Settlements, Head Office, **EAST LONDON**

Tel: (043) 711 9822

Email: neliswag@ecdhs.gov.za

All Supply Chain Management related enquiries regarding this bid may be directed to: Mr. Loyiso Dukashe Demand Management; Department of Human Settlements, **EAST LONDON**

Cell: 082 838 3208

Tel: (043) 711 9643

E-mail: LoyisoD@ecdhs.gov.za

19. FINANCIAL PROPOSAL FINAL SUMMARY

FINAL SUMMARY & FORM OF OFFER

SCMU11-24/25-114: APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT OF HUMAN SETTLEMENTS ENTERPRISE CONTENT MANAGEMENT SOLUTION FOR A PERIOD OF 3 YEARS

NO.	ITEM	QTY	AMOUNT	TOTAL
A.	Phase 1 2024/25	1	R	
B	Phase 2 2025/26 – 2026/27	1	R	

TOTAL = CARRIED FROM FINANCIAL PROPOSAL

TOTAL ABOVE IN WORDS

SIGNED BY/ON BEHALF OF THE BIDDER

NAME

SIGNATURE

DATE

COMPANY STAMP

SCMU11-24/25-114: APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT OF HUMAN SETTLEMENTS ENTERPRISE CONTENT MANAGEMENT SOLUTION FOR A PERIOD OF 3 YEARS.

RECOMMENDED / ~~NOT RECOMMENDED~~



N. GWELE
END USER: ICT

03/06/2024.

DATE

RECOMMENDED / ~~NOT RECOMMENDED~~

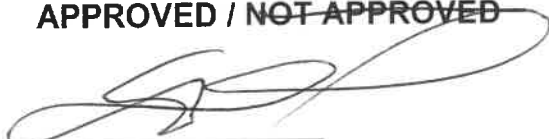


CHAIRPERSON
BID SPECIFICATION COMMITTEE

03/06/2024

DATE

APPROVED / ~~NOT APPROVED~~



MR. E.Q VENN
ACTING HEAD OF DEPARTMENT

04/06/24

DATE

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SCMU11-24/25-114	CLOSING DATE:	01 JULY 2024	CLOSING TIME:	11: 00
DESCRIPTION	SCMU11-24/25-114: APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT OF HUMAN SETTLEMENTS ENTERPRISE CONTENT MANAGEMENT SOLUTIONS FOR A PERIOD OF 3 YERAS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
DEPARTMENT OF HMAN SETTLEMENTS					
31-33 PHILLIP FRAME ROAD, STEVE TSHWETE BUILDING, GROUND FLOOR					
WAVERLY PARK					
EAST LONDON					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON		CONTACT PERSON	MS NELISWA GWELE		
TELEPHONE NUMBER		TELEPHONE NUMBER	043 711 9822		
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS		E-MAIL ADDRESS	neliswag@ecdhs.gov.za		
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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]
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 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)

DATE:

.....

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

- 1 In order to meet this requirement bidders are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 2 SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
- 3 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
- 4 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
- 5 Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
- 6 Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.



TAX CLEARANCE

TCC 001

Application for a Tax Clearance Certificate**Purpose**

Select the applicable option

Tenders ☐ Good standing ☐

If "Good standing", please state the purpose of this application

Particulars of applicantName/Legal name
(Initials & Surname
or registered name)Trading name
(if applicable)

ID/Passport no

Company/Close Corp.
registered no

Income Tax ref no

PAYE ref no

VAT registration no

SDL ref no

Customs code

UIF ref no

Telephone no

Fax
no

E-mail address

Physical address

Postal address

Particulars of representative (Public Officer/Trustee/Partner)

Surname

First names

ID/Passport no

Income Tax ref no

Telephone no

Fax
no

E-mail address

Physical address

Particulars of tender (If applicable)

Tender number

Estimated Tender amount R

Expected duration of the tender year(s)

Particulars of the 3 largest contracts previously awarded

Date started	Date finalised	Principal	Contact person	Telephone number	Amount
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Audit

Are you currently aware of any Audit Investigation against you/the company? ☐ YES ☐ NO

If "YES" provide details

Appointment of representative/agent (Power of Attorney)

I the undersigned confirm that I require a Tax Clearance Certificate in respect of ☐ Tenders or ☐ Goodstanding.

I hereby authorise and instruct to apply to and receive from SARS the applicable Tax Clearance Certificate on my/our behalf.

Signature of representative/agent

Name of representative/agent

Date

Declaration

I declare that the information furnished in this application as well as any supporting documents is true and correct in every respect.

Signature of applicant/Public Officer

Name of applicant/Public Officer

Date

Notes:

1. It is a serious offence to make a false declaration.
2. Section 75 of the Income Tax Act, 1962, states: Any person who
 - (a) falls or neglects to furnish, file or submit any return or document as and when required by or under this Act; or
 - (b) without just cause shown by him, refuses or neglects to-
 - (i) furnish, produce or make available any information, documents or things;
 - (ii) reply to or answer truly and fully, any questions put to him ...As and when required in terms of this Act ... shall be guilty of an offence ...
3. SARS will, under no circumstances, issue a Tax Clearance Certificate unless this form is completed in full.
4. Your Tax Clearance Certificate will only be issued on presentation of your South African Identity Document or Passport (Foreigners only) as applicable.

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 institution	State

- 2.2 Do you, or any person connected with the bidder, have a relationship

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.

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, 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.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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.

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.

- 3.6 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

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

1.2 To be completed by the organ of state

- 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:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = 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:

$$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = 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 (80/20 system) (To be completed by the tenderer)

--	--	--

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:	
	
	
	