



NSFAS

National Student Financial Aid Scheme

Request for Proposal

BID No: SCMN005/2022

SECTION A

Procurement and implementation of Managed Microsoft Dynamics 365 ERP services, for a period of five (5) years, renewable

Full Name of Bidding Entity:	
Contact Person:	
Contact Number:	
Contact Email Address:	
Advertisement Date:	19 August 2022
Compulsory Briefing Session Date/Time:	N/A
Closing Date/Time:	23 September 2022
Issued by:	National Student Financial Aid Scheme (NSFAS)

INVITATION TO BID (SBD1)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NATIONAL STUDENT FINANCIAL AID SCHEME (NSFAS)					
BID NUMBER:	SCMN005/2022	CLOSING DATE:	23 September 2022	CLOSING TIME:	11:00AM
DESCRIPTION	Procurement and implementation of Managed Microsoft Dynamics 365 ERP services for a period of five (5) years, renewable				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
4 Christiaan Barnard Street, Ground floor					
City Centre					
Cape Town					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SCM		CONTACT PERSON	SCM	
TELEPHONE NUMBER	021 763 3200		TELEPHONE NUMBER	021 763 3200	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	SCM@NSFAS.ORG.ZA		E-MAIL ADDRESS	SCM@NSFAS.ORG.ZA	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO					

DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

NSFAS overview

The National Student Financial Aid Scheme (NSFAS) is a statutory body providing financial aid to eligible students who wish to study at public universities and Technical Vocational Education and Training (TVET) colleges. NSFAS is mandated to manage and distribute funds in accordance with the provisions of the NSFAS Act (Act 56 of 1999).

Fraud and Corruption

All providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

The National Student Financial Aid Scheme is committed to conducting business ethically and is constantly introducing proactive measures to ensure that we identify and appropriately respond to any unlawful and unethical business practices. All NSFAS tenders are subject to certain audit processes and limited due diligence checks with the intent to identify any possible unlawful or unethical practices.

Reporting of any unlawful or unethical incidents to NSFAS- complaints mechanism

Should any bidder, potential or current supplier of NSFAS or any other third party:

- receive any irregular contact or correspondence from anyone presenting themselves as an employee or representative of NSFAS
- receive any contact or correspondence from anyone soliciting any bribe of any form
- become aware of any irregular or illegal conduct by any party who has a relationship with NSFAS or any NSFAS official

you are requested to immediately report it to NSFAS's Governance, Risk and Compliance (GRC) Department. All information provided to the NSFAS GRC department will be treated with utmost confidentiality and in terms of the Protected Disclosures Act, Act 26 of 2000.

For any unlawful or unethical incidents, please email: forensics@nsfas.org.za

All **questions for clarity** in relation to the bid must be submitted to scm@nsfas.org.za, and not to any other email address.

Reporting of any unlawful or unethical incidents to the South African Police- complaints mechanism

Bidders, current or potential NSFAS suppliers or any other third party who become aware of any unlawful and unethical conduct are encouraged to report the matter to the South African Police. NSFAS request that details of such reports made to the SAP be shared with NSFAS official listed above to enable consolidation of possible related investigations.

Clarifications / Additional information / Rights

Any clarification required by a bidder regarding the meaning or interpretation of the bid specifications, or any other aspect concerning the bid, are to be requested in writing by email from scm@nsfas.org.za (and not to any other email address) at least five (5) working days before the closing date of the bid. The bid number should be mentioned in all correspondence. Telephonic requests for clarification will not be accepted. Bidders are reminded that NSFAS SCM officials will never contact bidders telephonically or by other method other than through the official SCM email address listed above.

Where reference has been made to a brand/trademark, an equivalent may be proposed by the bidder.

Additional Information

During the evaluation of the bids, additional information may be requested in writing from bidders, for clarity. Replies to such requests must be submitted, within 5 (five) working days from the date of request, or as otherwise indicated. Failure to comply, may lead to your bid being disregarded.

Rights

The following rights are reserved:

- 1) NSFAS reserves the right to appoint more than one (1) service provider.
- 2) NSFAS further reserves the right to engage with the short-listed bidders for price negotiation and a site inspection where necessary.
- 3) NSFAS reserves the right to invite the shortlisted for a presentation as part of the bid process.
- 4) NSFAS reserves the right to not select the lowest price/lowest price only, provided that justifiable criteria are applied during the awarding process. These may include aspects of timelines, risk management, amongst others.
- 5) NSFAS reserves the right to not award the tender to the shortlisted bidder should any risk arise from any NSFAS due diligence assessment performed and/or any underperformance was identified in a previous and/or current contract held with the bidder and/or any risk arising from the completed standard bidding form number four (4).
- 6) NSFAS reserves the right to award the contract in whole or in parts.
- 7) NSFAS reserves to cancel this tender advertisement at any time during the tender advertisement period.

Consent

By responding to this tender, both the entity and its directors provide consent to NSFAS to perform background checks which would include amongst others, the relevant Transunion checks, should it wish to do so.

By responding to this tender, the bidder agrees to all the terms and conditions as included in the bid document.

Bid submission

One (1) physical bid proposal MUST be handed in/delivered to:

**The TENDER box situated at:
4 Christiaan Barnard Street
Ground floor
City Centre, Cape Town**

Tenders can be delivered and deposited into the tender box between 08:30 and 16:00, Mondays to Fridays prior to the closing date, and between 08:30 and 11:00 on the closing date. Bidders should ensure that they allow sufficient time for traffic, flights (if flying to Cape Town from another city/country), access to the building etc, as NSFAS will not be held responsible for any delays as a result of these.

Please do not leave bid submissions at the security desk or at the reception or with any individual, as these submissions will be disregarded and not accepted.

ALL bid submissions must be deposited into the tender box.

Any bid submissions provided to NSFAS that is not submitted in the tender box will be disregarded.

No faxed or e-mailed bid proposals will be accepted. The bidders are encouraged to index and paginate the bid proposal.

Respondents should ensure that tender documents are delivered to NSFAS in the tender box before the closing date and time of the tender. If the tender document is late, it will not be accepted and will be disregarded. Bid proposals submitted on time shall not be returned to the bidder.

Any tender submitted shall remain valid, irrevocable and open for written acceptance by NSFAS for a period of 120 (one hundred and twenty) days. A tender submitted shall further be deemed to remain valid after the expiry of the above mentioned 120-day period until formal acceptance by NSFAS, unless NSFAS is notified in writing by the tenderer of anything to the contrary (including any further conditions the tender may introduce). Any further conditions that the tenderer may introduce will be considered at the sole discretion of NSFAS.

Bidders should indicate on the cover of the bid proposal (in a sealed envelope/box), the following information:

- Bid number SCMN005/2022
- Closing date and time **23 September 2022 at 11:00**
- The name and address of the bidder

Late bids

Bids received late will not be considered for evaluation purposes. A bid will be considered late if it arrived even one second after 11:00 am or any time thereafter. The tender (bid) box shall be locked at exactly 11:00 am and bids arriving late will not be considered under any circumstances. Bidders are therefore strongly advised to ensure that

bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid. Bids should not be given to the security or reception. It must be submitted in the tender box.

Bids sent to NSFAS via courier shall be deemed to be received at the date and time of arrival and deposited into the NSFAS tender box. Bids received in the tender box after the closing date and time of the bid, shall therefore be deemed to be received late. Bidders should allow time to access the premises due to security arrangements that need to be observed.

Response Structure:

The contents of the bid document must be as follows, and numbering below, with each schedule punched, placed in a file and separated from the next schedule with a file divider.

Please complete the checklist below to verify your submission of the relevant documents:

Schedules	Description	Submitted (tick box below):	
		Yes	No
Schedule 1	Entity registration documentation		
Schedule 2	Original Valid Tax Clearance Certificate/tax pin		
Schedule 3	BBB-EE Certificate, or, BBBEE Sworn Affidavit for EME/QSE		
Schedule 4	National Treasury Central Supplier Database proof of registration -please provide the latest full report.		
Schedule 5	Letter from Bank confirming banking details (not older than 3 months from date of closing date of tender)		
Schedule 6	Completed and signed Tender Documents: including the following; SBD 1 SBD 4 SBD6.1 General Conditions of Contracts		
Schedule 7	Detailed Bid proposal in response to bid specification requirements		

Contract Negotiations

The successful bidder (s) will be required to enter a written contract/SLA with NSFAS. The final terms and conditions will be negotiated between NSFAS and the successful bidders (s). Should the awarded bidder fail to sign the SLA within a reasonable timeframe deemed by NSFAS, NSFAS reserves the right to cancel the award/contract and award the tender to the next ranked bidder.

Payments

By responding to this bid document, the service provider agrees to the following

NSFAS will pay the successful bidder (s) the fees set out in the final contract according to the table of deliverables. No additional amounts will be payable by NSFAS to the successful bidder (s).

The successful bidder (s) shall invoice NSFAS for the services rendered in a reasonable timeframe. The invoices billed to NSFAS must be in relation to the original scope of work/terms of reference.

The invoice must be accompanied by supporting source document(s) containing detailed information, as NSFAS may reasonably require, for the purposes of establishing the specific nature, extent and quality of the services which were undertaken by the successful bidder (s). The purchase order number must be included in all invoices submitted to NSFAS.

No payment will be made to the successful bidder (s) unless an original tax invoice complying with section 20 of the VAT Act, 1991 (Act No 89 of 1991), as amended, has been submitted to NSFAS.

Payment shall be made by bank transfer into the successful bidder (s) back account normally 30 days after receipt of an acceptable, original, valid tax invoice.

Payments will only be made to the bidder in accordance with the purchase order issued to the awarded bidder. Any services delivered by the bidder outside of the original bid specifications and over and above the purchase order value will not be paid for as NSFAS is not liable for these payments.

Should the service provider perform any additional work outside of the tender award and its requirements, NSFAS will not be held liable for such payment to the service provider. Should you receive any instruction from NSFAS that does not come from the SCM unit to perform any work outside of the original bid specification, NSFAS will not be held liable for this payment. By responding to this tender, you acknowledge and agree to these terms.

1. Purpose

The National Student Financial Aid Scheme (NSFAS) is requesting bid proposals from prospective service providers for the procurement and implementation of Managed Microsoft Dynamics 365 ERP Services for a period of five (5) years, in order to streamline the business support processes that will promote the organizational collaboration and undoubtedly increase efficiency, which is the ultimate strategic goal.

NSFAS makes use of Microsoft software (M365 licenses) as the primary server and desktop operating systems to run the NSFAS business applications. Microsoft Office applications and email platforms are also actively being used by NSFAS employees daily for internal and external communications, data analysis and documentation.

1. BACKGROUND

The National Student Financial Aid Scheme (NSFAS) is a schedule 3A public services entity operating under the stewardship of the Department of Higher Education, Science and Innovation. The mandate of the NSFAS is to provide financial aid to all eligible public universities and Technical and Vocational Education and Training (TVET) college students from poor and working-class families in line with the NSFAS Act (Act No. 56 of 1999). NSFAS is located at 4 Christiaan Barnard Street, City Centre, Cape Town.

NSFAS administrative organizational processes are currently being run and operated on different standalone systems and databases. These include systems such as accounts payable, accounts receivable, purchasing, general accounting, timesheets, payroll, budgeting, contact administration and project management. The lack of interfaces between multiple systems, the inability of current systems to adapt and change with new demands, the absence of effective user-friendly data extraction and reporting tools have resulted in an array of a manual paper-driven, inefficient, and time-consuming business processes.

NSFAS has opted to procure and implement cloud-based Microsoft dynamics 365 core modules to enable the origination to improve workflow, process efficiencies, internal support, and service to our customers. It will enable the integration of core business processes and facilitate consistent, integrated reporting with fewer resources.

2. MANDATORY REQUIREMENTS

The bidder must achieve the mandatory requirement as outlined below. Failure to do so will result in the bid being disqualified.

No.	Mandatory requirement	Page reference per bid proposal
3.1	<p>The bidder must a valid certified Microsoft Gold Enterprise Resource Planning (ERP) partner.</p> <p>The evidence of this must be included in the bid proposal and must be valid at the closing date of the tender.</p>	

3. FUNCTIONAL SPECIFICATION

The Service Provider will be required to procure and implement the following Microsoft dynamics 365 services:

- NSFAS is classified as an Educational Institution and therefore qualifies for “Open License Academic”. Pricing should therefore be at this pricing level.
- To provide and implement Microsoft license subscriptions for a five (5) year period which shall support the implementation of the modules required by NSFAS.
- NSFAS requires all modules to be priced on, however will not initially use all the modules, as this will be a phased in approach over a period, in order of prioritization.
- The procurement and implementation are based on the following staff complement breakdown and might change at any given time.

No.	Quantity of staff	NSFAS department
1.	25	Human resource department
2.	60	Finance department
3.	10	Supply chain department
4.	15	Internal audit department
5.	10	Risk and compliance department
6.	5	Legal department
7.	40	Strategic enablement and project management department
8.	40	Corporate services department
9.	40	ICT department
10.	180	Core business operations department
11.	10	Office of CEO and Board secretary
Total:		435

- The modules to be implemented are as follows (noting that should additional modules be required during the contract period, NSFAS has the option to procure this as part of the contract). The bidder should outline their understanding of all these modules and provide in their proposal as to how these modules will be designed and implemented for NSFAS.

4.1 Human resource management module

- Employee data management
- Human resource management
- Web based leave management
- Employee self-service portal
- Training data management
- Performance and appraisal management
- Recruitment process Management
- Integrated reporting
- Grievance Management
- Employee Wellness
- Termination
- Talent Management
- Personal Development Plan (PDP)
- Payroll Management
- Employment Equity and skills development

4.2 Financial management module

- General ledger and chart of accounts
- Accounts payable
- Accounts receivable
- Bursary management
- Bank management and set up
- Bank reconciliation
- Vendor check runs, ageing analysis, and electronic payments
- Budgeting with revisions and approvals
- Commitments and commitment budgeting
- Dynamic planning, budgeting and forecasting
- Invoicing, receipting and payment vouchers management
- Petty cash modules
- Expense management, and expense rules
- Workflow for multi-level expense approvals
- Workflow and embedded document management and journal approvals
- Ability to attach and view expense receipts and invoices
- Integration with general ledger and accounts payable
- Financial reports
- Loan management and recovery of loan management
- Performance analytics
- Fixed asset and insurance management
- Inventory management

4.3 Procurement management module

- Vendor management and vendor records
- Requisitions, vendor RFQs and quotes
- Tender process management
- Workflow for requisition and purchase approvals
- Automated purchase orders
- Procurement planning
- Automated vendor notifications
- Automated three-way matching of purchase orders, invoices and goods received note
- Vendor statistics and performance management
- E-procurement and vendor self-service portal
- Supplier performance management
- BBB-EE management and assessment
- Contract management

4.4 Travel management module

- Requisition
- Travel approval
- Travel booking and confirmation
- Travel claim management
- Travel analysis and intelligence reporting
- Reporting and workflow management

4.5 Legal and compliance module

- Ability of users from other departments to report cases to the legal department
- Capturing of case files and the respective evidence electronically
- Capturing of the law firms and the advocates in those respective firms
- Allocation of cases to counsels, both internal and external
- Administration of cases electronically
- Monitoring of case performance
- Monitoring of external and internal counsels
- Capturing and storing of legal opinions electronically
- Capturing and storing of service level agreements and any other legal agreements
- Tracking of progress of approval of service level agreement and other legal agreements
- Manage policies, including documentation, review, communication and attestation
- Host the compliance universe and assessment of compliance in terms of the universe
- Prioritise and manage compliance projects in the context of broader corporate initiatives and resource allocation

4.6 Project management module

- Project scheduling, planning and registration
- Project definition and categorisation into different milestones
- Monitoring and tracking project status and performance
- Allocate project team with defined roles and responsibilities
- Ability to upload and store project documentation

- Allow for project approvals at different project stages
- Project analysis, statistics, and intelligence reporting

4.7 Enterprise Risk Management module

- Risk registers for each business unit, linked to controls in control registers linked to specific processes within different business units.
- Compare and manage risks across the organisation and various business units
- Deploy risk assessment through an integrated workflow and survey engine
- Identify key risk indicators (KRIs) and establish acceptable thresholds that generate alerts to stakeholders and executives when thresholds are violated
- manage risk incidents and their impact on the business through linking incidents to risks within specific business units by the business unit management
- Workflow reporting and reporting mechanism on risk universe and risk universe per business units

4.8 Forensic services module

- Schedule reviews and allocate resources based on their availability and skills profile, allowing for better management of time and resources
- Track projects, report on resource utilization and management budgets through time and expense tracking
- Manage electronic work papers offline through an audit workbench, including field-level synchronization and conflict management
- Manage the workpaper review and reporting process
- Remediate issues identified during testing process and follow them through to completion to ensure gaps are addressed
- Compile information and create final reports quickly, reducing the time and effort required to provide management and the board with key information
- Follow-up on key issues and track their status through insight-proving reporting and dashboards
- Workflow reporting
- Reporting mechanism on forensic issues, forensic assignments (assignments scheduled for the year)

4.9 Internal audit module

- The module must be able to automate the audit process, from risk assessment through to reporting (Audit Planning, Compliance Management, Dashboard, Forms Management, Risk Assessment, Task Management).
- Schedule audits and allocate audit resources based on their availability and skills profile, allowing for better management of time and resources - Facilitates audit planning across sites and processes by resource and includes full timesheet tracking
- Track projects, report on resource utilization and management budgets through time and expense tracking
- Flexible project file organizer with user defined fields, automated findings and report writing integrating to Microsoft Word
- Manage the workpaper review and audit reporting process - facilitates review and sign off audit work including email notification
- Remediate issues identified during audit process and follow them through to completion to ensure gaps are addressed
- Compile audit information and create final audit reports quickly, reducing the time and effort required to provide management and the board with key risk information

- Centralised library of audit working programmes (template documents, audit steps, processes, risks, controls, tests) that can be published to the various business units facilitating a standardised auditing methodology across your organisation.
- Follow-up on key issues and track their status through insight-proving reporting and dashboards
- Centralised repository of all audit information embedding standards and providing documented evidence of methodology and results
- Workflow reporting and reporting mechanism on audit issues, audit plan (audits scheduled for the year), audit universe, audit issues per business units

4.10 Customer relationship management module (CRM)

4.11 Business intelligence and reporting module

4. NON-FUNCTIONAL & TECHNICAL SPECIFICATION

The solution must be cloud based with South Africa as part of regional options. Where a module is not available in South Africa, Data sovereignty regulations and laws must be considered selecting a secondary region.

Unique views

- 4.1. System has unique views for each user level:
 - Employee view
 - Manager view
 - Head of division/department view
 - Overall/Organisational view
- 4.2. Employee Self-Service through desktop or mobile devices should enable the following functionalities:
 - Leave Management
 - Pay Slip view & download
 - IRP5 view
 - Personal Information Update
 - Performance Management
 - Personal Development Plan
 - Employee Profile
 - Increase letter view
 - Expense Management
 - Workflow Management
- 4.3. System must support workflow for basic and complex approval processes
- 4.4. Electronic Document & Records Management
- 4.5. System must be compliant to records management policy
- 4.6. Enable digital signature functionality
- 4.7. Auto indexing
- 4.8. Electronic document management to allow for efficient document storage, retrieval and distribution
- 4.9. The system shall prevent access to failed or non-operational module/s while providing access to all currently operational modules
- 4.10. System should cater for future enhancements and increase in volume (users/data) without affecting the system performance
- 4.11. The solution must integrate with all NSFAS systems that have any financial transaction, i.e. Sage Accpac, Phoenix, Banking systems and internal databases.

- 4.12. System must have built-in standard reports that are customizable
- 4.13. Synchronized Changes made on the system should be automatically updated on all areas, especially in finance

Security & Privacy

- 4.14. Users must be assigned unique identities within the system, which clearly identifies who they are.
- 4.15. The system must only be accessed by legitimate and authorised users including users from external entities.
- 4.16. The system must utilise username and password to authenticate users and support two-factor authentication to strengthen access control when necessary.
- 4.17. authentication to strengthen access control when necessary.
- 4.18. System user identities must automatically be linked to Active Directory to allow single sign on to the ERP system.
- 4.19. Role-based access control shall be used to define content and functionality applicable to users. This must be in line with the user's job function or role. Departments will define access rights and the ERP system administrator with permission from respective departments can only edit these access rights.
- 4.20. Segregation of duties rules must be enforced on a system level.
- 4.21. The database must be secured by allowing only authenticated and authorised users access to data.
- 4.22. The database must be secured by only allowing the Web applications to access data through a service account, which forms part of Windows authentication.
- 4.23. Data must only be accessed by authenticated and authorised users in line with their job function or role.
- 4.24. Data and Passwords must never be viewable at the point of entry or at any other time during the ERP processes lifecycle.
- 4.25. Security policies must be enabled to prevent leakage/disclosure of sensitive information to unauthorised users.
- 4.26. Users must be trained on the functionality of the system to understand their responsibilities to safeguard sensitive information.
- 4.27. All data flowing within internal and external ERP modules must be encrypted with the latest industry standard encryption technology.
- 4.28. All data utilised within the ERP system must be encrypted when in storage, or in transit.
- 4.29. All the information flowing within and across the ERP modules should be the same and not be altered throughout its lifecycle.
- 4.30. The information must not be compromised during changes and must still be intact after the changes or updates to the ERP system.
- 4.31. Only authorised users must be able to edit or make changes to data.
- 4.32. Development of the ERP applications must comply with NIST controls, Open Web Application Security Project guidelines and ISO 27001 standard.

Audit Trails

- 4.33. Reports on user access and activities must be available to monitor policy violations
- 4.34. Enable transparent audit trail in the system, audit trails must be created
- 4.35. for all user actions that are performed. The following information will be recorded in the audit log:
 - Username
 - Date and time of action
 - Field name
 - Before value
 - After value
 - Effective date

- Source (Direct/Web/Mobile App)
- 4.36. The audit logs are stored in a separate database and secure
- 4.37. If the audit trail function fails before the user saves updates to the transaction, the system shall be able to recover all changes made in up to one minute prior to the failure.

Solution Architecture Documentation

- 4.38. The bidder will be required to provide detailed solution architecture, design, traffic flow and processes implemented
- 4.39. Soft copies of user and technical manuals are to be provided for all functionalities proposed:
- 4.40. The bidder shall be responsible to generate detailed documentation for the entire installation/configuration, troubleshooting procedures, etc.

Training and Knowledge Transfer

- 4.41. At the end of the implementation the bidder must transfer detailed knowledge through a planned transfer mechanism which would typically include service and tasks that are required to be performed / rendered by the Bidder to NSFAS or its designee to ensure smooth handover and transitioning of the understanding and management of the solution.

Project Timelines and project implementation services

- 4.42. The provider proposal must include detailed project timelines and factor in all efforts required to implement the proposed solution.
- 4.43. The service provider must establish, implement, and maintain extensive and comprehensive Project Management Plans throughout the contract period.
- 4.44. The project implementation services include, but not limited to:
 - Requirements gathering, gap analysis, and requirements documentation
 - Design and development of various modules as per the agreed upon requirements
 - User acceptance testing (UAT)
 - Integration with existing systems
 - Data migration from current data formats
 - Live environment deployment and post go live hand holding support
 - System documentation and user manuals preparation

Post implementation services

- 4.45. Annual technical support for application software and users
- 4.46. Additional customization, add-ons setup and upgrade rollout
- 4.47. Supply of additional licences for packaged solution modules

4.48. Warranty for the ERP system and database system supplier

Solution Minimum SLA

5.49 The proposed solution must come with the following minimum SLA:

Call logging Platform Availability	Monday to Sunday 24x7x365
Extended Service Times	Weekends & Public Holidays
Telephone Support availability	7 X 24 Hours
E-mail Support availability	7 X 24 Hours
Call response time	Maximum 2 Hour
Call resolution time	Based on the call severity levels

6. CONTRACT PERIOD

The contract will be for a period of five (5) years, with NSFAS having the right to renew on an annual basis thereafter.

7. PRICING SCHEDULE

The pricing schedule should be completed below for the full scope of work as detailed in the functional and non-functional specifications. All costs must be included in the price, including travel and accommodation where applicable.

Please consider the inevitable Consumer Price Index (CPI) increases on the pricing upon the duration of the contract period. For Rand dollar exchange rates, please indicate the rate of exchange used. Note that NSFAS will not be liable for payments over and above the pricing proposed by the bidder in response to the RFP (i.e., if the rand weakens against the US dollar). Bidders must quote on each item in the pricing schedule. Failure to do so, will result in bid disqualification. The bidder must complete the below pricing schedule, and failure to do so will result in bid disqualification.

Item	Description	Total cost (VAT excluded) for 5-year period contract
1.	Project management	
2.	Development HR management module	

Item	Description	Total cost (VAT excluded) for 5-year period contract
3.	Financial management module	
4.	Procurement management module	
5.	Travel management module	
6.	Legal and compliance management module	
7.	Project management module	
8.	Enterprise risk management module	
9.	Forensic services module	
10.	Internal audit module	
	CRM module	
	Business intelligence and reporting module	
11.	Testing	
12.	Deployment	
13.	Maintenance and support	
14.	Training	
15.	Licensing	
Total price (excluding VAT)		
VAT @ 15%		
Total price (including VAT)		

8. EVALUATION CRITERIA

Bidders need to score a minimum of 70% (105 out of 150) for functionality. Bidders who score less than 70% (105 out of 150) minimum for functionality will not be considered further for Price and BBBEE. Bids will be evaluated in accordance with the following technical criteria:

	Technical Requirements	Max points	Reference to page in proposal
1.	Project Management Approach, Methodology and Governance <ul style="list-style-type: none"> • Project Governance Framework (5 Points) • Work plan / Project Plan (5 Points) • Project Methodology (5 points) • Responsibility Matrix (5 Points) 	20	
2.	Data Conversion and Migration Plan <ul style="list-style-type: none"> • Data Conversion and Migration approach and plan (15 Points) • Retention of legacy data approach (5 Points) 	20	
4.	Knowledge Transfer and Training Services plans <ul style="list-style-type: none"> • End User Training plan (5 Points) • Super User / Full User Training (5 Points) • Application Support Desk Training (5 Points) • User Guides / Job Aids (5 Points) 	20	
5.	People Change Management Approach <ul style="list-style-type: none"> • Change Management Plan provided = 5 Points 	5	
6.	Technical System, Documentation, Manuals and Testing <ul style="list-style-type: none"> • Testing Plan and approach provided = 5 Points 	5	

<p>7.</p>	<p>References</p> <p>Reference letters where bidder previously implemented Microsoft Dynamics 365. The reference letters should be on the letterhead of the entity where the services were performed.</p> <ul style="list-style-type: none"> • More than 3 = 10 Points • 3= 8 Points • 2= 5 Points • 1= 2 Points 	<p>10</p>	
<p>8.</p>	<p>Resource team and experience</p> <p>CVs and copies of qualifications/experience submitted for the key team members as follows, clearly marked:</p> <p><u>Project manager:</u> Prince 2 certified, with a minimum of 10 years' experience in project management = 5 Points</p> <p><u>Technical consultant database expert:</u> Certification in database management systems (MSSQL), with a minimum of three (3) years' experience in system development = 5 Points</p> <p><u>Technical consultant software developer:</u> Bachelor's degree in computer science, with a minimum of three (3) years' experience in programming, system design development and implementation. Must have an Azure DevOps Engineer Expert certificate or Azure DevOps Engineer Associate certificate = 5 Points</p> <p><u>Technical consultant integration expert:</u> Bachelor's degree in computer science, with a minimum of three (3) years' experience in programming, system design development and implementation. Must have an Azure DevOps Engineer Expert certificate or Azure DevOps Engineer Associate certificate = 5 Points</p>	<p>20</p>	
<p>10.</p>	<p>Solution requirements</p> <ul style="list-style-type: none"> • Detailed solution design and implementation outlined for all 11 modules (30 Points) • Achievement of minimum SLA (5 Points) • Implementation support and maintenance (5 Points) • Software updates and distribution (5 Points) • Configuration and integration (5 Points) 	<p>50</p>	

	Total Points available	150	

Total points scored by bidder for the evaluation criteria: (minimum required is 105)	
Percentage scored by bidder for evaluation criteria: (minimum required is 70%)	

9. Preference Point System

All proposals that will achieve the minimum qualifying score (acceptable tenders) will be evaluated further in terms of the preference point system as follows: A maximum of 80 points is allocated for price on the following basis:

80/20

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

Where

P_s = Points scored for comparative price of proposal under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable proposal

SBD4- BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

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

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

- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

**I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF
PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING
ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO
BE FALSE.**

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SBD6.1

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

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

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

1. GENERAL CONDITIONS

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

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

1.2

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

Points for this bid shall be awarded for:

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

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

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

- 1.4 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor 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

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

(j) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

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

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

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

5. BID DECLARATION

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

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

6.1 B-BBEE Status Level of Contributor: = (maximum of 20 points)

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

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

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

Designated Group: An EME or QSE which is at last 51% owned by:	EME	QSE
	√	√
Black people		
Black people who are youth		
Black people who are women		

Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm.....

8.2 VAT registration number.....

8.3 Company registration number.....

8.4 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

.....

8.6 COMPANY CLASSIFICATION

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

[TICK APPLICABLE BOX]

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

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

- i) The information furnished is true and correct.
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct.
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process.
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

GENERAL CONDITIONS OF CONTRACT July 2010

NOTES

The purpose of this document is to:

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

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

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

TABLE OF CLAUSES

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34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 " Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

2. Application

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

3 General

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

4. Standards

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

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.

6. Patent rights

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

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor

shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the supplier's cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

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

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

10. Delivery and documents

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

11. Insurance

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

12. Transportation

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

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

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

14. Spare parts

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

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

15. Warranty

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

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

- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to

complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

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

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the Supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated

fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

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

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

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

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

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

24. Anti- dumping and countervailing duties and rights

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

may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

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

26. Termination for insolvency

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

27. Settlement of Disputes

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

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable Law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

- 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34. Prohibition of Restrictive Practices

- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.