

**PROVINCE OF KWAZULU-NATAL**

**PROVISION OF INFORMATION TECHNOLOGY  
BUSINESS SOLUTIONS PROGRAM AND  
APPLICATIONS SERVICE MANAGEMENT  
SERVICES**

**BID NUMBER: ZNP 0025/14 T**

**COMPULSORY BRIEFING SESSION:**

**DATE: 14 OCTOBER 2014**

**VENUE: DEPARTMENT OF TRANSPORT, 172  
BURGER STREET,  
PIETERMARITZBURG, 1<sup>ST</sup> FLOOR  
BOARDROOM EXECUTIVE BLOCK**

**TIME: 09:00 AM**

**NO LATE COMERS WILL BE ADMITTED**

**THE CLOSING DATE AND TIME FOR  
SUBMISSION OF OFFERS IS 25 NOVEMBER 2014  
AT 11:00 DEPARTMENT OF TRANSPORT 172  
BURGER STREET PIETERMARITZBURG**

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PROVINCE OF KWAZULU - NATAL - ISIFUNDAZWE SAKWAZULU -  
NATALI

***DEPARTMENT OF TRANSPORT***

**TERMS OF REFERENCE  
PROVISION OF INFORMATION TECHNOLOGY BUSINESS SOLUTIONS  
PROGRAM AND APPLICATIONS SERVICE MANAGEMENT SERVICES**

## **Department of Transport KZN - Tender for Information Technology Business Solutions Program and Applications Service Management Services**

### **1 Purpose:**

The Kwazulu-Natal Department of Transport invites Suppliers to respond to the tender for the provision of:

Departmental Information Technology Business Solution Program and Applications Service Management Services.

**The Service will be required for a period of 5 years.**

It is expected that the contract requirements would fluctuate within the context of the Business Solutions Environment and that continual change would occur over the contract period.

Likely impacts:

- Increased maturity levels over the contract period;
- Increased Governance over the Contract period;
- The filling of the Departmental in house organogram where certain key functions would be brought in house.
- New requirements being identified
- Impacts of the Government Wide Enterprise Architecture Project

### **2 Background**

The Department of Transport has 66 Sites spread throughout KwaZulu-Natal. There are 5 Regions (Head Office located in Pietermaritzburg, Pietermaritzburg; Durban; Empangeni and Ladysmith). There are 12 Cost Centres and 49 smaller sites. There are a total of 1629 users and 78 Servers. Systems Architecture is currently centralised with systems being hosted either at the Department Head Office in Pietermaritzburg or at SITA. Database Administration service and Project Management services are provided by SITA.

The Department has a diverse business including areas such as:

- Transport Infrastructure and Regional Services – (Construction, Maintenance, Engineering, Technology Training, Mechanical Services)
- Transportation Services – (Road Safety, Motor Vehicle Licencing, Road Traffic Inspectorate, Freight Transportation services, and Public Transport (including the Taxi and Bus Industry)
- Corporate Services – (Financial Services, Communications, Legal Advisory Service, Human Resources, Security Services, Information Technology Services)
- Strategic Management (Policy Development and Planning, Monitoring and Evaluation, Empowerment Programs, Expanded Public Works Program)
- Ministerial Services (Support to the MEC)

Within this context the KwaZulu-Natal Department of Transport is implementing a comprehensive and integrated IT model, based on extensive Departmental planning that will drive on-going business benefit. As part of this IT model, Business Solutions Services are required for systems that are both operational in the Department as well those in the planning phase.

This Business Solutions Services IT model comprises three major components Develop Architectures, Implement Architectures and Deploy Architectures. Whilst the focus of this RFP is on **Program Management Office** and **Service Management** (found within the Implement and Deploy Architecture components of the model), the entire model is briefly discussed below for contextual purposes

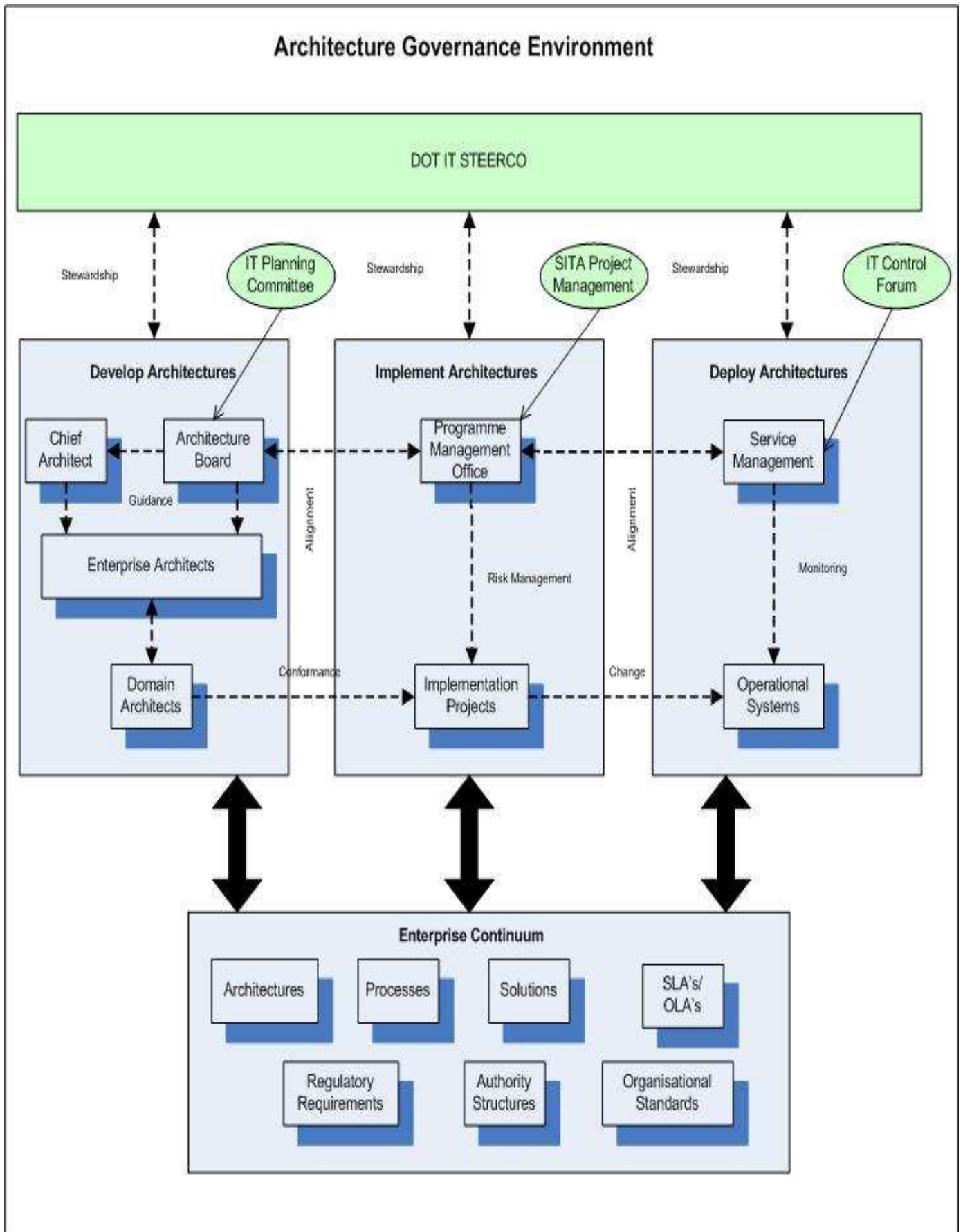
Table 1 provides details on the components, and figure 1 graphically illustrates the model.

**Table 1: Description of Proposed KZN DOT Enterprise Architecture Governance Model**

	<b>Develop Architectures</b>	<b>Implement Architectures</b>	<b>Deploy Architectures</b>
<b>Description of component</b>	Architecture support Developing the baseline Enterprise Architecture and then maintaining the architecture.	Program Management Office, implementing specific components of the defined Architecture.	Service Management

It must be noted that none of these components exist in isolation, and that there are logical links and relationships between each of the components.

Figure 1



### 3 Scope of work

It is the intention of the DOT to implement an ITIL based Business Solutions Service, based on the provision of a **Service Management Service** and a **Program Management Office Service**.

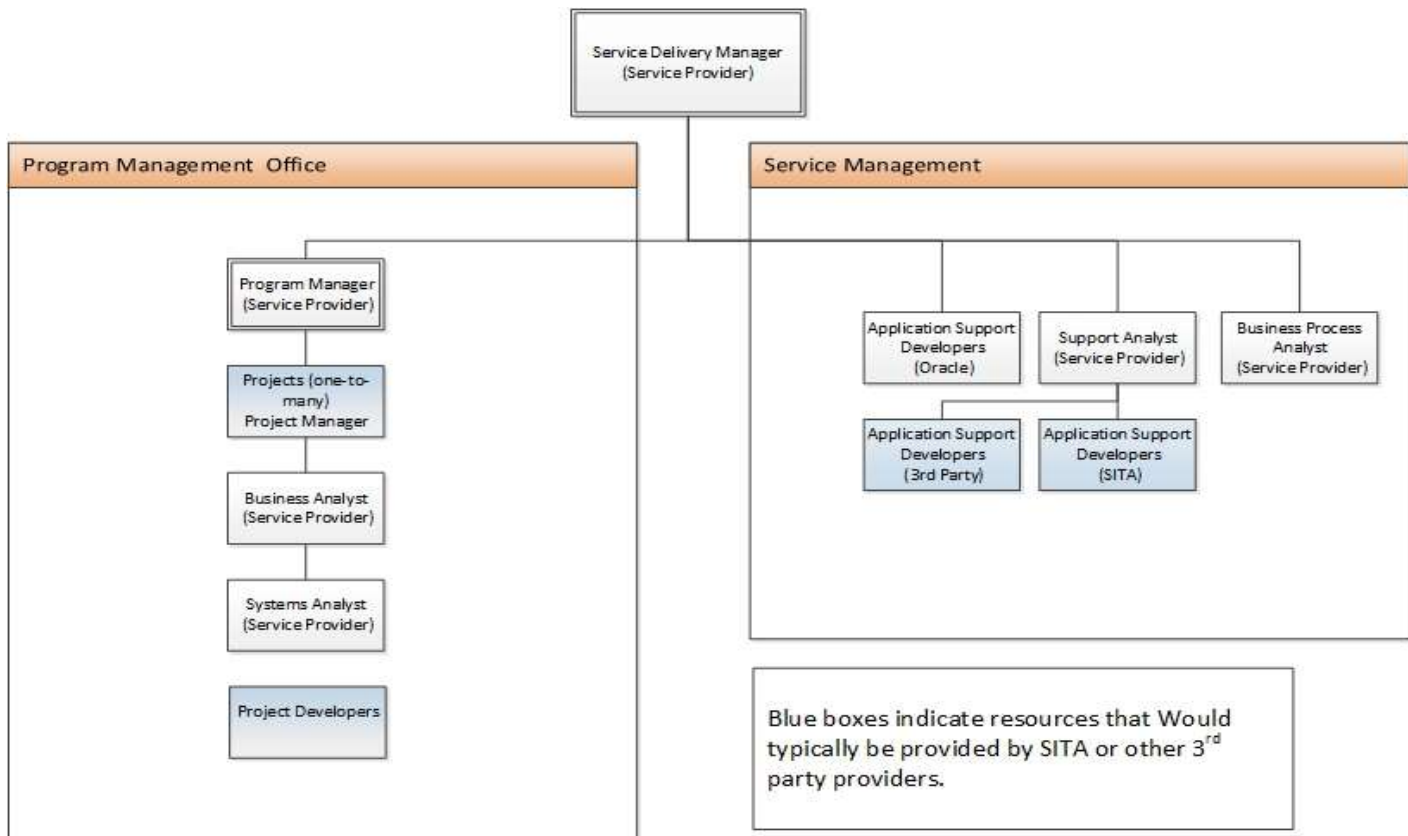
The **Service Management Service** component will include Service Operation and Continual Service Improvement components and the **Program Management Office Service** will include the Service Design and Service Transition components, with the Service Strategy component residing in both.

Implement Architectures	Deploy Architectures
<b>Program Management Office Service</b>	<b>Service Management Service</b>
<ol style="list-style-type: none"> <li>1. Service Design;</li> <li>2. Service Transition; and</li> <li>3. Service Strategy.</li> </ol>	<ol style="list-style-type: none"> <li>1. Service Operation;</li> <li>2. Continual Service Operation; and</li> <li>3. Service Strategy.</li> </ol>

In terms of the **Program Management Office Service** each project that is managed within the overall portfolio will have its own Project Managers. These are in most cases sourced from SITA, but could be from other 3<sup>rd</sup> parties, or if required, from the Service Provider.

The following is a suggested structure for the team, respondents may suggest alternate structures, but team roles must be mapped to the resource descriptions as outlined in Section 5 below.

**Figure 2**



### 3.1 Service Delivery Manager

The Service Delivery Manager will be a full time resource and will take overall accountability for service delivery to DOT across the **Program Management Office** and **Service Management Service**. This person will also provide input into the DOT strategic planning activities and represent the DOT on various forums such as the IT Steering Committee, User Groups etc.

The Service Delivery Manager will have the responsibility to ensure that the key transformational objectives are defined and then achieved through the initial take-on projects, as defined in Sections 3.2 and 3.3 below. .

The Service Delivery Manager is responsible for ensuring the most appropriate and economical use of the Service Provider resources, as well as proposing for additional resources as may be required from time to time.

### 3.2 Service Management Service

#### **Introduction**

The quality of the service experienced by the business and the individual end users' is dependent on the various service providers working together to provide a seamless, integrated service. This will only be achieved if the correct governance and management processes are put in place to ensure overall, consistent management of the services, with a focus on continuous service improvement through identifying and correcting root causes of service failures and innovating better ways of providing service.

#### **Approach**

There are currently no formal service management processes in the DOT, the successful Service Provider will be required to develop and implement the service management processes for the DOT during an initial 12 month take-on phase. The Service Provider will also be required to draft and agree the required Service Level Agreements (SLAs) between itself and the DOT.

Once the tender has been awarded the successful Service Provider will be required to complete the take-on project within the first 12 months. At a high level the required steps are:

1. Conducting systems analysis of all current systems and document the functionality, usage and status of these systems. (See Section 6 below)
2. Design and implement standard ITIL Service Operation processes to provide a consistently high level of service to the business and end users. The Service Provider will then utilise these processes to operate the Service Management Service for the all the identified systems.
  - Event Management
  - Incident Management
  - Problem Management
  - Request Fulfilment Management
  - Access Management
  - Application Lifecycle Management
  - Service Operation Outcomes



3. Draft and agree Service Level Agreements to cover all applicable systems as per point 1 above.
4. Setup and run User Groups for the various application areas. The Service Provider will need to propose the standards and structures for these User Groups.
5. Work with the **Program Management Office** to align standards and process.
6. Provide an oversight service for the Department in respect of 3rd Party Systems, 3rd Party SLA's and Value for money analysis.

During this same period the Service Provider will be required to provide on-going support for the existing applications, although it is understood that this might not be at an optimal level.

The **Service Management Service** will provide continuous feedback into the GWEA (Government Wide Enterprise Architecture) project in order to ensure continual alignment and input into the overall architecture objectives and standards.

The DOT will be implementing a Central Call Desk function that will be the first point of contact for users. The intention is for this to be operational within the first year of the contract. The successful Service Provider will be required work with the Central Call Desk project resources to ensure that all relevant processes and SLAs are aligned.

Should the Central Call Desk project not be completed in time, the Service Provider will be required to provide a work around to interact with the user community.

### **Support Hours:**

7.30 to 16.00 Weekdays, Monday to Friday excluding public holidays.

### **Structure and resources required**

Refer to Figure 2 above.

Detailed job descriptions are provided in section 5 below, the following is a high level view of the resource requirements.

The DOT seeks to maintain consistency and continuity and build DOT business expertise in resources. It is therefore a critical requirement that a consistent pool of resources is used to deliver this service to the Department.

The **Service Management Service** will be managed directly by the Service Delivery Manager who will have overall responsibility for the delivery of the services to the agreed SLAs.

The support team will then consist of the following resources:

**Support Analyst at a minimum of 40 hours per month** - will deal with support issues from the users and then liaise with the relevant Application Support Developers to design and implement a solution. Depending on the system, the Application Support Developers will be provided either by Service Provider resources, typically for the Oracle systems, or by a 3<sup>rd</sup> party provider for some of the other systems.

**Oracle Application Support Developer at a minimum of 40 hours per month** - will develop and implement fixes and enhancements to the systems as per the requirements specified by the Support Analyst and inline with all agreed standards and procedures. This resource will primarily be required to work in the Oracle environment, although skills in the other application areas as specified in section 5 below, will be considered an advantage.

**Business Process Analyst at a minimum of 40 hours per month** – Provide support and input into the following projects:

- DoT's project for Electronic Content Management (ECM) Solution. This project is being run by SITA and will be utilising the Alfresco System running on the Shared Services Centre.
- The Department's Business Process Management System (BPM) – Appian. This will initially be utilised for the Road Control project.
- The Analyst will be expected to design, configure and roll-out business processes on the DOTs chosen BPM system.
- Future projects in this area will could utilise either Appian or Alfresco depending on individual project requirements.

### 3.3 Program Management Office Service

#### **Introduction**

The DOT has a number of projects (See Section 6 below) both current and future that have to be managed and resourced. These are currently either stalled or being managed in an ad hoc fashion.

#### **Approach**

There is currently no central **Program Management Office** to manage the portfolio of projects. In many instances these projects do not have assigned Business Analysts resources to work with the user community to ensure alignment with expectations and business requirement.

Once the tender has been awarded the successful Service Provider will be required to:

1. Establish the **Program Management Office Service** including all standards and policies, which are to be aligned to the COBIT framework as developed by SITA.
2. All current and future projects must be managed according to PRINCE2 or PMBOK project methodology as implemented by SITA.
3. Construct the DOT project portfolio by reviewing all current projects and bringing them into the **Program Management Office**.
4. Work with the SITA Project Managers on the various projects.
5. Where required, assign Business Analyst resources to projects to support the business.
6. For all new projects and major enhancements to existing systems the following processes will be required:
  - Development of business case and User Requirement Specification (URS).
  - Ensure that developed system delivers on business case and URS
  - Development of technical specification, integration specifications and system standards. During this stage there will be consultation with the GWEA (Government Wide Enterprise Architecture) team to ensure alignment with the overall Enterprise Architecture Framework.

- Approval on the solution and technologies will then be required from the EA Governance structures.
- Manage the implementation of the projects using Project Manager resources as discussed above.
- Ensuring that the implementation of systems security and quality control including testing of systems is in line with agreed standards and policies as developed in the first phase.
- Managing hand-over of the projects to the **Service Management Service**.

### **Structure and resources required**

Refer to Figure 2 above.

Detailed job descriptions are provided in section 5 below, the following is a high level view of the resource requirements.

The DOT seeks to maintain consistency and continuity and build DOT business expertise in resources. It is therefore a critical requirement that a consistent pool of resources is used to deliver this service to the Department.

The **Program Management Office** will consist of a **Program Manager** at 80 hours per month, who will report to the Service Delivery Manager and will have overall responsibility for the delivery of the projects within the DOT project portfolio.

**Each of the projects** within the **Program Management Office** will consist of the following:

**Project Manager** – This resource will be typically be provided by SITA.

**Business Analyst at a minimum of 80 hours per month** – This will be a Service Provider resource that will work with the users in the DOT to align user and business requirements with systems specifications.

**Systems Analyst at a minimum of 80 hours per month** – This resource acts as the link between the needs of the organisation and the developers, the System Analysts role is to investigate and advise on which technologies to use for a specific solution, while ensuring alignment with the relevant standards and the overall Enterprise Architecture as defined within the GWEA project. Approval on the solution and technologies will then be required from the EA Governance structures.

## **4 Onsite infrastructure and resource requirements**

The successful service provider is likely have at least one full time resource and possibly other part-time resources on site at the DOT at any point in time.

The DOT will provide the following:

- One dedicated workstation consisting of a desk, chair, phones and LAN connectivity. This will be provided in an open plan environment.
- There will a further two hot desks provided for non-permanent resources.

- Access to the LAN network will be provided to all resources.
- Resources will be given user profiles on the local systems with access to file & print and Internet.

The Service Provider will supply the following:

- Desktop or notebook as required. All devices that will connect to the DOT network will have to conform to the DOT requirements and standards.
- Cell phones
- All relevant policies, procedures and processes required to operate this environment to international best practice standards
- There are currently no project management systems or development environments, the Service Provider will need to provide a cost to implement these systems as part of the take-on project. The Department will provide the server hardware and operating system licenses.

## 5 Job Descriptions

The job descriptions, as provided below, have been included to ensure a consistent response from Service Providers. Please ensure that your internal resources are mapped to these descriptions. Relevant tertiary qualifications of at least a level NQF 6 or 7 would be an advantage.

### 5.1 Service Delivery Manager

**Job type:** Full Time

**Years experience:** Senior 8+

**Reports to:** DOT

#### **Job Overview:**

Takes overall accountability for service delivery to DOT across the **Program Management Office** and **Service Management** areas. This person will also provide input into the DOT strategic planning activities and represent the DOT on various forums including the DOT IT Steering Committee.

This person has overall responsibility for the delivery of the Service Operations and Continual Improvement Services and is directly responsible for achieving all SLAs as agreed with DOT.

#### **Roles and Responsibilities:**

- Performs the following in conjunction with DOT resources.
  - Provide input into strategic planning
  - Assists in annual budgeting process.
  - Assists with risk and issue management.
- Manages customer and service provider relationships.
- Ensures that the **Program Management Office** and **Service Management** areas are aligned to the strategy and roadmap.
- Has the Program Manager, Support Analyst and Oracle Application Support Developer as direct reports.
- Assist with service level agreements (SLA'S) related to contracted services with other 3<sup>rd</sup> parties.
- Assist with ensuring that SLA's are measured and achieved and client expectations are met (or exceeded).
- Identify and lead service improvement and cost reduction/efficiency initiatives.
- Assist with the monitoring and management of expenditure within agreed work plan budgets.
- Build service relationships with internal customers and internal/external service providers.
- Ensure that systems, processes and methodologies as specified in the first phase are followed to ensure effective monitoring, control and support of service delivery, with particular regard to regulatory compliance.

- To provide reports to an agreed schedule (or on request), including management summary and detailed performance reports.
- To facilitate supplier and customer service review meetings.
- To escalate service issues internally and with external providers to ensure customer satisfaction is maintained.
- To coordinate external technical resources for infrastructure and support related change and project activity.
- To support IT projects and initiatives to meet the agreed business goals in compliance with relevant methodologies and quality standards, including:
  - Coordinate the provision of external resources from existing partners.
  - Assess the impact of the project on external contracts and make the appropriate changes to contracts and SLAs.
  - Advise on changes to the service delivery model, contracts or SLAs.
  - Manage the internal communication with the business including service performance, FAQs, process information and necessary forms.
  - Manage high priority incidents, conduct lessons learned and implement remediation plans.
  - Deliver a high level of Customer Service through a positive customer focused attitude
  - Assist with tender adjudication and preparation of tender documents

## 5.2 Program Office Manager

**Job type:** Part time

**Years experience:** Senior 5+

**Reports to:** Service Delivery Manager

### **Job Overview:**

This person will run the **Program Management Office** and have overall responsibility for the delivery of Service Design and Service Transition areas.

### **Roles and Responsibilities:**

- Will ensure that all projects are completed on-time and within budget.
- Member of the IT Steering Committee
- Will have to manage potential conflicts between projects.
- Will act a central coordination for all the various Project Managers across the project portfolio.
- Ensure that the proper standards and methodologies are applied consistently across all projects.
- Manages the Project Managers assigned to the various projects.

### 5.3 Project Manager

**Job type:** Part time

**Years experience:** 3+

**Reports to:** Program Manager

**Job Overview:**

Responsible for managing individual projects. These could be provided by SITA or the Service Provider, depending on the project.

**Roles and Responsibilities:**

- Manage individual projects in line with agree Project Management methodology i.e. PRINCE2 or PMBOK.
- Ensures that timelines and budgets are met.
- Manage project risks.
- Escalates issues to the Program Office Manager.

### 5.4 Business Analyst

**Job type:** Part time

**Years experience:** 3+

**Reports to:** Project Manager

**Job Overview:**

The focus is on managing the efficiency and effectiveness of business processes throughout the organisation, by modelling, automating, managing and optimising any business process.

**Roles and Responsibilities:**

- By addressing end-to-end business processes, the Business Analyst cuts across organisations, applications, and users. Though this activity may provide benefit, the real improvements come from a collaborative effort to rethink and simplify the entire process rather than making subtle changes to specific tasks within it.
- The resource will be engaged in:
  - Discovering and understanding the AS IS business processes in the target environment that will be impacted by the system;
  - Implementation of new and improvements to existing systems;
  - In defining the impact that the target system will have; and
  - in documenting the proposed TO BE business processes that will be required in the post implementation scenario.
- Determines operational objectives by:
  - studying business functions;
  - gathering information; and
  - evaluating output requirements and formats.

- Designs new computer systems by:
  - analysing requirements;
  - constructing workflow charts and diagrams;
  - studying system capabilities; and
  - writing specifications.
- Improves systems by:
  - studying current practices; and
  - designing modifications.
- Recommends controls by:
  - identifying problems; and
  - writing improved procedures.
  - Maintains system protocols by writing and updating procedures.
  - Provides references for users by:
    - writing and maintaining user documentation;
    - providing help desk support; and
    - training users.
- Prepares technical reports by:
  - Collecting;
  - Analysing; and
  - summarising information and trends.

## 5.5 Systems Analyst

**Job type:** Part time

**Years experience:** 3+

**Reports to:** Project Manager

### **Job Overview:**

As the link between the needs of the organisation and the developers, the System Analysts role is to decide which technologies to use for a specific solution.

### **Roles and Responsibilities:**

- Design technical systems that meets the needs of the specific project, while ensuring alignment with the relevant standards and overall Enterprise Architecture.
- Designing and carrying out system testing to ensure systems meet specified design requirements.



- They will be required to work very closely with the rest of the project team including Business Analysts, Developers etc. to ensure that the implementations are in line with overall policy and governance standards.
- The System Analysts will act as the bridge between the GWEA (Government Wide Enterprise Architecture) Enterprise Architects and the Business Analysts.

## 5.6 Support Analyst

**Job type:** Part time

**Years experience:** 3+

**Reports to:** Service Delivery Manager

### **Job Overview:**

Has the same basic requirements as the Business Analyst, but deals primarily with support issues from existing system and users and, when required, liaises with the relevant Application Support Developers to design and implement a solution. The resource must have a good understanding of the business as well as the existing application solutions.

## 5.7 Oracle Application Support Developer

**Job type:** Part time

**Years experience:** 3+

**Reports to:** Service Delivery Manager

### **Job Overview:**

The Department has developed a number of in-house Oracle systems that require support.

### **Roles and Responsibilities:**

- Work with the Support Analyst to develop code changes for updates, bug fixes, data clean-ups etc.
- Test all changes prior to implementing in the live system.
- Test all changes after implementation with the users, through a rigorous test plan.
- Keep all systems documentation up-to-date.
- Ensure all standards and policies are adhered to.

## 5.8 Senior Business Process Analyst

**Job type:** Initially part time to maintain the Road Control System BPM implementation. As BPM projects conclude this may move to a full time job.

**Years experience:** 3-5

**Reports to:** Service Delivery Manager

### **Job Overview:**

The Department of Transport has been liaising with SITA in respect of a Shared Services Centre for the Electronic Content Management (ECM) Solution. SITA will be utilising the Alfresco System and the Department of Transport has accepted the SITA ECM Shared Services Proposal.

In 2011, the Department purchased a Business Process Management System (BPM) – Appian. This will initially be utilised for the Road Control project.

Future BPM/ECM projects could utilise either Appian or Alfresco depending on requirements, the Department currently does not have an in-house specialist or suitable resources to support the ECM/BPM Project. In this regard, the services of a Business Process Analyst with ECM specialisation is required. Skills and experience in Appian and Alfresco will be an advantage.

**Roles and Responsibilities:**

- Maintain existing workflows and BPM processes.
- Design and implementation of new processes.
- Provide and facilitate Change Management with regards to ECM/BPM for the entire Department in accordance with the SITA Strategy.
- Facilitation of skills transfer.

Work with SITA who will provide the lead on this project.

## 6 Current Application list

Please note that this is an indicative list only and does not in any way restrict project scope.

### DEPARTMENTAL IT SYSTEMS

Systems	Purpose	Sections using	Platform	Support Contract in place	Tender requirement
<b>EXISTING</b>					
Licence Pro - MLB DLTC's	Learner licence testing system	RTI AND DLTC	SQL	yes	Obtain overview of system
Telephone Management System		Corporate Services		no	none
Cognos	Business Intelligence reporting on BAS and PERSAL	Finance		yes	none
GIS		Enterprise	ORACLE/ESRI	yes	obtain overview of system. There will be numerous integration requirements.
A6 Spreadsheet	Budgets in regions	Enterprise	EXCEL	no	
Impromptu	Reporting tool for PERSAL	Enterprise		yes	possibly assistance with reports
CIDB	Contractors database	Enterprise		no	none
BAS	Govt Financial System	Enterprise		no	possibly assistance with reports
Hardcat - Financial Asset Management	Provincial Financial Assets	Enterprise	SQL	no	data clean up and possible migration to an upgraded system
Stores System IBM	Stores in regions	Enterprise		no	none
Treasury Suppliers Database	List approved suppliers to Province	Enterprise		no	none
AUTONET Petrol	petrol cards	Finance		no	none
FIRST AUTO	petrol cards	Finance		no	none
Trafman Weighbridge	Overloading control	Freight section of Public Transport and RTI		yes	new system implementation
Equate	Organogram software	Human Resources		no	possible review upgrade of system
PERSAL and HR systems	Human Resources and Salaries	Human Resources		no	none
Transreg	Document tracking of HR files	Human Resources	ORACLE	no	1 support call per annum
Plant and Job Costing PJCS. Works but dependent on support from SITA.	Plant costing	Implementation	ORACLE	no	review - possible rewrite or enhancements
PLANDEX	Index of all maps and survey data	Implementation		no	move to ECM
Bill Cost Estimate	Engineering costing system	Implementation		no	none
Plant Hire	Plant hire	Implementation	ORACLE	no	support
Civil Engineering Software - Microstation, InRoads	CAD system	Implementation		yes	none
Civil Engineering Software - Civil Designer	CAD system	Implementation		yes	none
Civil Engineering Software - Model Maker	CAD system	Implementation		yes	none
Design Systems	CAD system	Implementation		yes	none

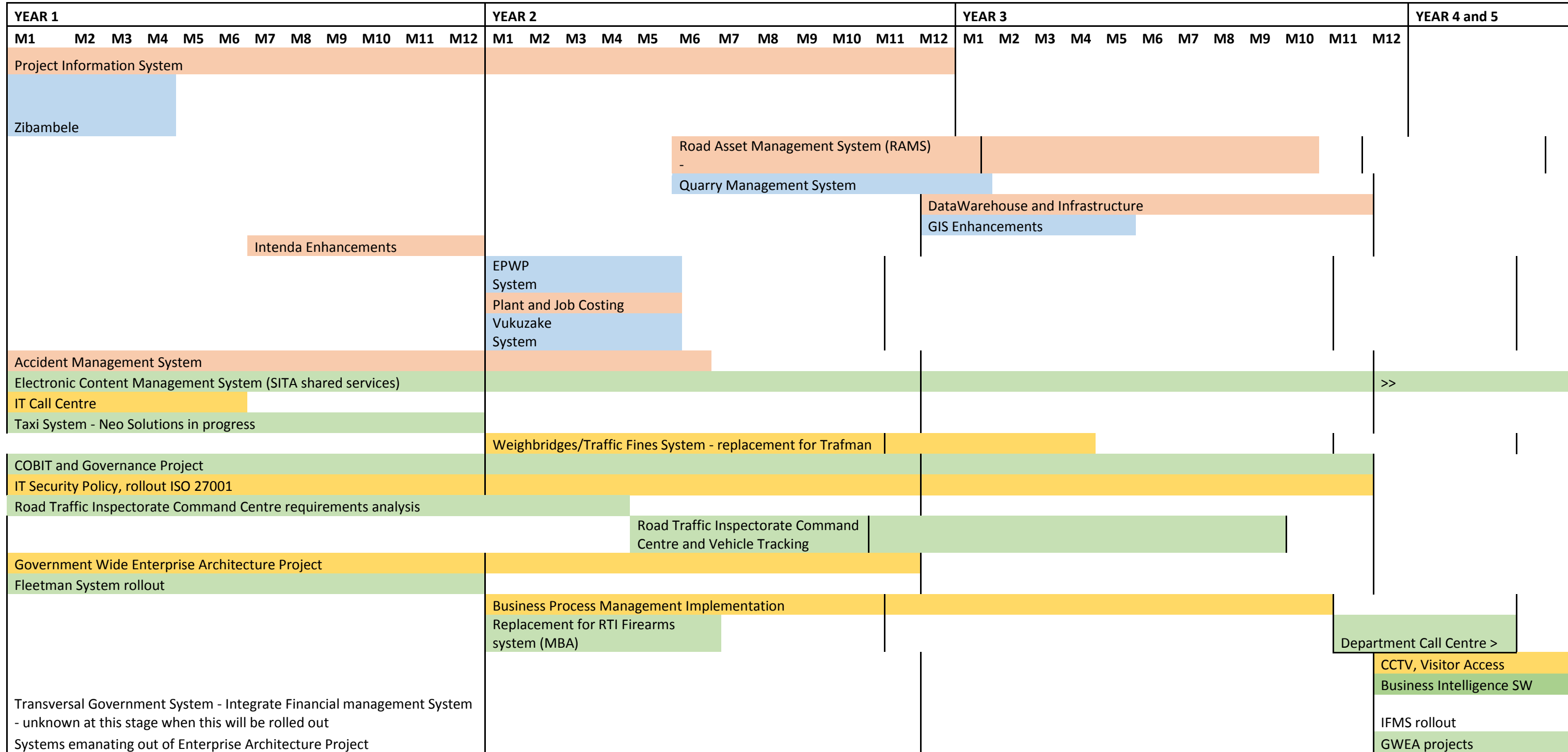
IT Call Centre		IT		yes	possible scripting
ILIS 3	Library index	Library		no	none
SABINET	Library index	Library		no	none
Choice Numbers	licence plate numbers availability	MTS	ORACLE	no	1 support call per annum
E-NATIS	Drivers licencing system	MTS, RTI, PTEU		yes	Pilot projects for Accidents
MLB Help Desk Remedy		MTS		no	none
TAXI systems need to be looked at. LTPS and National Systems	Taxi permits and routes	Public Transport		yes	get to know systems and provide advice
Abnormal Loads Register AVR		Public Transport		no	possibly rewrite
Contox - Public Transport Abnormal Loads Permits		Public Transport		no	possibly rewrite
Real Estate database		Real Estate	ORACLE	no	1 support call per annum
Bridge Management	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Pavement Mgmt	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Quarry	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Gravel	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Road Signs – Design	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Traffic Counts System	part of RNMS	Road Network Management - Implementation	ORACLE	no	integration to GIS
Impimpa Call Centre	public call centre to report bad driving	Road Safety	SQL	no	review and see if operation can be improved
Trafman Contraventions	RTI traffic contraventions	RTI	PROGRESS	yes	new system implementation
Automated licence testing	Vehicles for testing and drivers licences	RTI	SQL	yes	get to know systems and provide advice
Speed over Distance	camera and traffic violations	RTI		yes	get to know systems and provide advice
Radio Communications	RTI	RTI		no	get to know systems and provide advice
CCTV System Head Office		Security		yes	none
Access Control System		Security		yes	advice
Vukuzake	Emerging contractors database	Strategy Planning and	ORACLE	no	Problem system
Zibambele	Poverty relief system	Strategy Planning and		no	To go out to tender
DPW MIS - Strat Planning	Capture progress on all Expanded Public Works projects	Strategy and Planning monitors. Operations captures		no	none
T2 Training database	track classes	T2 training centre	ORACLE	yes	
MLB/Taxi Doc/RTI Imaging	Imaging of records	Taxi		yes	assistance in implementation

Deeds Office	Reference for survey	Implementation		no	
TTC Management system	Traffic Training Officers courses	Traffic College	Training	yes	new system needed
MBA	Manages firearms	Traffic College	Training	yes	new system needed
<b>REDUNDANT SYSTEMS</b>					
HR Exits		Human Resources			review and see if it can be reused
DTIMS		T2			none
CMS - contracts		?			none
MTS IT		MTS			none
<b>NEW PROJECTS</b>					
Project Information Management System - PIMS		Enterprise			
Project Management		Enterprise			
Budgets		Enterprise			
Road Control/Signs/Fencing		Implementation, Real Estate			
MOMS COSMOS System replacement		Implementation			
EPWP (Extended Public Works Programme)		Strategy and Planning			
Zibambele replacement		Strategy and Planning			
GIS consolidation		Enterprise			
Trafman Weighbridge new system		Freight section of Public Transport			
Intenda Contracts system		Supply Chain Management			
Plant and Job Costing. Replacement or enhancement		Implementation			
Plant Hire System. Quite critical - separate meeting with Gavin. Management of the contract.		Implementation			
Business Process Management Projects		Enterprise			
Internet - Content Management		Enterprise			
Intranet - Content Management		Enterprise			
Vehicle Tracking		RTI			
Vukuzake replacement		Strategy and Planning			
Work team performance reward management		Monitoring and Evaluation			
Visitor Access Register		Security			
Business Call Centre		Enterprise			
IT Call Centre replacement		IT			
Accident Management -E Natis, Old Accident system, Trafman Accidents, RTMC systems - choice to be made		Enterprise			

on system used					
Electronic Content Management		Enterprise			
RAMS (Road Asset Management System)		National			
IFMS - Integrated Financial Management System		Enterprise			
RTI Command Centre		RTI and other Emergency services			
Fleet Management		Provincial but developed by Department			
Procurement and SCM		Enterprise			
Performance Budgeting System		Enterprise			

7 Roadmap and Timeline

Department of Transport - Business Solutions 5 year implementation Roadmap –  
Please not this maybe subject to change .



## 8. FUNCTIONAL EVALUATION:

### Special Instructions to Service Providers

The Functional Evaluation is broken into four sections, MANDATORY, NON MANDATORY, and PRICE/BEE

Bidders **must** substantiate their response, including full details on how their proposal/solution will address specific functional requirements. All documents as indicated must be supplied as part of the submission. Suppliers are requested to respond with a clear indication as to which questions are being responded to.

#### **MANDATORY**

Bidders shall provide full and accurate answers to the questions posed in this document, and where required explicitly state either “Comply/Not Comply” regarding compliance with the requirements on Mandatory Questions.

If a bidder does not comply fully with each of the **MANDATORY** requirements, it shall be regarded as mandatory non-performance/non-compliance and the bid SHALL be disqualified. No “unanswered” questions will be allowed. If a response to a question has been indicated as comply but not elaborated upon or substantiated it shall be regarded as mandatory non-performance/non-compliance and the bid and any optional bids shall be disqualified.

#### **NON MANDATORY**

All questions are scored. Marking will take into consideration the criteria and points mentioned in the Functional specifications provided. All Bidders who score LESS than 65% on the NON MANDATORY questions shall not be considered for further evaluation on Price and BEE.

The DoT reserves the right to conduct site visits on reference accounts for the shortlisted respondents. All reference accounts provided by the respondents must therefore be willing to accommodate this requirement

#### **OPTIONAL BIDS**

*For tender purposes the Department is providing a detailed requirement for tender and evaluation purposes. Suppliers MUST respond to the subscribed model .*

*Should the Service Provider wish to provide suggestions for improvement on the defined model, highlight aspects of the model that would possibly be very expensive to provide or from providing for a different model than what is provided they may do so but need to submit a separate CLEARLY MARKED ALTERNATIVE PROPOSAL*

*The Alternative must be accompanied by a detailed price schedule and description of the model and may be attached as an alternative within the main bid document.*

#### **SCORING OF OPTIONS**

*OPTIONS will not be scored however they will be subjectively evaluated on merit and value for money, the Department may consider these in the final price adjudication but it is not obliged to accept optional bids.*

*Suppliers failing the mandatory or functionality phases of the adjudication will not have their options considered.*

*Suppliers providing alternative bids may be invited by the Department to give a presentation on the model proposed.*



## **PRICE AND BEE**

Suppliers who have passed the Mandatory questions and have scored 65% or more on the Non Mandatory questions will be evaluated on Price and BEE credentials

### **9. MANDATORY REQUIREMENTS**

9.1 The following questions are regarded as mandatory requirements:

9.2 Failure to comply with mandatory requirements will lead to disqualification.

9.3 Mandatory Requirements:

#### **a) Policies and principles**

All services provided are to adhere strictly to MISS, MIOS, Government Security Policies, GWEA Framework and any other relevant legislative requirements on Government procurement and IT. The Service Provider is to ensure that all work undertaken is in line with the applicable legislation, policies and guidelines obtainable from the GITOC website <a href="http://www.gitoc.gov.za/">http://www.gitoc.gov.za/</a> and DPSA <a href="http://www.dpsa.gov.za/index.php">http://www.dpsa.gov.za/index.php</a>	<b>Comply</b>	<b>Not Comply</b>

#### **b) Confidentiality and governance**

The successful Service Provider will be bound to the strictest confidentiality and will be expected to conduct itself in a manner that does not compromise DOT or SITA, or bring any undue reputational damage which may be unforeseen at the time of the service being conducted. All resultant Data and Intellectual property that emanates from this contract will be the property of DOT and the bidder must confirm full compliance with this requirement.	<b>Comply</b>	<b>Not Comply</b>

### **10 NON-MANDATORY REQUIREMENTS:**

#### **a) Company Experience**

The Service Provider must provide information in respect of experience in:	<b>Possible Score</b>
1. Program Management	<b>10</b>
2. Service Management	<b>10</b>
3. Relevant experience to this tender	<b>10</b>
<b>Total Points</b>	<b>30</b>
<b>Substantiate/comment:</b> This should be substantiated by a brief description of at least one (1) project per experience area.	

**b) Approach and Methodology**

The Service Provider must explain the approach and methodology that will be used to deliver this service, including how the Service Provider has used this methodology in the past. This must address the following points:	<b>Possible Score</b>
1. The design methodology for new systems. Including User and Business Requirement Specifications.	<b>10</b>
2. The program management methodology and systems.	<b>10</b>
3. Support processes for existing systems.	<b>10</b>
4. How existing systems will be managed to ensure that maximum business benefit is realised and that the systems are responsive to business needs.	<b>10</b>
<b>Total Points</b>	<b>40</b>
<p><b>Substantiate/comment:</b>            Submit a proposed methodology, plan and strategy on how to execute the above task based on the structure and roles provided.            For the purposes of this tender you must follow the structure as presented in this document.            A direct cost comparison is required in order to adjudicate primary bids.</p> <p><b>ALTERNATE BIDS: (See Section 5 Above)</b>            Should you wish to provide an alternate structure that you may feel is more appropriate to your specific business model:            The alternative must be accompanied by a detailed price schedule and description of the model and may be attached as an alternative within the main bid document.            A response that only includes an alternate solution and not a response to the primary document will be rejected.</p>	

**c) Take-on Plan**

The Service Provider must provide a high-level plan to develop and implement the Service Management processes over the first year, as well as the strategy that will be used to ensure continuity of services.	<b>Possible Score</b>
	<b>15</b>
<b>Substantiate/comment:</b>	

**d) Quality Requirements**

The Business Solutions service is expected to improve the responsiveness and level of maturity of IT in the Department.	<b>Possible Score</b>
The Service Provider must explain <i>applicable experience</i> in assisting clients to implement systems and services based on COBIT and ITIL and how this has improved IT delivery in the clients.	<b>15</b>

**Substantiate/comment:**

Submit applicable experience in assisting clients to implement COBIT and ITIL systems and services, and how this compliance will be achieved and measured as part of the overall service.

**e) CV's**

Please provide for the roles listed below, CV's will be assessed in terms of:	<b>Possible Score</b>
<ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Skills</li> <li>• Overall years experience</li> <li>• Experience in terms of years in similar roles</li> <li>• Reference projects worked on</li> </ul>	
1. Service Delivery Manager	<b>10</b>
2. Program Manager	<b>10</b>
3. Business Analyst	<b>5</b>
4. Business Process Analyst	<b>5</b>
Total Points	<b>30</b>
<b>Substantiate/comment:</b>	
Provide CVs as listed and complete the table below per resource as per the above.	

Resource Role	<b>Service Delivery Manager</b>	<b>Program Manager</b>	<b>Business Analyst</b>	<b>Business Process Analyst</b>
Resource Name				
Qualifications				
Skills				
Overall years experience				
Experience in terms of years in similar roles				
Reference projects worked on				

## 11 Pricing Model

A minimum and a maximum number of hours has been provided for each of the resources, the minimum hours will be the minimum contracted value for the first year with the Service Provider and the maximum hours will be the capped value for the resource for year one.

Please indicate the different rates for the minimum and the maximum number of hours and at which point i.e. number of hours, the rate will change.

For example a resource that is being used at 60 hours a month may have a rate of R500/hour, once the resource is been utilised at 120 hours a month the rate may change to R450/hour.

**For evaluation purposes a weighting will be applied to each of the resources as indicated in the Pricing Schedule. This will not effect the contract price.**

The pricing model for this tender be constructed as follows:

1. Service Providers are to provide costs for year one based on hours and resources as provided in the costing model below.
2. These costs are to be multiplied by five plus an annual CPI+1% increment to get a total value for the five years, as it is expected of the service provider to provide all staff employed on this contract an annual salary increase of at least CPI +1 %. **This value will be used for evaluation purposes only and does not reflect the total contract value.**
3. At the end of year one, and each subsequent year that the contract is in place, the Service Provider will be required to submit a Business Plan and budget for the following year. This will be evaluated by the DOT and amended as necessary prior to approval.

### 11.1 Service Management Service

This tender will be awarded on the basis of the hours and rates in the table below. These hours are estimated for the initial 12 month take-on phase, and could change for years two through five as per the description above.

Once the Service Provider has been appointed and has been operating for at least three months, the number of hours assigned will be reviewed with the DOT, and if required will then be adjusted either up or down based on actual support requirements.

Any change to the number of hours during the course of the contract will have to be justified and agreed to by the DOT.

Once the take-on project for the implementation of the ITIL Service Operation processes is complete (within the first 12 months), the number of hours required on a monthly basis per resource will be again reviewed and adjusted accordingly.

The rate for the adjustment of either additional or reduced hours will be as per the rates quoted in this response and the DOT reserves the right to request additional resources at the same rate and job specification for the duration of the contract.

Role	Hours per month		Hours change for to Max rate	Hourly rate (Rands)		Total for month (Rands)	
	Min	Max		Max	Min	Min	Max
Service Delivery Manager	160						
Support Analyst	40	160					
Oracle Developer	40	160					
Business process Analyst	40	160					
<b>Total per month</b>							
<b>Total for year one</b>							

## 11.2 Program Management Office

At this stage the requirement is to provide the hourly rate per resource type. This is to provide the management framework for the **Program Management Office**.

Once the service provider has been appointed there will be a process to assess each of the potential projects, determine the required resources and hours and therefore the project costs. These project costs will be quoted and agreed with the DOT, and assigned directly to the relevant project i.e. not as part of the **Program Management Office** cost base. All projects will have to be cost justified with the relevant DOT departments.

For the duration of the contract the DOT reserves the right to request additional resources at the same rate and job specification.

Role	Hours per month		Hours change for to Max rate	Hourly rate (Rands)		Total for month (Rands)	
	Min	Max		Max	Min	Min	Max
Program Manager	40	160					
Project Manager	0	160					
Business Analyst	80	160					
Systems Analyst	80	160					
<b>Total per month</b>							
<b>Total for year one</b>							

### 11.3 Subsistence and Traveling

There will be no subsistence and traveling paid for work performed at the DOT Office in Pietermaritzburg. Subsistence and travelling will be paid for any work that is required to be carried out at other DOT sites that are more than 100KM from Pietermaritzburg or Durban.

The Government Tarrif reimbursement rates for a maximum 1600cc petrol vehicle will be used to compensate for travel to the Regional offices outside a 100 Km radius of Pietermaritzburg or Durban.

For the purposes of tender evaluation the Travel costs will be evaluated at a cost of R10 000 per month. **Written authority from the Department to exceed this benchmark is required.**

### 11.4 Annual escalation

There is an allowance for an annual CPI+1 increase in the average unit costs for the resources. Please indicate your compliance in the table below. If the rates will be different per resource type, please include this on a separate sheet.

Annual CPI+1 increase in average unit cost.	Comply	Do Not Comply

## 12. EVALUATION

The Department reserves the right to invite Service Provider/s for interviews, should there be a need. The Department further reserves the right to utilize information received in the interviews process for evaluation purposes.

Points will be awarded as follows:

- Price (90)
- Preference Points (10)

## 13. COMPULSORY BRIEFING SESSION

The briefing session will be held as follows:

Date: 14 October 2014

Venue: Department of Transport, 172 Burger Street, Pietermaritzburg, 1<sup>st</sup> Floor Boardroom Executive Block

Time: 09:00 am

#### 14. COMPLETION OF DOCUMENTS

Proposals will only be considered on receipt of this document correctly completed using black ink and with all the required certificates and other information securely attached.

All information required to complete the document must be entered by the bidder and sign all the pages.

The following documents must be provided:

- Confirmation of registration on the Provincial Suppliers Database
- An original valid tax clearance certificate issued by the receiver of Revenue (SBD 2).
- Declaration of interest (SBD 4).
- Declaration of Bidder's Past Supply Chain Management Practices (SBD 8).
- Certificate of independent bid determination (SBD 9).
- Preference Points Claim Form (SBD 6.1).
- CVs of staff directly involved in the execution of service, including copies of qualifications.
- The bidder shall attach to this form an original BEE Verification Certificate in accordance with the Construction Sector Codes of Practice promulgated in Gazette 32305 on 5 June 2009 and the amended PPPFA 2011 regulations with effect from 7 December 2011 or certified copies thereof in order to qualify for preference points.
- In the event of a Joint Venture (JV), a BEE Verification Certificate for the Joint Venture shall be attached.
- Copies of BEE Certificate must be "Original" Certified Copies otherwise no points will be given

#### 15. AGREEMENT AND CONDITIONS OF THE CONTRACT

Prior to being appointed the successful Service Provider will be required to sign a formal contractual agreement with the Department and will be bound by the terms and conditions contained therein. No appointment will be deemed to be finalized without the agreement being signed by the contracting parties.

#### 16. CLOSING DATE AND SUBMISSION OF DOCUMENTATION

Proposals are to be delivered in a single sealed envelope marked: "**ZNP 0025/14 T – Information Technology Business Solutions Program and Applications Service Management Services**" and placed in the tender box of the Department of Transport, which can be found at:

The Front Entrance  
172 Burger Street  
Pietermaritzburg  
3200

The proposals are to be submitted by no later than **25 November 2014 at 11h00**. Please note that any other request for information may be directed to Ms J. Scott, telephone no. 033-355 8862.

**The offers must remain valid for 90 days from the closing date of the submission of proposals.**

**PLEASE NOTE:**

**Any appeals regarding the award of this bid should be lodged within 5 days from the date of the publication of bid results in the Government Tender Bulletin which is published every week on Friday.**

**The address provided for the lodging of appeals is:**

**The Chairperson  
Bid Appeals Tribunal  
Private Bag X9082  
Pietermaritzburg  
3200**

**FAX NO.: (033) 897 4501**

Any enquiries regarding the tender may be directed to

Anusha Chetty – Supply Chain Management Specialist	033-3558683; Anusha.Chetty@kzntransport.gov.za	Queries in respect of the tender and procurement process
Jenny Scott _ IT Deputy Manager	033-3558862 Jenny.Scott@kzntransport.gov.za	General Queries in respect of the tender document



**PRICING SCHEDULE**

NAME OF BIDDER: ..... BID NO.: ZNP0025/14 T

Business Solutions Tender.

CLOSING TIME 11:00

CLOSING DATE: **25 November 2014**

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

**GENERAL COSTING CRITERIA**

- Pricing requirements for quotations that are subject to exchange rate variations
- The following exchange rates on **1 October 2014** must be used to calculate the quoted price:
  - 11.2991= 1 US dollar**
  - 14.2520= 1 Euro**
  - 18.3104= 1 Pound**
- All prices must be quoted in South African Rand (ZAR) and the foreign currency amount applicable must be stated.
- If applicable the bidder must indicate clearly which portion of the quoted price is linked to the exchange rate.
- The cost of installation, delivery, and other charges must be included in the total price quoted. If additional items are suggested by any bidder, then these items must be separately specified with a clear motivation of why these additional items may be required. It should also be further stated whether the workability of the solution proposed is dependent on such additional items or not

**The accompanying information must be used for the formulation of proposals.**

- ALL APPLICABLE TAXES must be INCLUDED in the price

**The accompanying information must be used for the formulation of proposals.**

1. Bidders are required to indicate a ceiling price for year 1 - Max hours to be used..  
R.....
2. Provide an estimated ceiling price for 5 years given that no change in requirement occurs. Include a CPI% of **5.5%** + 1% increase per annum.  
R.....

SIGNATURE OF BIDDER:.....DATE.....

3. COSTING ELEMENTS

Role	Weight	Hours Min	Hours Max	Hours Average (for evaluation purposes only)	Rate	Total cost Year 1 (Avg Hrs x Rate)	Total cost Year 2 (Avg Hrs x Rate + escalation)	Total cost Year 3 (Avg Hrs x Rate + escalation)	Total cost Year 4 (Avg Hrs x Rate + escalation)	Total cost Year 5 (Avg Hrs x Rate + escalation)	Grand Total cost

Role	Weight	Hours per month		Hours for change to Max rate	Hourly rate (Rands)		Total for month (Rands)	
		Min	Max		Min	Max	Min	Max
Service Delivery Manager	0.5	160						
Support Analyst	1	40	160					
Oracle Developer	1	40	160					
Business Process Analyst	1	40	160					
Program Manager	0.75	40	160					
Project Manager	1	0	160					
Business Analyst	1	80	160					
Systems Analyst	1	80	160					
<b>Total per month</b>								
<b>Total for year one</b>								
<b>Grand Total for five years with no CPI</b>								
<b>Grand Total for five years with 5.5% CPI</b>								

SIGNATURE OF BIDDER:.....DATE.....

<b>Disbursements</b>	<b>Year 1</b>	<b>Over 5 Years</b>
S+T (allow for R10 000 per month)	R10 000*12=R120 000	R10 000*60= R600000
Other costs, please provide details, not included in the resource hourly charges or Zero (R0) if all charges are included in the resource charge.		

<p>Software and licenses for development environment and program management tools.</p> <p>Please provide a detailed listing of requirements.</p> <p>DOT will supply hardware, OS licenses. Oracle Licences.</p>		
---	--	--

4. Period required for commencement of the contract after acceptance of bid

.....

Any enquiries regarding the tender may be directed to

Anusha Chetty – Supply Chain Management Specialist	033-3558683; Anusha.Chetty@kzntransport.gov.za	Queries in respect of the tender and procurement process
Jenny Scott _ IT Deputy Manager	033-3558862 Jenny.Scott@kzntransport.gov.za	General Queries in respect of the tender document

SIGNATURE OF BIDDER:.....DATE.....

# 1 Roadmap and Timeline

YEAR 1												YEAR 2												YEAR 3												YEAR 4 and 5
M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	
Project Information System																																				
Zimbabwe																																				
Road Asset Management System (RAMS)																																				
Data Warehouse and Infrastructure																																				
GIS Enhancements																																				
Intenda Enhancements																																				
Plant and Job Costing																																				
Vukuzake System																																				
Accident Management System																																				
Electronic Content Management System (SITA Shared Services)																																				>>
IT Call Centre																																				
Taxi System Neo Solutions in progress																																				
Weighbridges/Traffic Fines System Replacement for Trafman																																				
COBIT and Governance Project																																				
IT Security Policy Rollout ISO 27001																																				
Road Traffic Inspectorate Command Centre requirements analysis																																				
Road Traffic Inspectorate Command Centre and Vehicle Tracking																																				
Government Wide Enterprise Architecture Project																																				
Fleetman System Rollout																																				
Business Process Management Implementation																																				
Replacement for RTI Firearms System (MBA)																																				
Transversal Government System Integrate Financial management System unknown at this stage when this will be rolled out																																				Department Call Centre
Systems emanating out of Enterprise Architecture Project																																				CCTV, Visitor Access
																																				Business Intelligence SW
																																				IFMS Rollout
																																				GWEA Projects

## SECTION B

### SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF BIDDING FORMS

PLEASE NOTE THAT THIS BID IS SUBJECT TO TREASURY REGULATIONS 16A ISSUED IN TERMS OF THE PUBLIC FINANCE MANAGEMENT ACT, 1999, THE KWAZULU-NATAL SUPPLY CHAIN MANAGEMENT POLICY FRAMEWORK.

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and visa versa and with words importing the masculine gender shall include the feminine and the neuter.
2. Under no circumstances whatsoever may the bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
4. Bids submitted must be complete in all respects.
5. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.
6. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the bid number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.
7. All bids received in sealed envelopes with the relevant bid numbers on the envelopes are kept unopened in safe custody until the closing time of the bids. Where, however, a bid is received open, it shall be sealed. If it is received without a bid number on the envelope, it shall be opened, the bid number ascertained, the envelope sealed and the bid number written on the envelope.
8. A specific box is provided for the receipt of bids, and no bid found in any other box or elsewhere subsequent to the closing date and time of bid will be considered.
9. No bid sent through the post will be considered if it is received after the closing date and time stipulated in the bid documentation, and proof of posting will not be accepted as proof of delivery.
10. No bid submitted by telefax, telegraphic or other electronic means will be considered.
11. Bidding documents must not be included in packages containing samples. Such bids may be rejected as being invalid.
12. Any alteration made by the bidder must be initialed.
13. Use of correcting fluid is prohibited
14. Bids will be opened in public as soon as practicable after the closing time of bid.
15. Where practical, prices are made public at the time of opening bids.
16. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

## SECTION C

### REGISTRATION ON THE PROVINCIAL SUPPLIERS DATABASE

1. In terms of the KwaZulu-Natal Supply Chain Management Policy Framework, all suppliers of goods and services to the Province of KwaZulu-Natal are required to register on the Provincial Suppliers Database.
2. If you wish to apply for registration, forms may be downloaded from the website, <http://www.kzntreasury.gov.za>, (click on "Document Library" and then choose "Forms") or obtained by phoning the toll free number **0800 201 049**. This number is also available for general enquiries relating to Provincial supply chain management issues.
3. If a business is registered on the Database and it is found subsequently that false or incorrect information has been supplied, then the Department may, without prejudice to any other legal rights or remedies it may have;
  - 3.1 de-register the supplier from the Database,
  - 3.2 cancel a bid or a contract awarded to such supplier, and the supplier would become liable for any damages if a less favourable bid is accepted or less favourable arrangements are made.
4. **The same principles as set out in paragraph 3 above are applicable should the supplier fail to request updating of its information on the Suppliers Database, relating to changed particulars or circumstances.**
5. Application for registration must be submitted to the Provincial Treasury. **IF THE SUPPLIER IS NOT REGISTERED AT THE CLOSING TIME OF BID, THE SUPPLIER WILL BE DISQUALIFIED AT THE BID EVALUATION PROCESS.**

**SECTION D**

**DECLARATION THAT INFORMATION ON PROVINCIAL SUPPLIER DATABASE IS CORRECT  
AND UP TO DATE**

(To be completed by bidder)

THIS IS TO CERTIFY THAT I (name of bidder/authorised representative).....

....., WHO REPRESENTS (state name of bidder).....

AM AWARE OF THE CONTENTS OF THE KWAZULU-NATAL SUPPLIER DATABASE WITH RESPECT TO THE BIDDER'S DETAILS AND REGISTRATION INFORMATION, AND THAT THE SAID INFORMATION IS CORRECT AND UP TO DATE AS ON THE DATE OF SUBMITTING THIS BID.

AND I AM AWARE THAT INCORRECT OR OUTDATED INFORMATION MAY BE A CAUSE FOR DISQUALIFICATION OF THIS BID FROM THE BIDDING PROCESS, AND/OR POSSIBLE CANCELLATION OF THE CONTRACT THAT MAY BE AWARDED ON THE BASIS OF THIS BID.

.....  
**SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE**

**DATE** : .....

**Every question must be answered individually on this form, whether a relationship is present or not: Failure to do so will invalidate your tender/bid**

### SBD 4

#### DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
  - the bidder is employed by the state; and/or
  - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
  
2. **In order to give effect to the above, the following questions must be completed and submitted with the bid.**
  - 2.1. The names of all directors / trustees / shareholders<sup>2</sup> / members/individuals, their individual identity numbers, tax reference numbers to inserted in the table below. If applicable, employee / PERSAL numbers must be indicated in the last column.

Full Name	Position held (shareholder, director, trustee, member, individual etc.)	Identity Number	Personal Income Tax Reference Number	State Employee Number / PERSAL Number

*If space provided is insufficient, details as specified above can be attached, however, this must be clearly indicated in this table*



2.2.	Full names of bidder or his or her representative: .....					
2.3.	Identity Number: .....					
2.4.	Position occupied in the Company (Director, trustee, shareholder, member) .....					
2.5.	Registration number of company, enterprise, close corporation, partnership, agreement or trust .....					
2.6.	Tax reference number: .....					
2.7.	VAT Registration number: .....					
2.8.	Are you or any person connected with the bidder presently employed by the state? <b>Kindly mark the applicable answer with a tick v.</b>  If so, furnish the following particulars:	<table border="1"> <tr> <td>YES</td> <td><input type="checkbox"/></td> </tr> <tr> <td>NO</td> <td><input type="checkbox"/></td> </tr> </table>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
YES	<input type="checkbox"/>					
NO	<input type="checkbox"/>					
2.8.1.	Name of person/director/trustee/shareholder/member: .....					
2.8.2.	Name of state institution at which you or the person connected to the bidder is employed: .....					
2.8.3.	Position occupied in the state institution: .....					
2.8.4.	Any other particulars: ..... ..... .....					
2.9.	If you or any person connected with the bidder are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? <b>Kindly mark the applicable answer with a tick v.</b>	<table border="1"> <tr> <td>YES</td> <td><input type="checkbox"/></td> </tr> <tr> <td>NO</td> <td><input type="checkbox"/></td> </tr> </table>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
YES	<input type="checkbox"/>					
NO	<input type="checkbox"/>					

2.9.1.	If yes, did you attach proof of such authority to the bid document? (Note: failure to submit proof of such authority, where applicable, may arise in the disqualification of the bid. <b>Kindly mark the applicable answer with a tick v.</b>	YES	
		NO	
2.9.2.	If no, furnish reasons for non-submission of such proof:  .....  .....  .....		
2.10.	Did you or your spouse, or any of the company's directors/ trustees/ members of their spouses conduct business with the state in the previous twelve months? <b>Kindly mark the applicable answer with a tick v.</b>	YES	
		NO	
2.10.1	If yes, furnish particulars:  .....  .....  .....		
2.11.	Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation or adjudication of the bid? <b>Kindly mark the applicable answer with a tick v.</b>	YES	
		NO	
2.11.1	If yes, furnish particulars:  .....  .....  .....		
2.12.	Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? <b>Kindly mark the applicable answer with a tick v.</b>	YES	
		NO	
2.12.1	If yes furnish particulars.  .....  .....  .....		
2.13.	Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? <b>Kindly mark the applicable answer with a tick v.</b>	YES	
		NO	

2.13.1	If yes, furnish particulars. ..... ..... .....					
2.13.2	Have you or any of the directors / trustees / shareholders / members of the company or the company in general provided any gifts, rewards, awards, sponsorships, donations or hospitality to the department or any of its employees or their family in the last 12 months? <b>Kindly mark the applicable answer with a tick ✓.</b>	<table border="1"> <tr> <td data-bbox="1369 396 1443 443">YES</td> <td data-bbox="1443 396 1505 443"></td> </tr> <tr> <td data-bbox="1369 443 1443 577">NO</td> <td data-bbox="1443 443 1505 577"></td> </tr> </table>	YES		NO	
YES						
NO						
2.13.3	If yes, furnish particulars, including estimated value. ..... ..... .....					
3.	<p><b>DECLARATION</b></p> <p><b>I, THE UNDERSIGNED</b></p> <p><b>(NAME)</b> _____</p> <p><b>CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 AND 3 ABOVE IS CORRECT, AND I HAVE TAKEN REASONABLE DILIGENT STEPS (AS REQUIRED BY S76 OF THE COMPANIES ACT, 2011, WHERE APPLICABLE), TO ENSURE THAT THE INFORMATION PROVIDED IS CORRECT.</b></p> <p><b>I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.</b></p> <p><b>NAME OF BIDDER:</b> _____</p> <p><b>POSITION:</b> _____</p> <p><b>SIGNATURE:</b> _____</p> <p><b>DATE:</b> _____</p>					

**OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE**

N. B.: THIS FORM IS ONLY TO BE INCLUDED AND COMPLETED WHEN APPLICABLE TO THE BID.

Site/building/institution involved: DEPARTMENT OF TRANSPORT

Bid No: ZNP0025/14 T

Service: INFORMATION TECHNOLOGY BUSINESS SOLUTIONS PROGRAM AND APPLICATION SERVICE MANAGEMENT SERVICES.

\*\*\*\*\*

THIS IS TO CERTIFY THAT (NAME) .....

ON BEHALF OF .....

VISITED AND INSPECTED THE SITE ON .....(DATE)

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

.....  
**SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE**  
(PRINT NAME)

**DATE:** .....

.....  
**SIGNATURE OF DEPARTMENTAL REPRESENTATIVE**  
(PRINT NAME)

.....  
**DEPARTMENTAL STAMP :**  
(OPTIONAL)

**DATE:** .....

## (SDB 2)

### 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](http://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](http://www.sars.gov.za).

Jeyrel:\Mdk416-

**AUTHORITY TO SIGN A BID**

**BIDDERS MUST COMPLETE THE RELEVANT APPLICABLE SECTION: A, B, C, D, E, F & G  
HEREUNDER**

**A. CLOSE CORPORATION**

In the case of a close corporation submitting a bid, a certified copy of the Founding Statement of such corporation shall be included with the bid, together with the resolution by its members authorizing a member or other official of the corporation to sign the documents on their behalf.

By resolution of members at a meeting on ..... 20..... at .....  
.....Mr/Ms....., whose  
signature appears below, has been authorised to sign all documents in connection with this bid  
on behalf of (Name of Close Corporation) .....  
.....

**SIGNED ON BEHALF OF CLOSE CORPORATION:** ..... (PRINT  
NAME)

**IN HIS/HER CAPACITY AS** ..... **DATE:** .....

**SIGNATURE OF SIGNATORY:** .....

**WITNESSES: 1** .....

2) .....

**B. COMPANIES**

If a Bidder is a company, a certified copy of the resolution by the board of directors, personally signed by the chairperson of the board, authorising the person who signs this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the company must be submitted with this bid, that is before the closing time and date of the bid

**AUTHORITY BY BOARD OF DIRECTORS**

By resolution passed by the Board of Directors on.....20....., Mr/Mrs.....

..... (whose signature appears

below) has been duly authorised to sign all documents in connection with this bid on behalf of

(Name of Company) .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNED ON BEHALF OF COMPANY:** .....

(PRINT NAME)

**SIGNATURE OF SIGNATORY:** ..... **DATE:** .....

**WITNESSES: 1** .....

2) .....

**C. SOLE PROPRIETOR (ONE – PERSON BUSINESS)**

I, the undersigned..... hereby confirm that I am the

sole owner of the business trading as .....

.....

.....  
**SIGNATURE**

.....  
**DATE**

**D. PARTNERSHIP**

The following particulars in respect of every partner must be furnished and signed by every partner:

Full name of partner	Residential address	Signature
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

We, the undersigned partners in the business trading as.....

hereby authorise .....to sign this bid as well as any contract resulting from the bid and any other documents and correspondence in connection with this bid and /or contract on behalf of

..... <b>SIGNATURE</b>	..... <b>SIGNATURE</b>	..... <b>SIGNATURE</b>
---------------------------	---------------------------	---------------------------

..... <b>DATE</b>	..... <b>DATE</b>	..... <b>DATE</b>
----------------------	----------------------	----------------------



**E CO-OPERATIVE**

A certified copy of the Constitution of the co-operative must be included with the bid, together with the resolution by its members authoring a member or other official of the co-operative to sign the bid documents on their behalf.

By resolution of members at a meeting on ..... 20..... at .....

Mr/Ms....., whose signature appears below, has been authorised to sign all documents in connection with this bid on behalf of (Name of co-operative).....

**SIGNATURE OF AUTHORISED REPRESENTATIVE/SIGNATORY:**

.....

**IN HIS/HER CAPACITY AS:**.....

**DATE:** .....

**SIGNED ON BEHALF OF CO-OPERATIVE:**.....

**NAME IN BLOCK LETTERS:**.....

**WITNESSES: 1** .....

2) .....

**F JOINT VENTURE**

If a Bidder is a joint venture, a certified copy of the resolution/agreement passed/reached signed by the duly authorized representatives of the enterprises, authorizing the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the joint venture must be submitted with this bid, before the closing time and date of the bid.

**AUTHORITY TO SIGN ON BEHALF OF THE JOINT VENTURE**

By resolution/agreement passed/reached by the joint venture partners on.....20.....,

Mr/Mrs....., Mr/Mrs.....

Mr/Mrs..... and Mr/Mrs.....  
(whose signatures appears below) has been duly authorised to sign all documents in connection with this bid on behalf of:

(Name of Joint Venture) .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNED ON BEHALF OF COMPANY:** .....  
(PRINT NAME)

**SIGNATURE:** ..... **DATE:** .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNED ON BEHALF OF COMPANY:** .....  
(PRINT NAME)

**SIGNATURE:** ..... **DATE:** .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNED ON BEHALF OF COMPANY:** .....  
(PRINT NAME)

**SIGNATURE:** ..... **DATE:** .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNED ON BEHALF OF COMPANY:** .....  
(PRINT NAME)

**SIGNATURE:** ..... **DATE:** .....

**G. CONSORTIUM**

If a bidder is a consortium, a certified copy of the resolution/agreement passed/reached signed by the duly authorized representatives of concerned enterprises, authorizing the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the consortium must be submitted with this bid, before the closing time and date of the bid.

**AUTHORITY TO SIGN ON BEHALF OF THE CONSORTIUM**

By resolution/agreement passed/reached by the consortium on.....20.....,

Mr/Mrs..... and Mr/Mrs.....  
(whose signatures appears below) has been duly authorised to sign all documents in connection with this bid on behalf of:

(Name of Consortium) .....

**IN HIS/HER CAPACITY AS:** .....

**SIGNATURE:** ..... **DATE:** .....

## CONDITIONS OF BID

1. I/We hereby bid to render all or any of the services described in the attached documents to the KwaZulu-Natal Provincial Administration (hereinafter called the "Province") on the terms and conditions and be in accordance with the specifications stipulated in the bid documents (and which shall be taken as part of and be incorporated into this bid) at the prices and on the terms regarding time for delivery and/or execution inserted therein.
2. I/we agree that:
  - (a) the offer herein shall remain binding upon me and open for acceptance by the Province during the validity period indicated and calculated from the closing time of the bid;
  - (b) this bid and its acceptance shall be subject to Treasury Regulations 16A issued in terms of the Public Finance Management Act, 1999, the KwaZulu-Natal Supply Chain Management Policy Framework, the Provincial Treasury issued Practice Notes, and the KwaZulu-Natal General Conditions of Contract, with which I/we am fully acquainted;
  - (c) if I/we withdraw my bid within the period for which I/we have agreed that the bid shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, the Province may, without prejudice to its other rights, agree to the withdrawal of my bid or cancel the contract that may have been entered into between me and the Province. I/we will then pay to the Province any additional expenses incurred by the Province having either to accept any less favourable bid or, if fresh bids have to be invited, the additional expenditure incurred by the invitation of fresh bids and by the subsequent acceptance of any less favourable bid. The Province shall have the right to recover such additional expenditure by set-off against monies which may be due to me under this or any other bid or contract or against any guarantee or deposit that may have been furnished by me or on my behalf for the due fulfillment of this or any other bid or contract and pending the ascertainment of the amount of such additional expenditure to retain such monies, guarantee or deposit as security for any loss the Province may sustain by reason of my default;
  - (d) if my bid is accepted, the acceptance may be communicated to me by registered post, and that the South African Post Office Limited shall be treated as delivery agent to me;
  - (e) the law of the Republic of South Africa shall govern the contract created by the acceptance of my bid and I choose *domicilium citandi et executandi* in the Republic at (full physical address) :  
.....  
.....
3. I/we furthermore confirm that I/we have satisfied myself as to the correctness and validity of my bid: that the price(s), rate(s) and preference quoted cover all of the work/item(s) and my obligations under a resulting contract, and I accept that any mistakes regarding the price(s) and calculations will be at my risk.
4. I/we hereby accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me under this agreement, as the Principal(s) liable for the due fulfillment of this contract.
5. I/we agree that any action arising from this contract may in all respects be instituted against me and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me as a result of such action.
6. I/we confirm that I/we have declared all and any interest that I or any persons related to my business has with regard to this bid or any related bids by completion of the Declaration of Interest Section.

## 7. CERTIFICATION OF CORRECTNESS OF INFORMATION SUPPLIED IN THIS DOCUMENT

I/we, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE BIDDER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:

- O. (1) The bidder will furnish documentary proof regarding any bidding issue to the satisfaction of the Province, if requested to do so.
- Q. (2) If the information supplied is found to be incorrect and/or false then the Province, in addition to any remedies it may have, may:-
  - (a) Recover from the contractor all costs, losses or damages incurred or sustained by the Province as a result of the award of the contract, and/or
  - (b) Cancel the contract and claim any damages which the Province may suffer by having to make less favourable arrangements after such cancellation.

**SIGNED ON THIS ..... DAY OF ..... 20 ..... AT .....**

.....  
**SIGNATURE OF BIDDER OR DULY  
AUTHORISED REPRESENTATIVE**

.....  
**NAME IN BLOCK LETTERS**

**ON BEHALF OF (BIDDER'S NAME)** .....

**CAPACITY OF SIGNATORY** .....

**NAME OF CONTACT PERSON (IN BLOCK LETTERS, PLEASE)** .....

.....  
**POSTAL ADDRESS** .....

.....  
**TELEPHONE NUMBER:** .....

**FAX NUMBER:** .....

**CELLULAR PHONE NUMBER:** .....

**E-MAIL ADDRESS:** .....

# SBD 8

## 2 DECLARATION OF BIDDER’S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

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

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury’s Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p><b>The Database of Restricted Suppliers now resides on the National Treasury’s website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		

4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?  <b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

**CERTIFICATION**

**I, THE UNDERSIGNED (FULL NAME).....**

**CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

# SBD 9

## CERTIFICATE OF INDEPENDENT BID DETERMINATION

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

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

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



# SBD 9

## CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

---

(Bid Number and Description)

in response to the invitation for the bid made by:

---

(Name of Institution)

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

I certify, on behalf of: \_\_\_\_\_ that:

(Name of Bidder)

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

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

**<sup>3</sup> 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.**

.....	.....
Signature	Date
.....	.....
Position	Name of Bidder

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2011

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

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.**

### 1. GENERAL CONDITIONS

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

- the 80/20 system for requirements with a Rand value of up to R1 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R1 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to exceed/not exceed R1 000 000 (all applicable taxes included) and therefore the 90/10 system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

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

1.3.1 The maximum points for this bid are allocated as follows:

	POINTS
<b>1.3.1.1 PRICE</b>	90.
<b>1.3.1.2 B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	10
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

1.4 Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

## 2. DEFINITIONS

- 2.1 “**all applicable taxes**” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.2 “**B-BBEE**” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 2.3 “**B-BBEE status level of contributor**” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.4 “**bid**” means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 2.5 “**Broad-Based Black Economic Empowerment Act**” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.6 “**comparative price**” means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.7 “**consortium or joint venture**” 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;
- 2.8 “**contract**” means the agreement that results from the acceptance of a bid by an organ of state;
- 2.9 “**EME**” means any enterprise with an annual total revenue of R5 million or less .
- 2.10 “**Firm price**” means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 2.11 “**functionality**” means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.12 “**non-firm prices**” means all prices other than “firm” prices;
- 2.13 “**person**” includes a juristic person;
- 2.14 “**rand value**” means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.15 “**sub-contract**” means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.16 “**total revenue**” bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
- 2.17 “**trust**” means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 2.18 “**trustee**” means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

### 3. ADJUDICATION USING A POINT SYSTEM

- 3.1 The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts;.
- 3.3 Points scored must be rounded off to the nearest 2 decimal places.
- 3.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

### 4. POINTS AWARDED FOR PRICE

#### 4.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

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

### 5. Points awarded for B-BBEE Status Level of Contribution

- 5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>	<b>Number of points (80/20 system)</b>
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

- 5.2 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.
- 5.3 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- 5.4 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 5.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 5.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

**6. BID DECLARATION**

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

**7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.3.1.2 AND 5.1**

7.1 B-BBEE Status Level of Contribution: ..... = .....(maximum of 10 or 20 points)  
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA).

**8 SUB-CONTRACTING**

8.1 Will any portion of the contract be sub-contracted? YES / NO (delete which is not applicable)

8.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted? .....%
- (ii) the name of the sub-contractor? .....
- (iii) the B-BBEE status level of the sub-contractor? .....
- (iv) whether the sub-contractor is an EME? YES / NO (delete which is not applicable)

**9 DECLARATION WITH REGARD TO COMPANY/FIRM**

9.1 Name of company/firm ..... :

9.2 VAT registration number : .....

9.3 Company registration number .....  
:

9.4 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....  
.....  
.....

9.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

9.7 Total number of years the company/firm has been in business? .....

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- (i) The information furnished is true and correct;
- (ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- (iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- (iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution

**WITNESSES:**

1. ....

<p>..... SIGNATURE(S) OF BIDDER(S)</p>
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2. ....

DATE:.....

ADDRESS:.....

.....