

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
SUPPLY CHAIN MANAGEMENT		
SCM - 542	Approved by Branch Manager: February 2024	Version: 10

TENDER NO: 219S/2024/25

TENDER DESCRIPTION:Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town

CONTRACT PERIOD: [36] MONTHS FROM THE COMMENCEMENT DATE OF THE CONTRACT

CLOSING DATE 5 May 2025

CLOSING TIME 10:00 am

TENDER BOX NUMBER 228

TENDER FEE [R200]

Non – refundable tender fee payable to the City of Cape Town (CCT) for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document.

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (hereinafter the "Tenderer")	
TRADING AS (if different from above)	
Registration number of Tenderer	
Physical address and chosen domicilium citandi et executandi of Tenderer	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

TENDER SERIAL NO.:	
SIGNATURES OF CCT OFFICIALS AT TENDER OPENING	
1	
2	
3	

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THE TENDER

T.1 GENERAL TENDER INFORMATION

TENDER ADVERTISED : 28 March 2025

SITE VISIT/CLARIFICATION MEETING : Time: 9h00 on Date: 11 April 2025
(Not compulsory, but strongly recommended)

VENUE FOR SITE VISIT/CLARIFICATION MEETING : Microsoft Teams Meeting

Link to the Meeting: [Join the meeting](#)

now or

Alternatively use the Meeting ID and Passcode:

Meeting ID: 376 468 013 514

Passcode: Zs98PU7d

TENDER BOX & ADDRESS : **Tender Box as per front cover** at the **Tender & Quotation Boxes Office**, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town.

: The Tender Document (which includes the Form of Offer and Acceptance) completed and signed in all respects, plus any additional supporting documents required, must be submitted in a sealed envelope with the name and address of the tenderer, the endorsement **"TENDER NO. 219S/2024/25: - TENDER DESCRIPTION: Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town"**, the tender box number and the closing date indicated on the envelope. The sealed envelope must be inserted into the appropriate official tender box before closing time. If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at the public counter (Tender Distribution Office) for alternative instructions. It remains the tenderer's responsibility to ensure that the tender is placed in either the original box or as alternatively instructed.

CCT TENDER REPRESENTATIVE : Email: Finance.Tenders@capetown.gov.za

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS "OR EQUIVALENT"

T.2 CONDITIONS OF TENDER

2.1 General

2.1.1 Actions

2.1.1.1 The City of Cape Town (hereafter referred to as the "CCT") and each tenderer submitting a tender offer (hereinafter referred to as the "tenderer" or the "supplier") shall comply with item T.2 of this Tender Document Goods and Services (hereinafter referred to as these "Conditions of Tender"). The tenderer and the CCT shall collectively hereinafter be referred to as the "Parties" and individually a "Party"). In their dealings with each other, the Parties shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, and shall comply with all legal obligations imposed on the Parties herein and in accordance with all applicable laws.

The Parties agree that this tender Tender Document Goods and Services (hereinafter referred to as the "Tender" / "Tender Document"), its evaluation and acceptance and any resulting contract shall also be subject to the CCT's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised and as amended from time to time. If the CCT adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender (hereinafter referred to as the "Contract"), such clause shall also be applicable to that Contract. Please refer to this document contained on the CCT's website.

Abuse of the supply chain management system is not permitted and may result, inter alia, (1) in the tender being rejected; (2) cancellation of the contract; (3) restriction of the supplier, and/or (4) the exercise by the CCT of any other remedies available to it as provided for in the SCM Policy and/or the the Contract and/or this tender and/or any applicable laws .

2.1.1.2 The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

2.1.1.3 The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

2.1.2 Interpretation

2.1.2.1 The additional requirements contained in Annexure F to the contract (hereinafter referred to as the "returnable documents" / "Returnable Schedules") are part of these Conditions of Tender and are specifically hereby incorporated into these Conditions of Tender.

2.1.2.2 These Conditions of Tender and returnable Documents which are required for CCT's tender evaluation purposes herein, shall form part of the Contract arising from the CCT's corresponding invitation to tender.

2.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers / tenderers by its Director: Supply Chain Management or his nominee. Similarly, any communication of the tenderer / supplier that is not reduced to writing by the tenderer / supplier, its employees, agents or advisors, shall not be regarded as binding on the CCT, unless communicated to the CCT in writing by the suppliers / tenderers, or their duly authorised representatives.

2.1.4 The CCT's right to accept or reject any tender offer

2.1.4.1 The CCT may accept or reject any tender offer and may cancel the corresponding tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable tenders are received;
- (d) there is a material irregularity in the tender process; or
- (e) the Parties are unable to negotiate market related pricing.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection, but will give written reasons for such action upon receiving a written request to do so.

2.1.5 Procurement procedures

2.1.5.1 General

[Unless otherwise stated in the Conditions of Tender, a contract will be concluded with the tenderer who scores the highest number of tender adjudication points.

The CCT intends to appoint two tenderers (the highest ranked tenderer ("the winner") and in addition one Standby tenderer for the allocation of work. If insufficient responsive bids are received, the CCT reserves the right to not to appoint any tenderers at all.

The Standby tenderer will only be utilised if the Winner contractor is unable to fulfill their obligations, and the contract is terminated.

The contract period shall be for a period of **[36]** months from the commencement date of the contract.

2.1.5.2 Proposal procedure using the two stage-system

A two-stage system will not be followed.

2.1.5.3 Nomination of Standby Bidder

"Standby Bidder" means a bidder, identified by the CCT at the time of awarding a bid that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy, as amended from time to time.

2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

2.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

- a) Persons aggrieved by decisions or actions taken by the CCT in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

2.1.6.2 Appeals

- a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the CCT, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.

- b) An appeal must contain the following:
 - i. Must be in writing
 - ii. It must set out the reasons for the appeal
 - iii. It must state in which way the Appellant's rights were affected by the decision;
 - iv. It must state the remedy sought; and
 - v. It must be accompanied with a copy of the notification advising the person of the decision
- c) The relevant CCT appeal authority must consider the appeal and **may confirm, vary or revoke** the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

2.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000

The sub- clauses above do not influence any affected person's rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

- 2.1.6.4** All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:
The City Manager - C/o the Manager: Legal Compliance Unit, Legal Services Department, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X918, Cape Town, 8000
Via email at: MSA.Appeals@capetown.gov.za

- 2.1.6.5** All requests referring to clause 2.1.6.3 must be submitted in writing to:
The City Manager - C/o the Manager: Access to Information Unit, Legal Service Department, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X918, Cape Town, 8000
Via email at: Access2info.Act@capetown.gov.za

2.1.6.6 The minimum standards regarding accessing and 'processing' of any personal information belonging to another in terms of Protection of Personal Information Act, 2013 (POPIA).

For purposes of this clause 2.1.6.6, the contract and these Conditions of Tender, the terms "data subject", "Personal Information" and "Processing" shall have the meaning as set out in section 1 of POPIA, and "Process" shall have the corresponding meaning.

The CCT, its employees, representatives and sub-contractors may, from time to time, Process the tenderer's and/or its employees', representatives' and/or sub-contractors' Personal Information, for purposes of, and/or relating to, the tender, the contract and these Conditions of Tender, for research purposes, and/or as otherwise may be envisaged in the CCT's Privacy Notice and/or in relation to the CCT's Supply Chain Management Policy or as may be otherwise permitted by law. This includes the Processing of the latter Personal Information by the CCT's due diligence assurance provider, professional advisors and the Appeal Authority as applicable. The CCT's justification for the processing of such aforesaid Personal Information is based on section 11(1)(b) of POPIA, i.e., in terms of which the CCT's Processing of the said Personal Information is necessary to carry out actions for the conclusion and/or performance of the contract, to which the applicable data subject (envisaged in this clause 2.1.6.6 above) is a party.

All requests relating to data protection must be submitted in writing to:
The City Manager - C/o the Information Officer, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X9181, Cape Town, 8000
Via email at: Popia@capetown.gov.za.

2.1.6.7 Compliance to the CCTs Appeals Policy.

In terms of the CCT's Appeals Policy, a fixed upfront administration fee will be charged. In addition, a surcharge may be imposed for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals.

The current approved administration fee is R300.00 and may be paid at any of the Municipal Offices or at the Civic Centre in Cape Town using the GL Data Capture Receipt attached as Annexure F.14: Appeal Application Form. Alternatively, via EFT into the CCT's NEDBANK Account: CITY OF CAPE TOWN and using Reference number: 198158966. You are required to send proof of

payment when lodging your appeal.

The current surcharge for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals will be calculated as $\frac{1}{2}$ (Administrative cost of the tender appeal) + 0.25 % (Appellant's tender price).

Should the payment of the administration fee of R300.00 or the surcharge not be received, such fee or surcharge will be added as a Sundry Tariff to the bidder's municipal account.

In the event where the bidder does not have a Municipal account with the CCT, the fee or surcharge may be recovered in terms of the CCT's Credit Control and Debt Collection By-law, 2006 (as amended) and its Credit Control and Debt Collection Policy.

2.1.7 CCT Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the CCT's Supplier Database may collect registration forms from the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5). Registration forms and related information are also available on the CCT's website www.capetown.gov.za (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address <https://secure.csd.gov.za>.

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

2.2 Tenderer's obligations

2.2.1 Eligibility Criteria

2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document and the Conditions of Tender. An 'acceptable tender must "COMPLY IN ALL" aspects with the tender, Conditions of Tender, all Specifications (i.e., item C.5 below, hereinafter the "Specifications"), pricing instructions herein and the Contract including its conditions.

2.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established, *inter alia* that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule below to be completed);
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule below to be completed);

- c) A copy of the partnership / joint venture / consortium agreement to be provided, where applicable.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule below to be completed);
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders’ past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule below to be completed);
- g) The tenderer (including any of its representatives, directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer’s tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS;
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage;
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, who is directly or indirectly involved or associated with the bid specification committee;
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the CCT** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- l) The tenderer (including any of its representatives, directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time;
- m) The tenderer (including any of its representatives, directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

2.2.1.1.3 Compulsory clarification meeting

Not Applicable

2.2.1.1.4 Mandatory Requirement – OSM Authorisation/ Accreditation

Tenderers must be authorised or accredited by the Original Software Manufacturer (OSM) or copyright holder to sell, distribute, implement and support the software solution and manage any warranty processes and escalations as and when required. Alternatively, should the authorization / accreditation be from a distributor, then a proof of authorization authorizing the distributor to resell and/or authorize others by the OSM or copyright holder, must be submitted.

Tenderers are to submit, with their tender submission (attached to Schedule F13.A), proof of authority from the OSM to sell/maintain/ support the products of the OSM or copyright holder applicable. Tenderers are to submit with their tender submission, proof of authority from the OSM to sell/maintain/ support the products of the OSM or copyright holder. The documentary proof should be **date stamped** and include **contactable references**.

2.2.1.1.5 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

Item No.	Evaluation Criteria	Applicable values/points		Weight
1	Experience of the Tendering Entity in terms of providing digital, forensic Case Management Systems Solutions Tenderer to demonstrate knowledge and relevant experience in all of the following areas i.e. supply, design, implementation and	From 1 up to 5 years	5 pts	15 pts
		From 5 up to 10 years	10 pts	
		More than 10 years	15 pts	

	migrating, a digital, forensics, case management system (CMS) or similar solutions. Please provide verifiable evidence in in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included of the number of continuous years the tenderer has been actively providing CMS solutions to their client base. This evidence must be in the form of reference letters, on the referee's letterhead, specifying the details and scope of the CMS solution, the number of continuous years they have been actively receiving the CMS solution from the tenderer, as well as all the referee's verifiable contact details. Scoring will be based on the continuous years providing CMS Solutions, as per the evidence submitted. Please respond to this functional requirement and provide evidence to your response in Schedule 13B: Information to Be Provided with The Tender.									
2	Size of organisation where a CMS Solution has been implemented by the tendering entity Tenderer to demonstrate the size of the organisation (users) where a CMS solution has been implemented at their clients indicating the number of users. Please provide verifiable evidence in in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included specifying the number of users, as well as all the referee's contact details. This evidence must be in the form of reference letters, on the referee's letterhead, specifying the details and scope of the CMS solution, the number of users actively using the CMS solution from the tenderer, as well as all the referee's verifiable contact details. Scoring will be based on the total number of the users, as provided in the evidence. Please respond to this functional requirement and provide evidence to your response in Schedule 13C: Information to Be Provided with The Tender.	<table><tr><td>More than 50 but less 225 users</td><td>5 pts</td></tr><tr><td>More than 225 but less than 375 Users</td><td>10 pts</td></tr><tr><td>More than 350 users</td><td>15 pts</td></tr></table>	More than 50 but less 225 users	5 pts	More than 225 but less than 375 Users	10 pts	More than 350 users	15 pts		15 pts
More than 50 but less 225 users	5 pts									
More than 225 but less than 375 Users	10 pts									
More than 350 users	15 pts									
3	Operational Experience Requirement of the tendering entity Tenderer to demonstrate experience in post implementation software maintenance, change management and support of a CMS Solution for their clients. Refer to Section C.5.8 in specifications for the overview of the Support and Maintenance requirements.	<table><tr><td>Up to 5 years</td><td>5 pts</td></tr><tr><td>More than 5 and less than 10 years</td><td>10 pts</td></tr><tr><td>More than 10 years</td><td>15 pts</td></tr></table>	Up to 5 years	5 pts	More than 5 and less than 10 years	10 pts	More than 10 years	15 pts		15 pts
Up to 5 years	5 pts									
More than 5 and less than 10 years	10 pts									
More than 10 years	15 pts									

	Please provide verifiable evidence in in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included specifying the number of years providing post implementation software maintenance, change management and support as well as all the referee's contact details. Scoring will be based on the total number of years, as confirmed in the provided evidence. Please respond to this functional requirement and provide evidence to your response in Schedule 13D: Information to Be Provided with The Tender.									
4	Comparable Project / Size of the Client Tenderer to demonstrate where CMS solutions have been implemented within the last 5 years, with scope and clients comparable to the scope and requirements of the City of Cape Town as indicated in the specifications of this tender document. Refer Section C.5.1 in specifications for the overview of the City's environment. Please provide verifiable evidence in in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included, identifying the client indicating the number of clients, size of the organisation in CMS, number of system users, where a CMS solution was successfully implemented within the last 5 years from the tenderer, as well as all the referee's verifiable contact details. Scoring will be based on the number of clients, as confirmed in the evidence. For the purposes of scoring, an acceptable Comparable Project/ Client must have had a minimum of 375 system users. A Project / Client with less than 350 system users will therefore not be scored. This excludes clients within the Public Sector. Please respond to this functionality requirement and provide evidence to your response in Schedule 13E: Information to be Provided with The Tender.	<table><tr><td>5 and more clients and less than 10</td><td>5 pts</td></tr><tr><td>10 and more clients</td><td>10 pts</td></tr></table>	5 and more clients and less than 10	5 pts	10 and more clients	10 pts		10 pts		
5 and more clients and less than 10	5 pts									
10 and more clients	10 pts									
5	Previous Implementation Project Value Tenderer to demonstrate credibility with relevant projects similar to the scope as required by the City in implementing, maintaining and supporting a CMS Solution within the last 5 years. Refer to Section C.5.1 in the specifications for the overview of the City's environment. The tenderer must submit a list of successfully	<table><tr><td>Less than R1M</td><td>5 pts</td></tr><tr><td>More than R1M and Less than R5M</td><td>10 pts</td></tr><tr><td>> R10M</td><td>15 pts</td></tr></table>	Less than R1M	5 pts	More than R1M and Less than R5M	10 pts	> R10M	15 pts		15 pts
Less than R1M	5 pts									
More than R1M and Less than R5M	10 pts									
> R10M	15 pts									

	completed project(s) within the last 5 years, showing the value of the project, name of the client and verifiable contact details. Scoring will be based on the cumulative value of the completed and projects in progress within the last 5 years. Please provide verifiable evidence in in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included when responding to this functionality requirement and provide evidence to your response in Schedule 13F: Information to Be Provided with The Tender from the tenderer, as well as all the referee's verifiable contact details.		
6	System Demonstration As part of the functional evaluation criteria, all Bidders are expected to conduct a 2 hour demonstration (online or in person), encompassing the following criteria: 1. Ease of Use 2. Configurability 3. Security and Compliance 4. Integration abilities 5. Reporting, Analytics and Monitoring The criterion and scoring sheet is this functionality requirement is listed in Schedule 13G and will be completed by the BEC scoring members and a consensus score captured accordingly	30 criteria = 1.5 pts each <u>Feature: Ease of Use</u> Requirement: User Friendly Interface ie. Intuitive; easy to navigate and complete tasks efficiently; ease to search and find what is needed; automation of repetitive processes; case linking features; Unique case numbering; Case Classification etc. Intended Operational Process Description: • The CMS is able to allocate investigation files to users. (1.5 points) • The CMS has an early warning system on items to become overdue and can set reminders/alerts (this is applicable to investigation file reviews, line referrals and tracking of recommendations). (1.5 points) • User Interface: User-friendly interface that is easy to navigate for case managers, investigators and contributors. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: A centralized interface for an investigator to manage multiple investigations simultaneously. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: The CMS is customisable to execute the planning, investigation and reporting phase which involves standardised templates, working	30 pts

		papers and investigation plans/forms/steps. (1.5 points) <u>Feature Configurability</u> Requirement The solution must be dynamic to easily support customization and scalability to meet unique and changing business operations and goals. Intended Operational Process Description: • A Full Case Management System (CMS) i.e. multiple case registers for cases/interventions triggered/logged by internal Ethics and Forensic services (EFS) department with customisable reference numbers. The case register fields can be customised based on the needs of the EFS department. (1.5 points) • Customisable: The CMS should make allowance for flexibility in terms of revised standard operating procedures from an EFS perspective or regulatory change and be fully customisable to fit the CCT's Ethics and Forensic Services departments operating methodology and be compliant with the relevant internal standards(1.5 points) <u>Feature Security and Compliance</u> Requirement The solution must have robust security features/functionality covering the following (but not limited to) – transmission and storage encryption; secure user authentication; role based access; detailed audit logging and reports; at all time meet all regulatory requirements/legislation etc; regular version software updates; supports the latest hosting hardware and operating systems Intended Operational Process Description • The results produced by the tool must be auditable, repeatable, and withstand legal and evidentiary scrutiny. Special consideration should be given to maintaining data integrity and the chain of custody for all evidence, with the	
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		purpose of ensuring that all evidence is managed through a digital record-keeping system that maintains continuity and integrity throughout the investigation lifecycle. The CMS system is able to generate a document/log proving chain of custody. (1.5 points) • Allow users to submit evidence and requests remotely via mobile, tablet, or desktop to streamline the process and reduce delays. EFS should be able to check out copies of the whole or sections of the data stored within the CMS for off-line work. User must be able to merge or check the completed updates back into the main CMS when they are back online. Investigation/ Preliminary and Lifestyle Assessment files: The CMS is able to raise review notes as part of the investigation process. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: The CMS is able to raise review notes as part of the investigation process. (1.5 points) • Roles and User Management: User management facility that manages user access and user privileges to the various investigation or case files. This facility must also allow for the assignment of the responsible managers and team leads to the various projects. (1.5 points) <u>Feature Integration Abilities</u> Requirement Solution must provide for seamless integration with other systems ie HR; Finance; Records Management; Document Management etc Intended Operational Process Description • The CMS is able to workflow documents to delegated authority and management for approval. The system should support inter-departmental collaboration, with built-in role-based access controls, allowing external agencies to contribute securely to investigations, managed centrally	
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		by the EFS department. (1.5 points) • The CMS allows EFS to allocate and monitor line referrals in external CCT departments, track responses and upload evidence of implementation/action taken and assign a completion status etc. The CMS allows EFS to allocate recommendations upon completion of an investigation to external CCT departments and allows the line departments to upload their responses and upload their evidence, and for EFS to evaluate responses submitted and assign a completion status. (1.5 points) • It must also be possible to attach multiple recommendations with different action owners to one finding; and the ability to allow the process owners to update progress on their agreed action plans. (1.5 points) • File System Capability: Support for various file systems and output formats, including media files, MS Office, PDF, zip files etc. Ensure compatibility with various file formats for analysis. (1.5 points) • Functionality to export complete case files into compressed formats (e.g., ZIP). (1.5 points) <u>Feature Reporting, Analytics and Monitoring</u> Requirement Solution must provide for detailed/comprehensive reports and analytics (preferably real-time)– for trend analysis, identifying areas of improvement, measure impact of changes etc Intended Operational Process Description • Advanced Search Capabilities: Detailed searches with custom filters for targeted data retrieval and all applicable metadata fields (custom and standard). Ability to perform full-text searches, pattern	
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		matching, and keyword searches across multiple formats (1.5 points) - Investigation Management: Ability to visually represent a dashboard summary or high level case overview, indicating at a minimum active cases, case status, project timelines and basic workload management i.e. # of cases assigned to one investigator and age of case. (1.5 points) - Functionality to allow the extraction of management information from the system for governance reporting, line referrals and implementation of recommendations statistics to stakeholders, ad-hoc requests and pro-active investigations (prevention and detection) in an automated/ customisable report. (1.5 points) - Enable instant reporting features that provide real-time feedback on case status and activities. (1.5 points)	
	Total		100 pts

The minimum qualifying score for functionality is **[65]** out of a maximum of **[100]**].

Where the entity tendering is a Joint Venture, the tenderer's tender response must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

2.2.1.1.7 Provision of samples

Only those tenders submitted by tenderers who provided acceptable samples as stated in the Tender Specifications will be declared responsive. **(Not applicable)**

2.2.2 Cost of tendering

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer complies with requirements.

2.2.3 Check documents

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

2.2.4 Confidentiality and copyright of documents

The tenderer shall treat as strictly confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

2.2.5 Reference documents

The tenderer shall obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender document(s) by reference.

2.2.6 Acknowledge and comply with notices

The tenderer shall acknowledge receipt of notices to the tender documents, which the CCT may issue, and shall fully comply with all instructions issued in the said notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of the said notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile, or registered post or other lawful means.

2.2.7 Clarification meeting

The tenderer shall attend, where required, a clarification meeting at which tenderers may familiarise themselves with aspects of the proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information (i.e., in item T.1 above).

Tenderers should be represented at the site visit/clarification meeting by a duly authorised person who is suitably qualified and experienced to comprehend the implications of the work involved.

Not applicable

2.2.8 Seek clarification

The tenderer shall request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information (i.e., in item T.1 above), where possible.

2.2.9 Pricing the tender offer

2.2.9.1 The tenderer shall comply with all pricing instructions as stated on the Price Schedule.

2.2.10 Alterations to documents

The tenderer shall not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT in writing, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

2.2.11 Alternative tender offers

2.2.11.1 Unless otherwise stated in the Conditions of Tender, the tenderers may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender

documents, is also submitted.

If a tenderer wishes to submit an alternative tender offer, he/she/it shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked "Alternative Tender" in order to distinguish it from the main tender offer.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any but the highest ranked main tender offer will not be considered.

An alternative tender offer to the highest ranked acceptable main tender offer that is priced higher than the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements as set out in the tender document.

2.2.11.2 Acceptance of an alternative tender offer by the CCT may be based only on the criteria stated in the Conditions of Tender or applicable criteria otherwise acceptable to the CCT.

2.2.12 Submitting a tender offer

2.2.12.1 The tenderer is required to submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the Conditions of Contract and described in the Specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Tender Returnable Documents duly completed and signed will be declared responsive.

2.2.12.2 The tenderer shall return the entire tender document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

2.2.12.3 The tenderer shall sign the original tender offer where required in terms of the Conditions of Tender. The tender shall be signed by a person duly authorised by the tenderer to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation / founding document of the joint venture or any other document signed by all Parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

2.2.12.4 Where a two-envelope system is required in terms of the Conditions of Tender, place and seal the returnable documents listed in the Conditions of Tender in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information (i.e., item T.1 above), as well as the tenderer's name and contact address.

2.2.12.5 The tenderer shall seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information. . If it is not possible to submit the original tender and the required copies (see 2.2.12.3) in a single envelope, then the tenderer must seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY" in addition to the aforementioned tender submission details.

2.2.12.6 The CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

2.2.12.7 Tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the Conditions of Tender.

2.2.12.8 By signing the offer part of the Form of Offer (C.2 FORM OF OFFER AND ACCEPTANCE) the tenderer warrants and agrees that all information provided in the tender submission is true and correct.

2.2.12.9 Tenderers shall properly deposit its bid in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

2.2.12.10 The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the Returnable Schedule titled **List of Other Documents Attached by Tenderer**.

2.2.13 Information and data to be completed in all respects

Tender offers, which do not provide all the data or information requested completely and in the form required, may be regarded by the CCT as non-responsive.

2.2.14 Closing time

2.2.14.1 The tenderer shall ensure that the CCT receives the tender offer, together with all applicable documents specified herein, at the address specified in the General Tender Information herein prior to the closing time stated on the front page of the tender document.

2.2.14.2 If the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

2.2.14.3 The CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

2.2.15 Tender offer validity and withdrawal of tenders

2.2.15.1 The tenderer shall warrant that the tender offer(s) remains valid, irrevocable and open for acceptance by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

2.2.15.2 Notwithstanding the period stated in clause 2.2.15.1 above, bids shall remain valid for acceptance for a period of twelve (12) months after the expiry of the original validity period, unless the CCT is notified in writing of anything to the contrary by the bidder. The validity of bids may be further extended by a period of not more than six months subject to mutual agreement by the parties, administrative processes and upon approval by the City Manager, unless the required extension is as a result of an appeal process or court ruling.

In circumstances where the validity period of a tender has expired, and the tender has not been awarded, the tender process is considered "completed", despite there being no decision (award or cancellation) made. This anomaly does not fall under any of the listed grounds of cancellation and should be treated as a "non award". A "non award" is supported as a recommendation to the CCT's Bid Adjudication Committee ("BAC") for noting.

2.2.15.3 A tenderer may request in writing, after the closing date, that its tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

- a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;
- b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other

tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss, without prejudice to the CCT's other rights and/or remedies available to it in accordance with any applicable laws.

2.2.16 Clarification of tender offer, or additional information, after submission

Tenderer's shall promptly provide clarification of its tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

2.2.17 Provide other material

2.2.17.1 Tenderer's shall promptly provide, upon request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

2.2.17.2 The tenderer shall provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

- a) audited annual financial statement for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for auditing;
- b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;
- c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;
- d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each entity to a Consortium/Joint Venture bid shall submit separate certificates/statements in the above regard.

2.2.17.3 Tenderers shall be required to undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

2.2.18 Samples, Inspections, tests and analysis

Tenderers shall provide access during working hours to premises for inspections, tests and analysis as provided for in the Conditions of Tender or Specifications.

If the Specifications requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the

CCT in writing, then the bid concerned may be declared non-responsive.

The samples provided by all successful bidders will be retained by the CCT for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the CCT may not in all instances be returned in the same state of supply and in other instances may not be returned at all. Unsuccessful bidders will be advised by the Project Manager or dedicated CCT Official to collect their samples, save in the aforementioned instances where the samples would not be returned.

2.2.19 Certificates

The tenderer must provide the CCT with all certificates as stated below:

2.2.19.1. Preference Points for Specific Goals

In order to qualify for preference points for HDI and/or Specific Goals, it is the responsibility of the tenderer to submit documentary proof (Company registration certification, Central Supplier Database report, BBBEE certificate, Proof of Disability, Financial Statements, commissioned sworn affidavits, etc.) in support of tenderer claims for such preference for that specific goal.

Tenderers are further referred to the content of the Preference Schedule for the full terms and conditions applicable to the awarding of preference points.

2.2.19.2 Evidence of tax compliance

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant subject to the requirements of clause 2.2.1.1.2.h. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must record its Tax Compliance Status PIN number on the **Details of Tenderer** pages of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Compliance Status Pin.

Before making an award the CCT must verify the bidder's tax compliance status. Where the recommended bidder is not tax compliant, the bidder should be notified of the non-compliant status and be requested to submit to the CCT, within 7 working days, written proof from SARS that they have made arrangement to meet their outstanding tax obligations. The proof of tax compliance submitted by the bidder must be verified by the CCT via CSD or e-Filing. The CCT should reject a bid submitted by the bidder if such bidder fails to provide proof of tax compliance within the timeframe stated herein.

Only foreign suppliers who have answered "NO" to all the questions contained in the Questionnaire to Bidding Foreign Suppliers section on the **Details of Tenderer** pages of the tender submission, are not required to register for a tax compliance status with SARS.

2.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.

2.2.21 Claims arising from submission of tender

By responding to the tender herein, the tenderer warrants that it has:

- a) Inspected the Specifications and read and fully understood the Conditions of Contract.
- b) Read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.

- c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
- d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
- e) Received any notices to the tender documents which have been issued in accordance with the CCT's Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

2.3 The CCT's undertakings

2.3.1 Respond to requests from the tenderer

2.3.1.1 Unless otherwise stated in the Conditions of Tender, the CCT shall respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

2.3.1.2 The CCT's duly authorised representative for the purpose of this tender is stated on the General Tender Information page above.

2.3.2 Issue Notices

If necessary, the CCT may issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week before the tender closing time stated in the Tender Data. The CCT reserves its rights to issue addenda less than one week before the tender closing time in exceptional circumstances. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

2.3.3 Opening of tender submissions

2.3.3.1 Unless the two-envelope system is to be followed, CCT shall open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

2.3.3.2 Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices indicated.

2.3.3.3 Make available a record of the details announced at the tender opening meeting on the CCT's website (<http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx>.)

2.3.4 two-envelope system

2.3.4.1 Where stated in the Conditions of Tender that a two-envelope system is to be followed, the CCT shall open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender and announce the name of each tenderer

whose technical proposal is opened.

2.3.4.2 The CCT shall evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. The CCT shall open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the Conditions of Tender, and announce the total price and any preference claimed. Return unopened financial proposals to tenderers whose technical proposals were non responsive.

2.3.5 Non-disclosure

The CCT shall not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

2.3.6 Grounds for rejection and disqualification

The CCT shall determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

2.3.7 Test for responsiveness

2.3.7.1 Appoint a Bid Evaluation Committee and determine after opening whether each tender offer properly received:

- a) complies with the requirements of these Conditions of Tender,
- b) has been properly and fully completed and signed, and
- c) is responsive to the other requirements of the tender documents.

2.3.7.2 A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) Detrimentially affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,
 - b) Significantly change the CCT's or the tenderer's risks and responsibilities under the contract,
- or
- c) affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified.

Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

The CCT reserves the right to accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender documents.

2.3.8 Arithmetical errors, omissions and discrepancies

2.3.8.1 Check the responsive tenders for:

- a) The gross misplacement of the decimal point in any unit rate;
- b) Omissions made in completing the Price Schedule; or
- c) Arithmetic errors in:
 - i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
 - ii) The summation of the prices; or
 - iii) Calculation of individual rates.

2.3.8.2 The CCT must correct the arithmetical errors in the following manner:

- a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
- b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
- c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

2.3.8.3 In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

2.3.9 Clarification of a tender offer

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the Director: Supply Chain Management using any means as appropriate.

2.3.10 Evaluation of tender offers

2.3.10.1 General

2.3.10.1.1 The CCT may reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the Conditions of Tender.

2.3.10.1.2 For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

- a) If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
- b) If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
- c) If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
- d) If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).
- e) If the selected method is based on suppliers' price lists, comparative prices would be the prices

as tendered for year one.

- f) If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

2.3.10.1.3 Where the scoring of functionality forms part of a bid process, each member of the Bid Evaluation Committee must individually score functionality. The individual scores must then be interrogated and calibrated if required where there are significant discrepancies. The individual scores must then be added together and averaged to determine the final score.

2.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

2.3.10.3 Scoring of tenders (price and preference)

[2.3.10.3.1 Points for price will be allocated in accordance with the formula set out in this clause based on the tender sum / amount as set out in the **Price Schedule (Section 7).**]

2.3.10.3.2 Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

2.3.10.3.3 The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

2.3.10.3.4 Applicable formula:

The 80/20 preference point system will apply to this tender

The 80/20 price/preference points system will be applied to the evaluation of responsive tenders up to and including a Rand value of R50'000'000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.

Price shall be scored as follows:

$$Ps = 80 \times \frac{(1 - \frac{(Pt - Pmin)}{Pmin})}{Pmin}$$

Where: Ps is the number of points scored for price;
Pt is the price of the tender under consideration;
Pmin is the price of the lowest responsive tender.

Preference points shall be based on the Specific Goal as per below:

Table B1: Awards above R750 000 and up to R50 mil (VAT Inclusive)

#	Specific goals allocated points	Preference Points (80/20) <i>Equal/ below R50 mil</i>	Evidence	Additional Guidance
<i>Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of</i>				
1	Gender are women (ownership)* >75% - 100% women ownership: 5 points >50% - 75% women ownership: 4 points >25% - 50% women ownership: 3 points >0% - 25% women ownership: 2 points	5	- Company Registration Certification - Central Supplier Database report	- Issued by the Companies and Intellectual Property Commission - Report name: CSD Registration report

	0% women ownership = 0 points			
2	Race are black persons (ownership)* >75% - 100% black ownership: 5 points >50% - 75% black ownership: 4 points >25% - 50% black ownership: 3 points >0% - 25% black ownership: 2 points 0% black ownership = 0 points	5	- B-BBEE certificate; - Company Registration Certification - Central Supplier Database report	- South African National Accreditation System approved certificate or commissioned sworn affidavit - Issued by the Companies and Intellectual Property Commission - Report name: CSD Registration report
3	Disability are disabled persons (ownership)* WHO disability guideline >2% ownership: 3 points >0% - 2% ownership: 1.5 point 0% ownership = 0 points	3	- Proof of disability - Company Registration Certification	- Medical certificate/ South African Revenue Services disability registration - Issued by the Companies and Intellectual Property Commission
Reconstruction and Development Programme (RDP) as published in Government Gazette				
4	Promotion of Micro and Small Enterprises Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996) SME partnership, sub-contracting, joint venture or consortiums	7	- B-BBEE status level of contributor; - South African owned enterprises; - Financial Statement to determine annual turnover	- Specifically in line with the respective sector codes which the company operates, - South African National Accreditation System approved certificate or commissioned sworn affidavit - Certificate of incorporation or commissioned sworn affidavit - Latest financial statements (1 Year)
	Total points	20		

*Ownership: main tendering entity

2.3.10.5 Risk Analysis

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

- reasonableness of the financial offer
- reasonableness of unit rates and prices
- the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard
- any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.

The conclusions drawn from this risk analysis will be used by the CCT in determining the acceptability of the tender offer.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

2.3.11 Negotiations with preferred tenderers

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

- a) Does not allow any preferred tenderer a second or unfair opportunity;
- b) Is not to the detriment of any other tenderer; and
- c) Does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers.

In terms of the CCT's SCM Policy, tenders must be cancelled in the event that negotiations fail to achieve a market related price with any of the three highest scoring tenderers.

2.3.12 Acceptance of tender offer

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

2.3.12.1 Accept a tender offer(s) which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

2.3.12.2 Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

2.3.12.3 Accept the tender offer(s), if in the opinion of the CCT, it does not present any material risk and only if the tenderer(s):

- a) is not under restrictions, has any principals who are under restrictions, or is not currently a supplier to whom notice has been served for abuse of the supply chain management system, preventing participation in the CCT's procurement,
- b) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,
- c) has the legal capacity to enter into the contract,
- d) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing, complies with the legal requirements, if any, stated in the tender data, and
- e) is able, in the opinion of the CCT, to perform the contract free of conflicts of interest.

If an award cannot be made in terms of anything contained herein, the CCT reserves the right to consider the next ranked tenderer(s).

2.3.12.4 The CCT reserves the right not to make an award, or revoke an award already made, where the implementation of the contract may result in reputational risk or harm to the CCT as a result of (inter alia):

- a) reports of poor governance or unethical behaviour, or both;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the CCT;
- d) negative media reports, including negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; and

- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53 of the SCM Policy), where the person is or was negatively implicated in any SCM irregularity.

2.3.12.5 The CCT reserves the right to nominate an Standby bidder at the time when an award is made and in the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy.

2.3.13 Prepare contract documents

2.3.13.1 If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

- a) Notices issued during the tender period,
- b) Inclusion of some of the returnable documents, and
- c) Other revisions agreed between the CCT and the successful tenderer.

2.3.13.2 Complete the schedule of deviations attached to the form of offer and acceptance, if any.

2.3.14 Notice to successful and unsuccessful tenderers

2.3.14.1 Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

2.3.14.2 The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

2.3.15 Provide written reasons for actions taken

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	
SUPPLY CHAIN MANAGEMENT			
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TENDER NO: [DP8821]/2024/25

TENDER DESCRIPTION: [Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town]

CONTRACT PERIOD: [36] MONTHS FROM THE COMMENCEMENT DATE OF THE CONTRACT

THE CONTRACT

THE CITY OF CAPE TOWN	
A metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998 read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000, as amended ("the Purchaser") herein represented by	
AUTHORISED REPRESENTATIVE	

AND

SUPPLIER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (The "Supplier" / "tenderer")	
TRADING AS (if different from above)	
REGISTRATION NUMBER	
PHYSICAL ADDRESS / CHOSEN DOMICILIUM CITANI ET EXECTUANDI OF THE SUPPLIER	
AUTHORISED REPRESENTATIVE	
CAPACITY OF AUTHORISED REPRESENTATIVE	

(HEREINAFTER COLLECTIVELY REFERRED TO AS "THE PARTIES" AND INDIVIDUALLY A "PARTY")

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

C.1 DETAILS OF TENDERER/SUPPLIER

1.1 Type of Entity (Please tick one box)

- ☐ Individual / Sole Proprietor
 ☐ Close Corporation
 ☐ Company
☐ Partnership or Joint Venture or Consortium
 ☐ Trust
 ☐ Other:

1.2 Required Details (Please provide applicable details in full):

Name of Company / Close Corporation or Partnership / Joint Venture / Consortium or Individual /Sole Proprietor	
Trading as (if different from above)	
Company / Close Corporation registration number (if applicable)	
Postal address	Postal Code _____
Physical address (Chosen Domicilium Citandi Et Executandi)	Postal Code _____
Contact details of the person duly authorised to represent the tenderer	Name: Mr/Ms _____ (Name & Surname) Telephone : (____) _____ Fax : (____) _____ Cellular Telephone: _____ E-mail address: _____
Income tax number	
VAT registration number	
SARS Tax Compliance Status PIN	
CCT Supplier Database Registration Number (See Conditions of Tender)	
National Treasury Central Supplier Database registration number (See Conditions of Tender)	
Is tenderer the accredited representative in South Africa for the Goods / Services / Works offered?	☐ Yes ☐ No If yes, enclose proof
Is tenderer a foreign based supplier for the Goods / Services / Works offered?	☐ Yes ☐ No If yes, answer the Questionnaire to Bidding Foreign Suppliers (below)
Questionnaire to Bidding Foreign Suppliers	a) Is the tenderer a resident of the Republic of South Africa or an entity registered in South Africa? ☐ Yes ☐ No
	b) Does the tenderer have a permanent establishment in the Republic of South Africa? ☐ Yes ☐ No
	c) Does the tenderer have any source of income in the Republic of South Africa? ☐ Yes ☐ No
	d) Is the tenderer liable in the Republic of South Africa for any form of taxation? ☐ Yes ☐ No
Other Required registration numbers	

C.2 FORM OF OFFER AND ACCEPTANCE

TENDER [DP8821: Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town]

C.2.1 Offer (To Be Completed by the Tenderer as Part of Tender Submission)

The tenderer, identified in the offer signature table below,

HEREBY AGREES THAT by signing the *Form of Offer and Acceptance*, the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;
2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;
4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
 - 4.1 terms and conditions stipulated in this tender document;
 - 4.2 specifications stipulated in this tender document; and
 - 4.3 at the prices as set out in the **Price Schedule**.
5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

SIGNED AT _____ (PLACE) ON THE _____ (DAY) OF _____ (MONTH AND YEAR)

For and on behalf of the Supplier
(Duly Authorised)
Name and Surname:

Witness 1 Signature
Name and Surname:

Witness 2 Signature
Name and Surname:

INITIALS OF CCT OFFICIALS		
1	2	3

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER [DP8821: Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town]

C.2.2 Acceptance (To Be Completed by the CCT)

By signing this part of this *Form of Offer and Acceptance*, the CCT accepts the tenderer's (if awarded the Supplier's) offer. In consideration thereof, the CCT shall pay the Supplier the amount due in accordance with the conditions of contract. Acceptance of the Supplier's offer shall form an agreement between the CCT and the Supplier upon the terms and conditions contained in this document.

The terms of the agreement are contained in the Contract (as defined) including drawings and documents or parts thereof, which may be incorporated by reference.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the *Tender Returnable Documents* as well as any changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance, are contained in the *Schedule of Deviations* attached to and forming part of this *Form of Offer and Acceptance*. No amendments to or deviations from said documents are valid unless contained in the *Schedule of Deviations*.

The Supplier shall within 2 (two) weeks after receiving a complete, copy of the Contract, including the *Schedule of Deviations* (if any), contact the CCT to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms the *Special Conditions of Contract*. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation / breach of the agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the Commencement Date, being the date upon which the Supplier confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including amendments or deviations contained in the *Schedule of Deviations* (if any).

For and on behalf of the City of Cape Town
(Duly Authorised)
Name and Surname:

Witness 1 Signature
Name and Surname:

Witness 2 Signature
Name and Surname:

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER [DP8821: Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town]

C.2.3 Schedule of Deviations (To be completed by the CCT upon Acceptance)

Notes:

1. The extent of deviations from the tender documents issued by the CCT before the tender closing date, is limited to those permitted in terms of the conditions of tender.
2. A tenderer's covering letter shall not be included in the final Contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
3. Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties to become an obligation of the Contract, shall be recorded here.
4. Any change or addition to the tender documents arising from the above agreements and recorded here, shall form part of the Contract.

1 Subject

Details

2 Subject

Details

3 Subject

Details

4 Subject

Details

By the duly authorised representatives signing this agreement, the CCT and the tenderer agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to this tender document and addenda thereto as listed in the *Tender Returnable Documents*, as well as any confirmation, clarification or changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the Commencement Date, shall have any meaning or effect between the Parties arising from the agreement.

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER [DP8821-2024-25: Case Management System: Design, installation and support for the Ethics and Forensic Services Department at the City of Cape Town]

C.2.4 Confirmation of Receipt (To be Completed by Supplier upon Acceptance)

The Supplier identified in the offer part of the Contract hereby confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including the *Schedule of Deviations* (if any) on:

The..... (Day)

Of..... (Month)

20..... (year)

At..... (Place)

For the Supplier: Signature(s)

Name(s)

Capacity

Signature and name of witness:

Signature Name

ONLY TO BE
COMPLETED AT
ACCEPTANCE STAGE

C.3 OCCUPATIONAL HEALTH AND SAFETY AGREEMENT

AGREEMENT MADE AND ENTERED INTO BETWEEN THE CCT (HEREINAFTER CALLED THE "CCT")
AND

.....,
(Supplier/Mandatar y/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I,, representing

....., as an employer
in its own right in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (hereafter "OHSA") and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number:

OR Compensation Insurer: Policy No.:

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed aton the.....day of.....20....

Witness

Mandatar y

Signed at..... on the.....day of.....20

Witness

for and on behalf of
CCT

C.4 PRICE SCHEDULE

Bid specifications may not make any reference to any particular trade mark, name, patent, design, type, specific origin or producer, unless there is no other sufficiently precise or intelligible way of describing the characteristics of the work, in which case such reference must be accompanied by the words "or equivalent".

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT'

TENDER [DP8821: Case Management System: Design, installation and support for the Forensic Services Department at the City of Cape Town]

Schedule A: Design, Development, Supply and Installation of a case management system

The price set out in this table below includes, but not limited, to , the design, development, supply, installation and implementation of a case management system, inclusive of all licences, of approximately 46 users at the date of implementation or in the future. All ancillary software or plugins that may be required to ensure full system functionality must be included in this pricing schedule. The All prices to exclude VAT.

ITEM	DESCRIPTION	UNIT OF MEASUREMENT	FIRM PRICE (excl. VAT)
A1	Total System design and development, including customisation, software subsystems, modules and other dependencies for 46 EFS Users	Sum	R
A2	Software Supply: CMS software package, including licence fee for the duration of the tender, including functional patches and OEM support for duration of contract	Sum	R
A3	Installation, User acceptance testing and Commissioning	Sum	R
A4	Training for all users, power users/administrators (once off) for approximately 46 EFS staff members	Sum	R
A5	Total Design, Development, Supply & Installation of CMS		R

Schedule B: Maintenance and Support of the Case Management System over the contract period

The rates set out in the table below is for the maintenance and support of the CMS system for the duration of the contract, which include after hours work. This must include all OEM related maintenance and support fees. The maintenance must be inclusive of all software patching inclusive of all security patches, updates as well as those related to dependent software, etc. The vendor will ensure that their software and related software components are within maintenance support at all times, i.e. no expired or out of support software. Please note that the vendor is responsible for all bug-fixes and system recovery in the event of a failure. All prices to exclude VAT.

ITEM	DESCRIPTION	PERIOD	Year 1- FIRM MONTHLY RATE in R (excl VAT)	Year 2- FIRM MONTHLY RATE in R (excl VAT)	Year 3- FIRM MONTHLY RATE in R (excl VAT)
B1	Monthly Standby fee to maintenance and support of CMS system	For 36 months from the date of commencement of the contract, valid monthly	R	R	R
TOTAL			R	R	R

Schedule C: Ad-hoc labour costs for Customisation, Training, Change Management and other associated costs

The CCT may require additional customisation of the Case Management System after the initial commissioning of the system. Please provide labour rates for the personnel required in the table below. The per hour rates stated in **Price Year 1** will appear on the award letter to the successful bidder. All prices to exclude VAT.

ITEM	RESOURCE DESCRIPTION	UNIT	PRICE YEAR 1 (excl VAT)	PRICE YEAR 2 (excl VAT)	PRICE YEAR 3 (excl VAT)
C1	Project Manager	Per Hour	R		
C2	Junior IT Engineer/ Programmer/Developer	Per Hour	R		
C3	Senior IT Engineer/ Programmer/Developer	Per Hour	R		
C4	Training Facilitator and Change agent, including material and tools required for facilitation (ONSITE)	Per Hour	R		
C5	Junior Training Facilitator and Change agent, including material and tools required for facilitation (ONSITE)	Per Hour	R		
C6	Training Facilitator and Change agent, including material and tools required for facilitation (REMOTE)	Per Hour	R		
C7	Junior Training Facilitator and Change agent, including material and tools required for facilitation (REMOTE)	Per Hour	R		
C8	Additional User Licenses	Per User	R	R	R
C9	Other User Licences (if applicable/ required)	Per User	R	R	R
C9	Accommodation	Reimbursed at cost in accordance with Policy Directive 13 of the City of Cape Town Travel Management Policy			
C10	Domestic Air Travel	Reimbursed at cost in accordance with Policy Directive 12 of the City of Cape Town Travel Management Policy			
C11	Mileage with City of Cape Town borders	Reimbursed at latest prescribed SARS rate per km			
TOTAL					

Schedule D: Total Bid Cost for Evaluation

In order to calculate the full price of the bid, the total price over the first year must be calculated. The Grand Total price will be used for the evaluation of the tender **ONLY**. No additional costs should be added in this table.

ITEM	DESCRIPTION	PRICE (excl. VAT)	NUMBER OF MONTHS	NUMBER OF HOURS	TOTAL (excl. VAT)
A	Total Design, Development, Supply & Installation of CMS (carried over from Schedule A)	R			R
B	Maintenance and Support of the Case Management System (carried over from Schedule	R	12		R

	B), assume 12 months for evaluation purposes				
C	Customisation: Yearly fee for Project Manager (carried over from Schedule C1), assume 500 hours for evaluation purposes	R		3500 (This is the sum total of hours taken from Schedule C 1-7 above i.e 500 x7)	R
	Customisation: Yearly fee for Junior IT Engineer/ Programmer/Developer (carried over from Schedule C2), assume 500 hours for evaluation purposes				
	Customisation: Yearly fee for Senior IT Engineer/ Programmer/Developer (carried over from Schedule C3), assume 500 hours for evaluation purposes				
	Customisation: Yearly fee for Training Facilitator and Change agent, including material and tools required for facilitation (ONSITE) (carried over from Schedule C4), assume 500 hours for evaluation purposes				
	Customisation: Yearly fee for Junior Training Facilitator and Change agent, including material and tools required for facilitation (ONSITE)(carried over from Schedule C5), assume 500 hours for evaluation purposes				
	Customisation: Yearly fee for Training Facilitator and Change agent, including material and tools required for facilitation (REMOTE))(carried over from Schedule C6), assume 500 hours for evaluation purposes				
	Customisation: Yearly fee for Junior Training Facilitator and Change agent, including material and tools required for facilitation (REMOTE) (carried over from Schedule C7), assume 500 hours for evaluation purposes				
Grand Total for Design, Development, Supply, Installation, Maintenance, Support and ad-hoc customisation and change management/ training over first year of Contract (bid cost)					R

Pricing Instructions:

- 5.1 State the rates and prices in Rand unless instructed otherwise in the Conditions of Tender.
- 5.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.
- 5.3 All prices tendered must include all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding. If CCT requires any on premise works, the tenderer will be reimbursed for travel and accommodation costs as follows:
- 5.3.1 Mileage will be reimbursed at the latest prescribed SARS rate per kilometre and will only cover the area within City of Cape Town borders.
- 5.3.2 Accommodation and domestic air travel will be reimbursed at cost in accordance with Policy Directive 12 and 13 respectively of the City of Cape Town Travel Management Policy.
- 5.3.3 Reimbursements will be based on actual costs incurred, supported by receipts and within specified limits. The scope of travel could be defined as for example flights, car rentals, public transport supported by receipts, travel logs or invoices and within approved limits. All will be pre-approved by the contracting authority.
- 5.4 All prices shall be tendered in accordance with the units specified in this schedule.
- 5.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.
- 5.6 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word "included" or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item. The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the CCT may also perform a risk analysis with regard to the reasonableness of such rates.**
- 5.7 Provide fixed rates (which includes after hours work and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract.
- 5.8 The rates provided in Schedule A should be the cost of the software to procure licenses for a minimum of 46 users, the design, development, supply, installation and implementation of a case management system, inclusive of all licences at the date of implementation or in the future.
- 5.9 The rates (which includes after hours work) set out in the table below (Schedule B, C and D) are for the design, supply, installation, maintenance, change management/ training and support of the CMS software, including patching, for the duration of the contract. The tenderer must supply yearly rates for all three years of the tender.
- 5.10 Please provide labour rates for the personnel required in Schedule C. The per hour rates (which include after hours work) stated in All prices to exclude VAT. The rates should apply to 365 days and 8 hours per day. It should be noted that for evaluation purposes 500 hours per line item will be used and the formula on Schedule should be followed to calculate the quoted amounts.
- 5.11 Any licensing related to dependent software must be covered in the cost of your solution and become the property of the CCT, for example, Oracle database software, etc.
- 5.12 Any Microsoft related server software will be covered by existing CCT tenders, where applicable.
- 5.13 Any of the components provided in your solution will be consumed at the discretion of the CCT.
- 5.14 A user as referred to in C8 above is considered a primary user of the CMS and is defined as a staff member of EFS that is involved on a permanent basis in the end to end lifecycle of the investigation on a daily basis to perform specific tasks or achieve certain goal.
- 5.15 A user as referred to in C9 above is considered a secondary user or action owner to the CMS which can be defined as a staff member of the CCT or an entity/ consultant external to EFS that is involved on a temporary basis in all or

INITIALS OF CCT OFFICIALS		
1	2	3

certain parts of the investigation lifecycle and that will be granted access by EFS to interact with and utilize the software or digital service to perform specific tasks or achieve certain goal.

C.5 SPECIFICATION(S)

Introduction

The City of Cape Town (CCT) Ethics and Forensic Services Department (EFS), under authorisation of the City Manager, conducts forensic investigations related to alleged fraud, corruption or other criminal activity, maladministration and/or negligence on the part of any employee, any municipal entity, agent, contractor, supplier or service provider to the City. EFS requires a sophisticated Case Management System (CMS) to enhance the efficiency and effectiveness of forensic investigations. This system must deliver an integrated, end-to-end solution that encompasses all phases of forensic case management, from logging of cases, allocation of cases, evidence collection/uploading, investigation diary entries, process flow notifications and comprehensive analysis and dashboard reporting. This may extend to ethics based investigations and preliminary forensic assessments. By providing a centralized platform for managing diverse types of evidence—ranging from digital to physical—the FCMS will facilitate improved collaboration, uphold the chain of custody, and ensure adherence to legal and regulatory standards.

The CMS should be designed to significantly enhance the department's operational efficiency in managing forensic cases. Key features must include real-time data tracking, automated compliance monitoring, and advanced reporting capabilities. Furthermore, the system should incorporate training modules together with user manual and user support to ensure all personnel can utilize the platform effectively. This will empower the department to maintain its commitment to integrity and transparency throughout the forensic investigation process.

The specification calls for the design or standardisation, installation and implementation of an electronic, web-based on-premise case management system, but the contract should also cater for additional enabling services, such as;

- a. Training of staff to use the electronic solution in all functionality;
- b. Conversion and incorporation of existing forensics case management systems and processes, for use in the newly implemented electronic working papers solution..
- c. Standardisation of workflow process, as determined for the EFS department
- d. Initial and adhoc customisation and standardisation of EFS practises to meet the business requirement.

Specific criteria for on-premise solutions are described in sections C.5.10.5.6.1

C.5.1. Description

C.5.1.1 Digital Forensic Central Repository

A comprehensive solution for the or integrating and managing all forensic data and evidence enabling centralized workflows that enhance collaboration and efficiency across various investigative teams. In the instances where standard workflows do not inherently exist in the solution, the system must allow for customisable workflows where necessary.

The system should provide a unified platform, universally accessible and aid in driving collaboration and efficiency in terms of standard case management investigative practises. The typical workflows include but are not limited to:

- a. Full case management for cases triggered and investigated by internal EFS department
- b. Authorisation of the cases by the delegated authority external to EFS but internal to the CCT.
- c. Co-ordination of line referrals (matters referred to line management for examination and response) and

tracking responses, uploading evidence of implementation etc.

- d. Tracking of EFS report recommendations with the management of various Directorates and Departments in the CCT to upload their responses and upload their evidence in response to EFS report recommendations.

The system should support inter-departmental collaboration, with built-in role-based access controls, allowing external agencies to contribute securely to investigations, managed centrally by the EFS department.

C.5.1.2 Scientific Integrity:

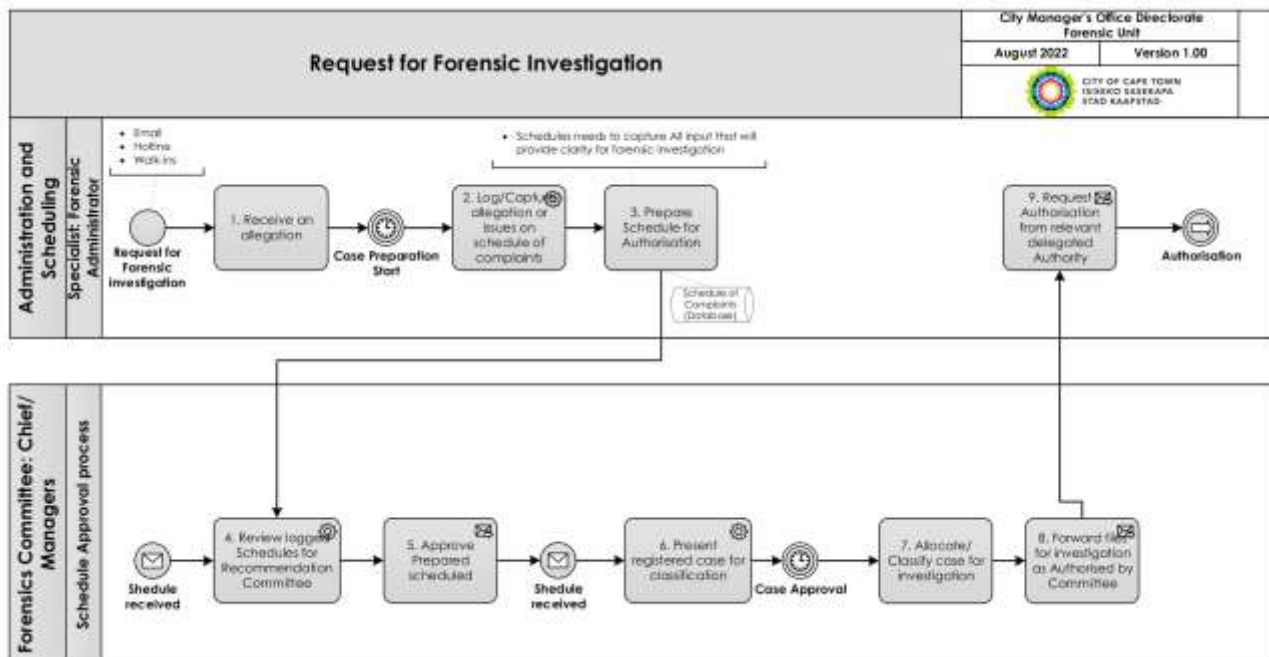
The results produced by the tool must be auditable, repeatable, and withstand legal and evidentiary scrutiny.

Special consideration should be given to maintaining data integrity and the chain of custody for all evidence, with the purpose of ensuring that all evidence is managed through a digital record-keeping system that maintains continuity and integrity throughout the investigation lifecycle.

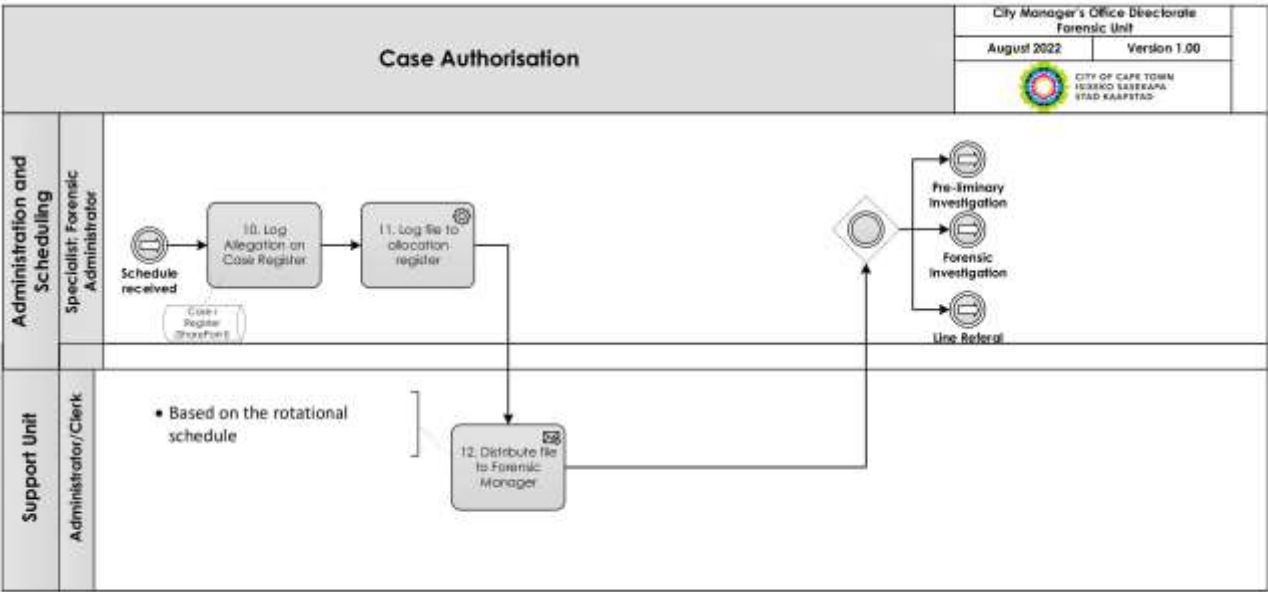
C.5.1.2 Existing Forensic services business process flow:

For the purposes of aligning solution feature set, with that of the EFS business process, the following confirmed processes should be catered for, either in terms of the standard feature set or through customisation.

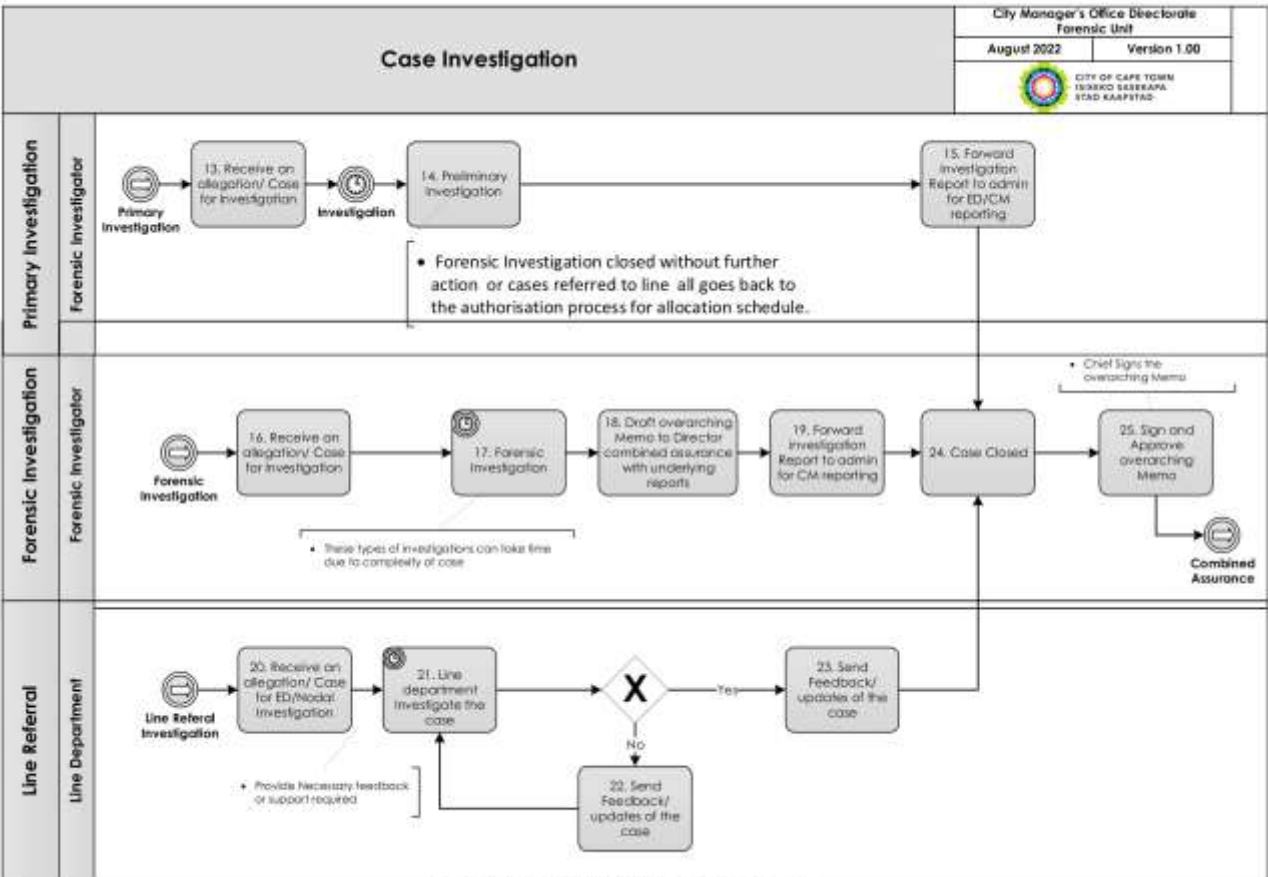
C.5.1.2.1 Allegation Intake and Authorisation Process

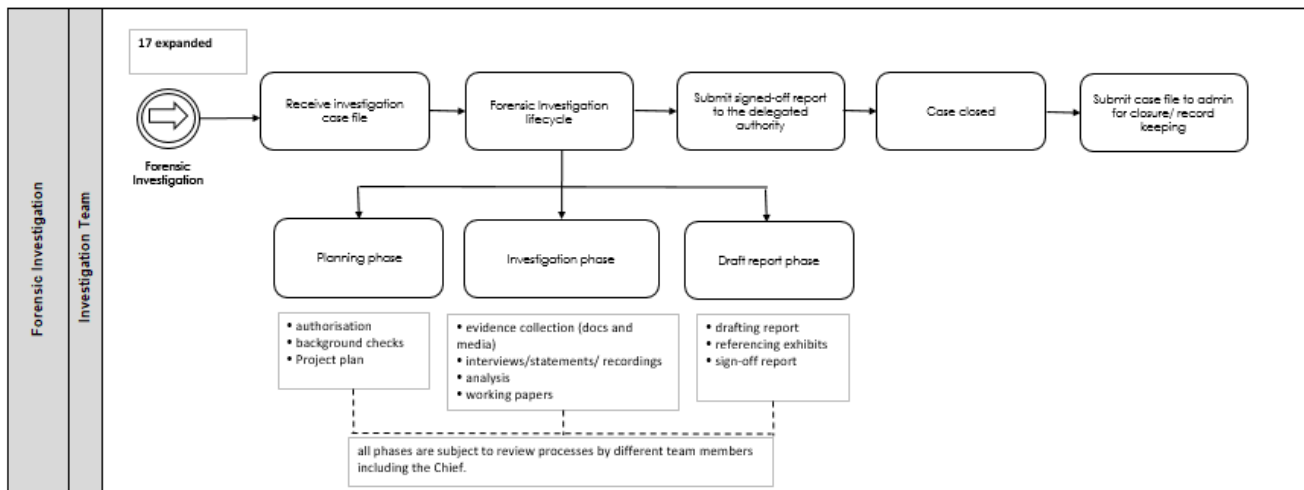


C.5.1.2.2 Case allocation to an investigator process

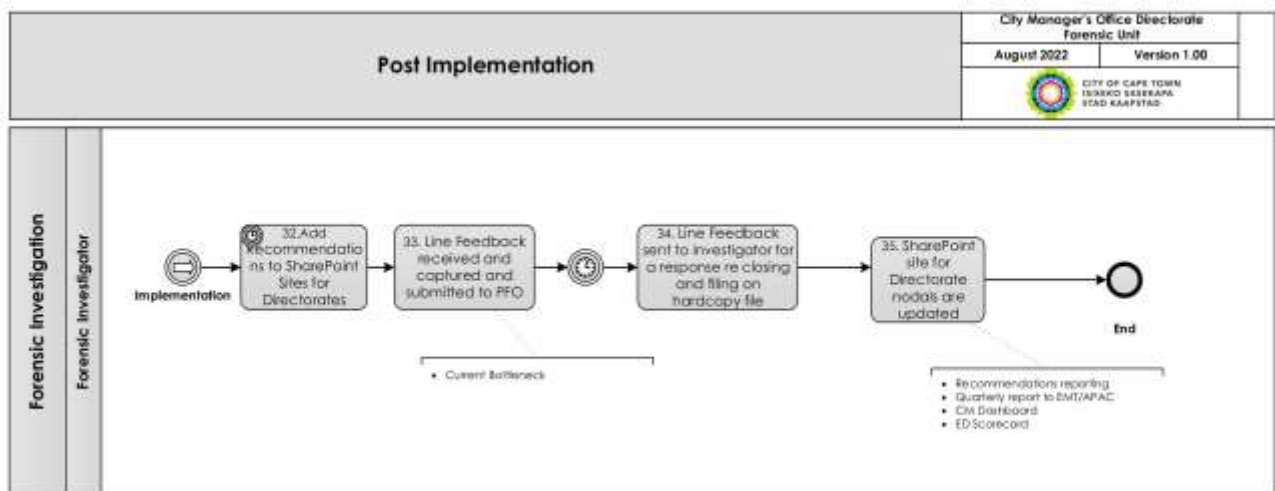


C.5.1.2.3 Case investigation process

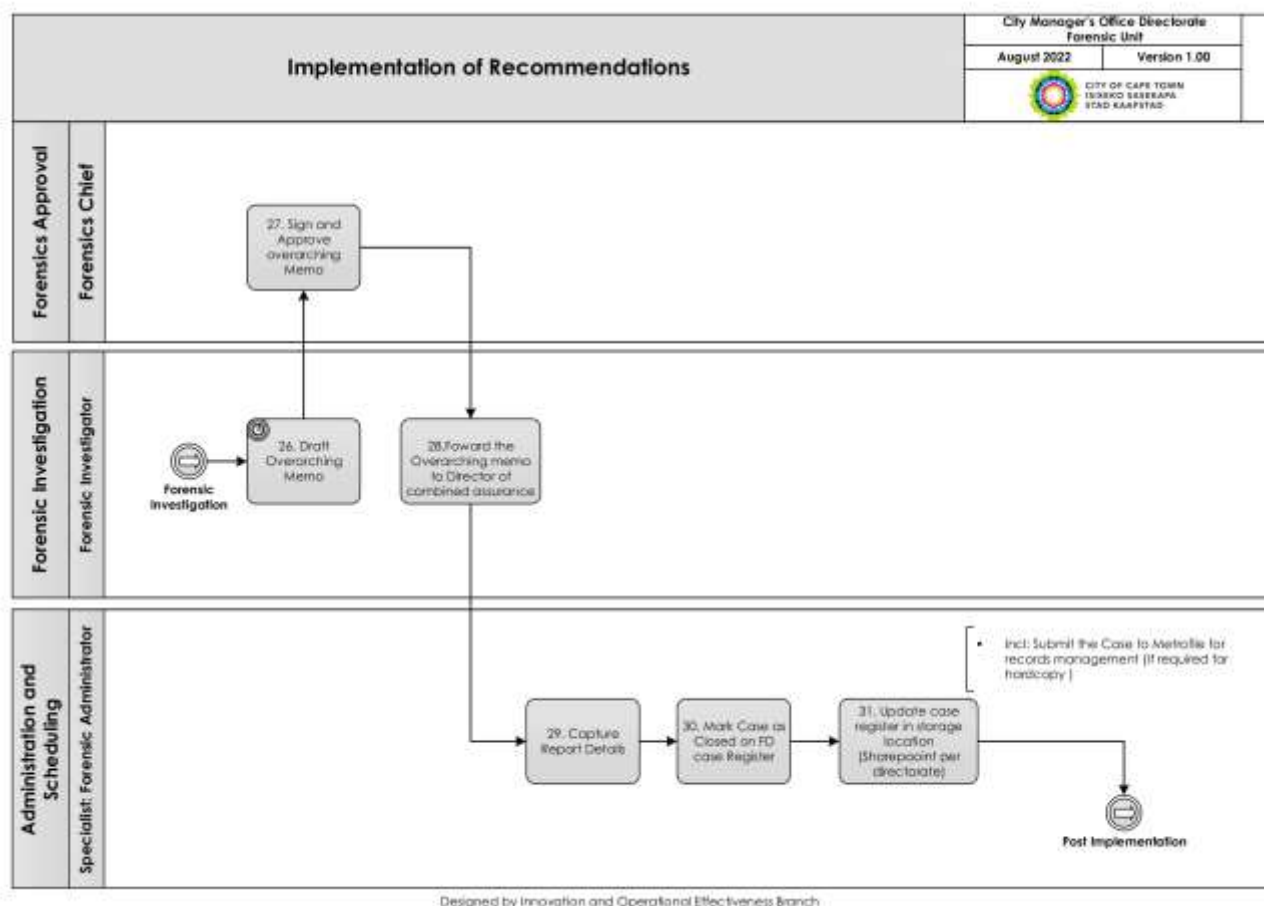




C.5.1.2.4 Implementation of recommendation process and Line Referral Process with management of various Directorates and departments in the CCT



C.5.1.2.5 Closing of a file



C.5.2. Purpose

C.5.2.1 Digital Forensic Investigation:

Facilitate not just endpoint analysis but also the management of all case phases, including data ingestion, crime scene documentation, analysis, and reporting.

C.5.3. Usage

C.5.3.1 Endpoint Analysis:

Allow users to submit evidence and requests remotely via mobile, tablet, or desktop to streamline the process and reduce delays.

C.5.3.2 Checkout capability

User must be able to check out copies of the whole or sections of their investigation or case file for off-line work.

Users must also be able to merge and/or check in the associated investigation and case file and merge with main database when they are back online;

C.5.3.3 Recommended actions and tracking

Recommendation/agreed action implementation status tracking with the ability to run management reports to review the implementation status of all recommendations based on based dates or directorates/departments. It must also be possible to attach multiple recommendations with different action owners to one finding; and the ability to allow the process owners to update progress on their agreed action plans

C.5.4 Key Features

Other than the general and standard case management features, the system should make allowance for:

- a. Intake, Authorisation and Allocation of matters
- b. Investigation Management (Planning, Investigating/Reporting)
- c. Tracking of Recommendations (Send to Line Directorate, Line to Respond and Upload Evidence, Investigator to assess status, Governance statistics)
- d. Tracking of Line Referrals ((Send to Line Directorate, Line to Respond and Upload Evidence, Investigator to assess status, Governance statistics)

C.5.4.1 Mandatory General Features

C.5.4.1.1 A full Case Management System (CMS) i.e. multiple case registers for cases/interventions triggered/logged by internal Ethics and Forensic services (EFS) department with customisable reference numbers. The case register fields can be customised based on the needs of the EFS department.

C.5.4.1.2 The CMS is able to workflow documents to delegated authority and management for approval. The system should support inter-departmental collaboration, with built-in role-based access controls, allowing external agencies to contribute securely to investigations, managed centrally by the EFS department

C.5.4.1.3 The CMS is able to allocate investigation files to users.

C.5.4.1.4 The CMS has an early warning system on items to become overdue and can set reminders/alerts (this is applicable to investigation file reviews, line referrals and tracking of recommendations).

C.5.4.1.5 The CMS allows EFS to allocate and monitor line referrals in external CCT departments, track responses and upload evidence of implementation/action taken and assign a completion status etc.

C.5.4.1.6 The CMS allows EFS to allocate recommendations upon completion of an investigation to external CCT departments and allows the line departments to upload their responses and upload their evidence, and for EFS to evaluate responses submitted and assign a completion status.

It must also be possible to attach multiple recommendations with different action owners to one finding; and the ability to allow the process owners to update progress on their agreed action plans

C.5.4.1.7 The results produced by the tool must be auditable, repeatable, and withstand legal and evidentiary scrutiny. Special consideration should be given to maintaining data integrity and the chain of custody for all evidence, with the purpose of ensuring that all evidence is managed through a digital record-keeping system that maintains continuity and integrity throughout the investigation lifecycle. The CMS system is able to generate a document/log proving chain of custody.

C.5.4.1.8 Allow users to submit evidence and requests remotely via mobile, tablet, or desktop to streamline the process and reduce delays. EFS should be able to check out copies of the whole or sections of the data stored within the CMS for off-line work. User must be able to merge or check the completed updates back into the main CMS when they are back online.

C.5.4.1.9 File System Capability: Support for various file systems and output formats, including media files, MS Office, PDF, zip files etc.

Ensure compatibility with various file formats for analysis (import).

C.5.4.1.10 Advanced Search Capabilities: Detailed searches with custom filters for targeted data retrieval and all applicable metadata fields (custom and standard).

Ability to perform full-text searches, pattern matching, and keyword searches across multiple formats.

C.5.4.1.11 User Interface: User-friendly interface that is easy to navigate for case managers, investigators and contributors.

C.5.4.1.12 Investigation Management: Ability to visually represent a dashboard summary or high level case

overview, indicating at a minimum active cases, case status, project timelines and basic workload management i.e. # of cases assigned to one investigator and age of case.

- C.5.4.1.13 Investigation/ Preliminary and Lifestyle Assessment files: A centralized interface for an investigator to manage multiple investigations simultaneously.
- C.5.4.1.14 Investigation/ Preliminary and Lifestyle Assessment files: The CMS is customisable to execute the planning, investigation and reporting phase which involves standardised templates, working papers and investigation plans/forms/steps.
- C.5.4.1.15 Investigation/ Preliminary and Lifestyle Assessment files: The CMS is able to raise review notes as part of the investigation process.
- C.5.4.1.16 Functionality to export complete case files into compressed formats (e.g., ZIP).
- C.5.4.1.17 Functionality to allow the extraction of management information from the system for governance reporting, line referrals and implementation of recommendations statistics to stakeholders, ad-hoc requests and pro-active investigations (prevention and detection) in an automated/ customisable report.
- C.5.4.1.18 Enable instant reporting features that provide real-time feedback on case status and activities.
- C.5.4.1.19 Roles and User Management: User management facility that manages user access and user privileges to the various investigation or case files. This facility must also allow for the assignment of the responsible managers and team leads to the various projects.
- C.5.4.1.20 Customisable: The CMS should make allowance for flexibility in terms of revised standard operating procedures from an EFS perspective or regulatory change and be fully customisable to fit the CCT's Ethics and Forensic Services departments operating methodology and be compliant with the relevant internal standards

C.5.4.2 Data Acquisition

C.5.4.2.1 Integrated Submission Portal

Implement an internal system for submission, either by system owners or through a networked user submission portal for evidence requests that captures structured information efficiently to enable faster responses from forensic teams.

C.5.4.2.2 Automated Chain-of-Custody Documentation

Ensure that the system automatically generates chain-of-custody documentation during data acquisition for better accountability.

C.5.4.2.3 Live and Static Data Capture:

Ability to capture data from both live systems and static devices (online versus offline).

C.5.4.2.4 File System Compatibility:

Support for various file systems and output formats, including *.raw, *.e01, *.aff.

C.5.4.2.5 Readability of File Formats:

Ensure compatibility with various file formats for analysis.

C.5.4.3 Verification & Compliance

C.5.4.3.1 Automated Compliance Tracking

Incorporate features that automatically track compliance with standard operating procedures during data acquisition and processing.

C.5.4.4 Advanced Search Capabilities

C.5.4.4.1 Genalised and Custom Filter Searches:

Detailed searches with custom filters for targeted data retrieval and all applicable metadata fields (custom and standard).

C.5.4.4.2 Full-Text Search:

Ability to perform full-text searches, pattern matching, and keyword searches across multiple formats.

C.5.4.5 User Interface

C.5.4.5.1 Intuitive Design:

User-friendly interface that is easy to navigate for case managers, investigators and contributors..

C.5.4.5.2 Unified Investigation Management:

A centralized interface for managing multiple investigations simultaneously.

C.5.4.5.3 Overview or Manager summary

Ability to visually represent a dashboard summary or high level case overview, indicating at a minimum active cases, case status and basic workload management i.e. # of cases assigned to one investigator.

C.5.4.5.4 Customizable User Experience

Ensure that the user interface is highly configurable to adapt to current or future organizational practices.

C.5.4.6 Reporting Tools

C.5.4.6.1 Customizable Reporting Templates:

Pre-defined templates for common reports (e.g., case status reports).

C.5.4.6.2 Export/Import Options and compatibility

Ability to export reports in multiple formats (PDF, Excel) for sharing or archiving, including Microsoft Office suite 2021, 365 or newer.

Fully compatible with Microsoft Edge web browser and Adobe Acrobat reader DC 2021 or newer.

C.5.4.6.3 Full Casefile Export & Compression:

Functionality to export complete case files into compressed formats (e.g., ZIP).

C.5.4.6.4 Instant Reporting Capabilities

Enable instant reporting features that provide real-time feedback on case status and activities.

C.5.4.6.5 Automated Report Generation

Include automated report generation capability, based on customizable templates, allowing for quicker and more consistent reporting outputs.

C.5.4.7 Deployment type

For the purposed of enablement, no preference will be given to on premise solutions. However, it is imperative

that the proposed solution meets all the user requirements as determined in this section holistically.

C.5.4.8 Database storage and working records availability

C.5.4.8.1 General backup and data storage

For the purposes of ensuring the future sustainability of the system, all data created, developed, analysed and stored through the active contract period, remains the intellectual property of the City and as such, the capability to download or store a full system backup needs to be provided.

C.5.4.8.2 Related case documentation

The system should provide the capability to store all working papers, records, notes etc. related to any case instance electronically.

C.5.4.8.3 investigation logs

The system should provide the capability for investigator notes and case logs for all case instances, which should be included in the general system backup information.

C.5.4.8.4 Database storage

Dependant on the deployment type i.e. on premise, the system must make allowance for storage and instance redundancy of the associated database(s) in a secure server location.

C.5.4.9 Data storage and availability

For the purposes of ensuring the future sustainability of the system, all data created, developed, analysed and stored through the active contract period, remains the intellectual property of the City and as such, the capability to download or store a full system backup needs to be provided.

The solution must have robust security features/functionality covering the following (but not limited to) – transmission and storage encryption; secure user authentication; role based access; detailed audit logging and reports; at all time meet all regulatory requirements/legislation etc; regular version software updates; supports the latest hosting hardware and operating systems.

C.5.5. Compliance

C.5.5.1 Regulatory Adherence:

Ensure compliance with relevant statutory/legal requirements throughout the investigation and reporting process, including the following standards:

C.5.5.1.1 ISO/IEC 27001:2013 - Information Security Management Systems (ISMS)

Purpose: Establishes requirements for an information security management system (ISMS), ensuring secure data handling.

C.5.5.1.2 ISO/IEC 27002:2022 - Information Security Controls

Purpose: Provides a framework for implementing security controls.

Purpose: Offers guidelines for handling digital evidence to ensure admissibility in court.

C.5.5.1.3 SANS 27001:2013 - Information Security Management Systems (South African National Standard)

Purpose: The South African equivalent of ISO/IEC 27001, ensuring that information security management aligns with international standards while meeting local legal and regulatory needs.

C.5.5.1.4 SANS 9001:2015 - Quality Management Systems (South African National Standard)

Purpose: The South African equivalent of ISO 9001, setting requirements for quality management systems (QMS).

C.5.5.1.5 ISO/IEC 27701:2019 - Privacy Information Management System (PIMS)

Purpose: Extension to ISO/IEC 27001 and ISO/IEC 27002 for managing personal data (PII).

C.5.5.1.6 ISO 31000:2018 - Risk Management – Guidelines

Purpose: Provides a risk management framework applicable across various industries.

C.5.5.1.7 ISO/IEC 27035:2016 - Information Security Incident Management

Purpose: Provides guidelines for responding to information security incidents.

C.5.5.1.8 ISO/IEC 17020:2012 - Conformity Assessment – Requirements for the Operation of Inspection Bodies

Purpose: Sets out standards for impartiality and consistency in inspection activities.

C.5.5.1.9 SANS 15489-1:2016 - Records Management

Purpose: South African National Standard that provides guidelines for establishing a framework for records management systems.

C.5.5.1.10 ISO/IEC 27018:2019 - Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors

Purpose: Sets guidelines for the protection of personal data in cloud environments.

C.5.5.1.11 ISO/IEC 29100:2011 - Privacy Framework

Purpose: Establishes a privacy framework for identifying and managing privacy concerns.

C.5.6. Training & Support

C.5.6.1 Training Modules

C.5.6.1.1 Comprehensive Training Sessions:

Offer extensive online training resources, including video tutorials and documentation, to ensure users are well-equipped to utilize all features effectively.

C.5.6.1.2 Accredited Product-Specific Training:

Offer training tailored for administrators/support teams in both virtual and classroom settings.

C.5.6.1.3 User Manuals & FAQs:

Provide detailed user manuals and frequently asked questions for reference.

C.5.6.2 Technical Support Services

C.5.6.2.1 Help Desk Functionality:

Integrated help desk feature allowing users to submit support tickets directly through the tool.

C.5.6.2.2 24/7 Support Availability:

Options for round-the-clock support through chat or phone.

C.5.7. Other Features**C.5.7.1 Audit Trails****C.5.7.1.1 Detailed audit logs**

Detailed logs recording all user actions (e.g., case updates, evidence handling etc) with timestamps and user IDs along with audit report generation.

Be able to raise review notes, as part of the internal audit or Manager Review process;

C.5.7.1.2 Audit trail analysis

Include an audit trail analysis feature that can flag suspicious user activity or deviations from standard procedures.

C.5.7.2 Import/ Export Support

Ensure compatibility with various forensic file formats beyond e01 to enhance flexibility in evidence handling.

C.5.7.3 Microsoft Office Integration

Integration and collaborative capabilities with Microsoft Office applications such as, but not limited to MS Outlook, MS Word, MS Excel and MS Teams.

C.5.7.4 Roles and user management

User management facility that integrates with Microsoft Active Directory which manages user access and user privileges to the various investigation or case files. This facility must also allow for the assignment of the responsible managers and team leads to the various projects;

C.5.7.5 Future proofing and customisation

The CMS should make allowance for flexibility in terms of revised standard operating procedures from an EFS perspective or regulatory change.

Be fully customisable to fit the City's Forensic Services departments operating methodology and be compliant with the relevant internal standards.

C.5.8 SUPPORT AND MAINTENANCE REQUIREMENTS

The Tenders shall ensure functional maintenance and support of the CMS is completed on a minimum monthly interval. This includes, all software systems and subsystems, as created and commissioned as per item A1 and A2 in Pricing schedule A. All elements of the System require ongoing maintenance to ensure that the System in totality is up-to-date and functional, allowing for continued optimal use by internal and external users.

C.5.8.1 General Support and Maintenance**C.5.8.1.1 Maintenance works will include (but not be limited to) the following:**

- a) Ensure optimal performance of System
- b) Ensure security protocols are maintained/enhanced
- c) Ensure continued compliance with CCT and any other web standards and regulations
- d) Bug fixes on existing and any subsequent components
- e) Feature updates
- f) Performance improvements
- g) Maintain ability of system to track application statistics (data analytics)

- h) All ongoing activities that aim to keep the entire application up-to-date, functional and error-free
- i) Ensure CMS remains compatible with integrated components whenever enhancements are made to CCT applications
- j) Create/document a workflow that follows a systematic and standardised procedure for performing, documenting and reporting tasks.
- k) Monitor and measure CMS performance using metrics/indicators that reflect quality, functionality and usability.
- l) Additional customisation of the CMS. This may take the form of System Optimisation which includes the enhancing of System capabilities and possible integration of subsystem elements.

C.5.8.1.2 Support works will include (but not be limited to) the following:

- a) Technical assistance provided to users/clients/stakeholders (answering call centre queries, resolving issues, providing feedback)
- b) Improving user experience
- c) Protecting system from unexpected downtime
- d) Providing notifications of planned downtime for system maintenance (including downtime resulting from updates running on integrated CCT components)
- e) Detect, report on and correct system failure
- f) Operational support which may require after-hours updates

C.5.8.1.3 Training and Change Management

- a) Provision of training and documentation related to any revised system functionality.
- b) In-person training to be provided on location at a venue to be decided by City of Cape Town
- c) Online training to be provided via Skype or MS Teams
- d) Training to be conducted over 2- 5 days per training intervention, or as determined.
- e) All training materials, man hours and travel costs to be provided and included in the rates
- f) Travel and disbursements for on premise installation is to be included in the rates
- g) Mileage costs are confined to the area within Cape Town municipal borders and will be reimbursed at the latest prescribed SARS rate per kilometre.
- h) Domestic air travel (within RSA) will be reimbursed at cost in accordance with Policy Directive 11 of the City of Cape Town Travel Management Policy. Approval from CCT authority prior to payment to any 3rd party is mandatory.
- i) Accommodation will be reimbursed at cost in accordance with Policy Directive 12 of the City of Cape Town Travel Management

Maintenance and support functions will be carried out remotely however, CCT reserves the right to request on-site support for specific aspects, at their discretion.

C.5.9 OPERATIONS AND MAINTENANCE MANUALS AND TESTING

C.5.9.1 General

The system as a packaged solution, shall be accompanied by all relevant documentation and manuals, including user manuals, maintenance, and support and training documentation.

All optimisations shall be accompanied by a complete set of technical manuals.

Acceptance of such documentation and drawings is an approval in principle of the installation, but in no way absolves the tenderer of its obligations regarding the correctness thereof or of any mishaps resulting from incorrect interpretation of the design, material selection, dimensions on drawings, or any other aspect that will influence the efficiency or integrity of the equipment or the installation, fastening down or operating conditions of the equipment.

C.5.9.2 Format and contents of manuals

- a) The tenderer shall supply a complete set of manuals in paper format, accompanied by a digital copy.
- b) Manuals must include relevant instructions in layman's language.
- c) At least one month before commissioning, a draft copy shall be submitted to the Employer for comments and approval.
- d) The manuals shall give a clear description of the purpose of the optimisations.
 - i. A general description of the system.
 - ii. Paper copies of all approved drawings and diagrams.
 - iii. Detailed description of the different components used in the installation.
 - iv. Schedule of IP addresses, optional extras, modifications, etc.
 - v. Tabulated commissioning data of all aspects of the system, indicating- as measured and according to specification –requirements (if any).
 - vi. First line maintenance procedures.
 - vii. Detailed monthly, quarterly, bi-annually and annual preventative maintenance procedures (if applicable).
 - viii. Guidelines for routine tests to be carried out by the City, including the frequency that the tests are to be done.
 - ix. Detailed instructions for procedures to be followed in the event of equipment failure or malfunction.
- e) The manuals shall include detailed technical instruction covering future system maintenance and support. The manual shall be suited to both the instruction and reference use of maintenance staff of technician/client level in the operation, trouble shooting and repair of the system. The manuals shall be both comprehensive and concise, facilitating easy use by technical staff.

The following is an indication of the format and contents envisaged for the manuals. The layout and contents shall be varied to suit the specific application or installation and shall be subject to the approval of the City.

- a) Contents list per manual
- b) General description of the system.

- c) System functional block diagrams with a detailed description of the operation of each system component.
- d) Block diagrams and complete specifications of all software.
- e) Type, routine and special tests and commissioning certificates (if applicable)
- f) Detailed maintenance procedures including full assembly and disassembly instructions, intervals, materials required, etc.
- g) Detailed suggested daily, weekly, monthly, 3 monthly, 6 monthly and yearly preventative maintenance instructions and record-report forms.
- h) Detailed troubleshooting/repair instructions on a system component level.
- i) Schedule of all sub-systems including detailed descriptions of settings and modifications with descriptions of the effect of these modifications.
- j) Commissioning data of all equipment and systems indicating design requirements and actual measured performance.
- k) List of maintenance personnel with all hour telephone numbers.
- l) Paper manuals shall be bound in a firm hard cover. Digital copies must be stored on properly identified and labelled disks, and must use an open document format e.g. PDF. The information shall be clear and readable, and include an index. The above-mentioned manuals shall be available at first hand-over. Delivery of the installation will not be accepted without the manuals

C.5.9.3 Testing and Commissioning

The Tenderer shall undertake testing and commissioning of all software changes following the best practices of a software development lifecycle (SDL), i.e. development, (dev) quality assurance (QA), and production (prod). All software changes and testing must be thoroughly documented (i.e test scripts, data and results etc) and user acceptance testing must be concluded by CCT Officials which will be signed off by such officials. Two weeks before proceeding, the Tenderer shall submit his intended test procedure to the OCM Directorate appointed Project Manager for approval.

Every component of every sub-system shall be tested fully functional from point to point and the Tenderer shall produce documentation as evidence thereof.

C.5.9.4 Software configuration

All software, relevant to this tender, shall be installed, fully configured and thoroughly tested by the tenderer. All relevant software licenses shall be supplied to the client and a complete list of all the licenses, operating software and application software, shall be added into the manuals. All bespoke software, including the source code for coding changes, interfaces and APIs must be handed over to the CCT on commissioning, to avoid vendor lock-in during future maintenance procurement.

C.5.10 Performance Management: Performance elements, measures and metrics

C.5.10.1 Introduction

The City requires all contracts with suppliers to be actively managed. To this end, the CCT requires all respondents to this tender to agree to the following Performance Management System. Any of the below items will be advised at the beginning of the tender, where applicable. All services will be consumed at the discretion of the CCT.

The performance of the Tenderer will be monitored in terms of the following system of Performance Elements, Measures and Metrics.

C.5.10.2 Definitions

C.5.10.2.1	1st Level Support means tasks and activities designed to ensure the Availability of the CMS, undertaken by the Tenderer;
C.5.10.2.2	2nd Level Support means tasks and activities, including Emergency Repairs, designed to ensure the Availability of CMS, provided by the Tenderer;
C.5.10.2.3	3rd Level Support means tasks and activities to ensure the Availability of CMS provided by the OEM;
C.5.10.2.4	Availability means the statistical probability that the system will be available and in service. The minimum availability required is 99.9%, which implies the installation of a redundant system, typically on two separate virtual servers, along with redundant network connectivity, to ensure the elimination of a single point of failure.
C.5.10.2.5	Uptime means that portion of a period of time (typically a Calendar Month) during which the system is working normally, expressed as a percentage. A period of time during which the system is unavailable is referred to as "Downtime".
C.5.10.2.6	Award means the decision by the City's Supply Chain Management Bid Adjudication Committee to contract with the preferred respondent to the Tender;
C.5.10.2.7	Award Letter means written notice of an Award;
C.5.10.2.8	Business Day means a Calendar Day which is not a Saturday, Sunday or South African public holiday;
C.5.10.2.9	Business Hours means 08:00 to 17:00 on a Business Day;
C.5.10.2.10	Calendar Day means the period of time that begins at 00.00.00 and ends 23:59:59 on any given day in any given Calendar Month;
C.5.10.2.11	Calendar Month means any one of twelve named periods into which a year is divided in accordance with the Gregorian calendar;
C.5.10.2.12	Calendar Week means a period of seven consecutive Calendar Days;
C.5.10.2.13	Contract means the binding agreement between the Corporate Services Directorate and the Tenderer for the supply of the specified goods and/or services subsequent to the award of the Tender;
C.5.10.2.14	Tenderer means the supplier awarded this Tender;
C.5.10.2.15	Delivery means the act of completion of a specified service;
C.5.10.2.16	Downtime: see 'Uptime';
C.5.10.2.17	Emergency Repairs means the response to a Critical Incident provided by the Tenderer in terms of a Support & Maintenance Program;
C.5.10.2.18	Excuse Performance means the allowed reasons why an Infringement should not result in a Penalty;
C.5.10.2.19	Grief Points means the quantitative consequence of incurring a Penalty, used as a method of quantifying Infringements of the Performance Metrics;
C.5.10.2.20	Grief Point Threshold means the number of Grief Points accumulated and accrued sufficient to constitute a Non-Compliance Event;
C.5.10.2.21	Guarantee means a formal promise or assurance (in writing) that certain conditions will be fulfilled, especially that an item will be repaired or replaced, at no charge, if found to not be of the specified quality or durability;

C.5.10.2.22	Infringement means an instance of non-conformance with a Performance Metric;
C.5.10.2.23	Issue Resolution Time means the elapsed time between a request for EOM support, and the resolution of the relevant issue;
C.5.10.2.24	Maximum Time to Restore means the longest allowable Restore Time;
C.5.10.2.25	Mean Time to Restore means the average of the Restore Times of all incidents requiring Emergency repairs in the last twelve Calendar Months;
C.5.10.2.26	Non-Compliance Event means consequence of the Grief Point Threshold being exceeded;
C.5.10.2.27	Normal Service means the expected performance of a system as per its design and configuration;
C.5.10.2.28	OEM means Original Equipment Manufacturer; this also applies to software
C.5.10.2.29	Order means the formal instruction by the CCT to the Tenderer to supply the specified goods and/or services;
C.5.10.2.30	Penalty means the redress that the CCT has against the Tenderer for under-performance in terms of Performance Measure;
C.5.10.2.31	Performance Element means an attribute of a service provided by the tenderer, which is used by the CCT to track performance;
C.5.10.2.32	Performance Management System means the systems of Performance Elements, Measures, Metrics, and Penalties used to manage the performance of a Tenderer with regard to the delivery of specified goods and/or services;
C.5.10.2.33	Performance Measure means the way in which a Performance Element is defined and/or measured;
C.5.10.2.34	Performance Metric means a numerical limit for satisfactory performance of a Performance Measure; non- conformance constitutes an Infringement;
C.5.10.2.35	Performance Penalty means the claim by the CCT consequent to a Non-Compliance Event;
C.5.10.2.36	Performance Termination Event means the accumulation of Non-Compliance Events that may result in the CCT contemplating termination of the Contract;
C.5.10.2.37	Procurement means the process employed by the CCT to order goods and/or services in terms of a Contract;
C.5.10.2.38	Purchase Order means the document issued by the CCT to the Tenderer specifying an Order in terms of a Quotation;
C.5.10.2.39	Quotation means statement of the specifications and price of goods and/or by the Tenderer, as may be requested by the Corporate Services Directorate;
C.5.10.2.40	Requisition means the internal SAP process used to initiate a request for an Order;
C.5.10.2.41	Restore Time means the elapsed time between arrival of the Tenderers' staff on site in the event of a call- out for Emergency Repairs, and the restoration of Normal Service;
C.5.10.2.42	SAP means the enterprise management system used by the City to manage its Procurement, Requisition, Ordering, Goods Receiving and Payment processes;
C.5.10.2.43	Support & Maintenance Program means a contracted schedule of Support & Maintenance Services;

- C.5.10.2.44 Support & Maintenance Services means tasks and activities designed to ensure the Availability of a CMS;
- C.5.10.2.45 Tender means the formal request issued by the Corporate Services Directorate for companies to offer to provide specified goods and/or services, in this case a Transportation Infrastructure Management System;
- C.5.10.2.46 Vendor means the company awarded the Contract.

C.5.10.3 Performance Elements

C.5.10.3.1 Contract information

Upon award of the contract, the Tenderer shall provide the Corporate Services Department with the contact information of its key staff (or their equivalent) as follows:

Upon award of the contract, the Tenderer shall provide the Corporate Services Department with the contact information of its key staff (or their equivalent) as follows:

Title	Functional role	Contact information required
Client liaison / account manager	Liaises with the Employer on all matters relating to new orders, return of specifications and quotations, issue of Purchase Orders, acceptance or Works Orders, and completion / payment certificates. Expedites orders, addresses problems, complaints and faults	Name Formal job title Telephone number (s) Email address Physical address of office
Project Manager	Accepts and processes Purchase Orders issued by the City; schedules works projects (typically requests for customisations) in conjunction with the City; ensure that all project close out or works completion documentation is properly prepared and submitted, provides the City with regular feedback and progress updates. A project management qualification is required and must be provided in the returnable documents	Name Formal title Telephone number (s) Email address
Branch or Regional Manager (escalation level 1)	The person immediately senior to the above staff, to whom service-related or contract-related issues should be escalated if unresolved by them	Name Formal job title Telephone number (s) Email address Physical address of office
Company manager or CEO (escalation level 2)	The most senior executive of the company to whom serious unresolved issues may be escalated; if the company operates internationally or is owned by a company operating from outside of South Africa, then the most senior country manager	Name Formal job title Telephone number (s) Email address Physical address of office

C.5.10.3.2 Project Quotations

When the City requires a new customisation or upgrade, the Tenderer is required to meet with representatives of the City to understand and document the City's requirements. Once these requirements have been agreed, then the Tenderer must prepare a detailed specification (including the networking requirements to be provided by the City), and project plan for the management of the work to be done. This must be accompanied by a Quotation based on the tendered rates.

Project quotation, specification and programme must be supplied within two weeks of the client issuing the request to the Tenderer in writing (email or recorded minutes), unless agreed otherwise in writing for a specific request.

C.5.10.3.3 Warranty

All software supplied, and work performed by the Tenderer shall be guaranteed for a period of at least twelve (12) months from the final installation date. Installed software and systems must be repaired or replaced, at no cost to the City, if found to not be of the specified quality and/or durability, resulting in equipment failure or sub-optimal performance. The cost of this warranty shall be included in the tenderer's quoted price for each new installation/customisation.

In the event that delivered and/or installed software and systems fails in terms of the warranty then the Tenderer shall:

- a) Verify the occurrence of the failure
- b) Confirm that the failure falls within the terms of the warranty
- c) Repair or replace the faulty item, as per the terms of the warranty

C.5.10.3.4 Support and Maintenance Services

Support and maintenance of the system shall be provided by the Tenderer.

The tenderer is expected to support and maintain the CMS. This includes ensuring full functionality of the system at all times, as well as break-fixing in the event of a system failure. The tenderer will be paid a monthly stand-by fee to ensure ongoing service, as no incident-related fee will be paid. On- site system upgrades may be required. The tenderer must obey all performance management metrics. Failure to do so will incur Grief Points, which may lead to Performance Penalties.

The tenderer must ensure all licencing and system versioning is current, which includes system patching and security updates. The tenderer is entitled to a yearly fees as determined in the pricing schedule.

C.5.10.3.5 OEM Support

The Tenderer, as the vendor for the installed software, is considered to be the conduit for all operational matters relating to licencing, software patches, firmware upgrades etc., and also for accessing 3rd Level Support in the event of a support issue or fault that cannot be resolved by the Tenderer itself.

The Tenderer is therefore required to have access to the relevant OEMs for the related software and systems.

C.5.10.3.6 Reporting

Whilst the City will track the performance of the Tenderer in terms of these Performance Elements, the Tenderer is also required to record quotations and performance against project plans, support and maintenance tasks, response and repair times, and other measures for which it is directly responsible, for tabling and discussion at Review Meetings

C.5.10.3.7 Review Meetings

The City will regularly call and hold Review Meeting, not more than once per month. At these meetings, the performance of the Tenderer in terms of these performance elements and the related measures and metrics will be presented and discussed, and any Penalties agreed. The status of current and proposed projects, outstanding quotations and orders, and other account-related matters may also be discussed. Attendance at such Review Meetings is itself required in terms of this performance management system.

C.5.10.4 Performance Management Metrics

The suppliers of the CMS solution must reside within the boundaries of South Africa.

#	Performance Element	Performance Measure	Performance Metric	Penalty
1	Contact Information	Schedule of Contact Information for key staff maintained at all times	Contact details are accurate, complete and current, as measured by random check	1% deduction from the monthly service fee per incident
2	Procurement Process	Adherence to the City's order, delivery, and payment processes	As evidenced by date stamp on Purchase Orders, GRN, invoices and any other official document	1% deduction from the monthly service fee per incident
3	Project Quotations	Provide detailed project specifications and quotation, typically for customisations	Delivered by the end of the fourteenth (14th) Business Day after the day that the City's requirements are provided, as evidenced by email date stamp	2% deduction from the monthly service fee per incident where response time exceeds metric
5	Support & Maintenance Program	Adherence to the Support and Maintenance Program, which includes system patching, security patching and licence renewals, bug fixing	Recurrent (scheduled) activities performed within 24 hours of scheduled date, as evidenced by date and time	2% deduction from the monthly service fee per incident where response time exceeds metric
6	Emergency Repairs (In the event of system failure or service degradation)	Response Time: arrival on site if remote support is impossible	Business Hours: ≤ two (2) hours Any other time: ≤ eight (8) hours	5% deduction from the monthly service fee per incident where response time exceeds metric
		Maximum Time to Restore	Normal Service restored ≤ six (6) hours from arrival on site, whenever the Incident occurs	5% deduction from the monthly service fee per incident where response time exceeds metric
		Mean Time to Restore	Normal Service restored ≤ four (4) hours (moving twelve month average)	5% deduction from the monthly service fee per incident where response time exceeds metric
7	Response Time for Feedback and Queries Logged	Acknowledge and respond to all feedback and queries logged by the client	Response within 4 working hours during standard business hours. Provide resolutions or action plans within 1 working day unless otherwise agreed.	2% deduction from the monthly service fee per incident where response time exceeds 4 working hours without mutual agreement.
8	Original Software Manufacturer support	Availability of support Issue Resolution Time (3rd Level Support)	Always available when requested ≤ 48 hours (excludes time for replacement of components and parts)	5% deduction from the monthly service fee per incident where response time exceeds 48 working hours without mutual agreement.
9	Availability	Availability of system	≥ 99.9%	5% deduction from the monthly service fee where availability is below threshold, measured per month
10	Uptime	Uptime of system	≥ 99.9%, measured over a calendar month	5% deduction from the monthly service fee where uptime is below threshold, measured per month

11	Reporting	Provide review and comment on Performance Metrics to the Corporate Services Directorate	Provide comment on actual performance metrics with three (3) Business Days, when requested	2% deduction from the monthly service fee per incident where response time exceeds threshold without mutual agreement.
12	Review Meetings	Attendance by the Client Liaison / Account Manager at scheduled Review Meetings	As evidenced by signed meeting minutes or attendance register	1% deduction from the monthly service fee per incident
13	Compliance with Security Protocols	Adhere strictly to the client's security policies and procedures during remote and on-site support activities, including data protection and access controls.	The CMS remains unaffected by security issues	5% deduction from the monthly service fee for each security breach

C.5.10.4.1 Consequence Management, Grief Points and Performance Penalties

The Supplier is expected to maintain a level of performance specified above in the Performance Management Metrics. Failure to do so will incur a Grief Point for every incident. For example, if the *Mean Time to Restore* metric of 4 hours in the case of a system failure is not met, the tenderer will incur 1 Grief Point. The clock then resets, so if the system is still unavailable after an additional 4 hours, another Grief Point will be incurred.

The Purchaser will maintain a record of Grief Points for every calendar month. A Performance Penalty will be incurred for every time the number of Grief Points incurred in any calendar month exceeds 5, therefore, if the number of Grief Points in a calendar month is 11 for example, two Performance Penalties will be incurred.

Number of Grief Points required to incur a Performance Penalty	5 Points
Percentage of Monthly Maintenance and Support fee forfeited for every Performance Penalty	C %

C.5.10.5 Information Technology architecture tender standards

C.5.10.5.1 Introduction

The IT Architecture section serves three purposes:

Section A: of this document provides prospective vendors with technical information regarding the City's current IT environment. This subsection also provides the City's compulsory Architectural standards for the proposed solution.

Section B: allows the vendor to provide the City of Cape Town's IT department with appropriate technical information to determine whether a proposed system or application could be hosted internally by the City.

Section C: allows the vendor to provide the City of Cape Town with further requirements specific to the tender.

C.5.10.5.1 Section A: General Architectural Standards

Current City of Cape Town's Information Technology Environment

Three of the largest technology decisions taken by the City of Cape Town are as follows:

- SAP for structured business processes which covers the City's back-office systems.
- Microsoft for unstructured business processes which covers the standardisation of the desktops and backend servers on Microsoft technology
- Esri for Spatial, which covers the implementation of ArcGIS Enterprise Environment

desktop and backend servers.

The table below contains all CCT landscape that supports our core and unstructured business processes. The versions specified can be regarded as the lowest version listed and could be higher as newer versions are released and implemented.

Domain	Software Vendor	Current Standards (Minimum)
Operating System	Microsoft Server	MS Windows Server 2019
	SAP	IBM AIX 7.2 (minimum standard)
		SUSE Linux Enterprise Server 15 (minimum standard)
	ArcGIS	ArcGIS version 10.7.1
Database	Microsoft	MS SQL 2019
	SAP	Oracle 12.1 as the minimum standard
		SAP HANA 2.0 SP03 (minimum standard)
	ArcGIS	ArcGIS geodatabase version 10.7.1
Hardware Server Virtual Machines (Non - SAP Applications and Databases are hosted in the Virtual)	Microsoft	Microsoft Hyper -V
	SAP	IBM Power Series 8 Virtual Machine
	ArcGIS	ArcGIS version 10.7.1
Server Management	Microsoft	System Centre Suite 2016 (Configuration Manager, Operations Manager, Endpoint Protection and Virtual Machine Manager)
	SAP	SAP Solution Manager 7.2
	ArcGIS	Internal facing applications and solution for version 10.7.1
		EPIC ring fenced systems for version 10.7.1 External facing applications and solutions for versions 10.7.1 (minimum standard)
Security and Business Continuity	Data protection	Veritas NetBackup 9.1
	SAP	See authorisation Section below
	ArcGIS Server	ArcGIS version 10.7.1
Authorisation and Authentication	Microsoft	Microsoft Active Directory Services (Microsoft Server 2012)
	SAP	SAP ABAP NetWeaver Authorisation
		SAP Business Objects Authentication
		SAP HANA Enterprise Authentication & Authorisation SAP Cloud Identity Authentication & Authorisation
	ArcGIS Portal	Named User Authentication 10.7.1
Portal / Web Hosting	Microsoft	Windows 2016+ Server Running IIS 8.5 as the minimum standard
	SAP	SAP Java NetWeaver Portal SAP ABAP NetWeaver Internet Communication Framework (Rest, ODATA, SOAP)

Domain	Software Vendor	Current Standards (Minimum)
		HTTPS Tomcat - latest secure version (eg. 8.5.X or 9.0.X etc) in the series that is available as the minimum standard
	ArcGIS	ArcGIS Portal Version 10.7.1
Program Development	Microsoft	.NET 4.7.1 (minimum standard)
	SAP	SAP ABAP NetWeaver 7.4 SAP HANA 2.0 Enterprise Platform SAP Business Objects 4.n
	ArcGIS	JavaScript ArcGIS API for JavaScript 3.x/4.x ArcObjects C# SDK 10.7.1 ArcGIS Pro SDK, WCF and Web API Services, REST .NET 4.7.1 (Minimum Standard)
Middleware / Integration	Microsoft	ASP.NET, MVV Web API, WCF Web Services, WDSL Web Services Description Language and REST
	SAP	SAP Process Orchestration NetWeaver 7.5 (minimum standard) GEO.e – Integration of Transport assets with SAP PM and FI
	ArcGIS	Esri Mediator – Integration of PVC objects with SAP LUM ArcGIS Desktop 10.7.1 AddIns ArcObjects C# SDK 10.7.1 ArcGIS Pro SDK AddIns Web API WCF GIS iSAP Portal ArcGIS API for JavaScript 3.x/4.x
Front End Services and Endpoint computing	Microsoft	Windows 10 64 bit Professional Office Professional Plus 2016 as the minimum standard {Word, Excel, PowerPoint, Outlook, OneNote, InfoPath reader , SharePoint Workspace} MS Edge Chromium as the minimum standard browser Exchange 2016 (Email) Skype for Business 2016 - Instant Messaging, Video Conferencing (minimum standard) SharePoint 2016 (minimum standard)
	SAP	SAP GUI 7.70 (minimum standard)

Domain	Software Vendor	Current Standards (Minimum)
		SAP Netweaver 7.5
	ArcGIS	ArcMap 10.7.1 Suite ArcGIS Pro 2.92 (minimum standard)
Supported File transfer Protocols		Secure File Transfer Solution (SFTP), FTPS
Anti-virus software		Trend Micro Smart Protection Complete Suite as the minimum standard
Records Management	SAP	Public Sector Records Management SAP NetWeaver 7.4
Mobile field devices	Android	Android 4.4.4 operating system (minimum standard) Android 10 (and above is not supported at present)
	SAP	SAP Afaria 7 mobile management system (minimum standard) UI5 Agentry FIORI
Open Source	Operating System	Redhat Enterprise Linux (RHEL) 7.5 SUSE Linux Enterprise Server 12 SP4
	Database	MariaDB 10 (minimum)
	Web hosting	Apache 2.4 (minimum) Tomcat 8.5 (minimum)
	Virtualisation	Oracle Virtualbox 5 (minimum)
	Developing kit	OpenJDK
Cybersecurity, Fixed Networks Security	Firewalls	Palo Alto
	Proxy	Citrix ADC

C.5.10.5.2 Minimum Network Standards

The City of Cape Town's minimum standards are defined as follows:

The City's network is spread over a wide Metropolitan Area (MAN) mainly configured to run the Multi-Protocol Label Switching (MPLS) for fast data packet switching and transmission.

Desktops typically have a 100-Mbps Local Area Network (LAN) connection, while the Wide Area Network (WAN) connections vary between 1-Gbps at the access layer to 10Gbps towards the distribution and network Core Layers.

The current minimum bandwidth for a service provider leased connection is 20-Mbps and a minimum connection for a self-provided link is 1-Gbps for WAN links.

Servers in the Datacentres are linked to a minimum of 1 Gbps of connectivity and varying to 10Gbps with Data Centre distribution @ 40Gbps and the Data Core @ 400-Gbps.

C.5.10.5.3 Minimum Desktop Hardware Standards

Component	Standard
Processor	Intel® Core™ i5-8500
Memory	8GB
Chip Set	Q370 (Latest Intel AMT 9.0 with full Intel® vPro™ manageability)
Windows Operating System	Windows 10 Professional Edition
Hard Drive	320GB HDD
Graphics	Intel HD 4600
Memory Slots	2

C.5.10.5.3 Mandatory and Compulsory Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that MUST be complied with. These mandatory standards are defined as follows:

- IP protocol only on the network.
- The use of Secure Transport Layer Security (TLS) version 1.2 between all application components.
- Encryption of all data in transit which has been classified as confidential, sensitive and personal identifiable information.
- Separate database and application server architecture.
- ODBC or OLEDB connections between applications and databases.
- Full relational database design, using stored procedures.
- All DLLs must be wrapped as COM+ objects (preferably written in .NET).
- Minimum requirement .Net Framework to be used version 4.7.1 in order to fully support TLS version 1.2.
- Scheduled events via DTS on SQL Server.
- Application security (i.e. user accounts) at the application or database level (not at the OS level).
- Applications and Databases hosted on Virtual Machine (VM) Servers created using MS Hyper-V (only).
- Solution must function within a Microsoft Managed Environment.
- PC thick clients must not function requiring administrative rights.
- PC thick clients must be packable and deployable across a network using System Centre Configuration Manager (SCCM) to locked-down managed personal computers.
- Solution interfaces with SAP must be SAP architectural compliant (preferably certified).
- All confidential data must be encrypted and comply with POPIA/GDPR standards where required.
- No direct connections to the internet will be permitted. In the case where a web application needs access to the internet it will only be permitted via an HTTPS proxy.

- Outbound internet connections allowed via proxy only on HTTPS on port 443.
- Webserver Software (Tomcat/Apache etc.) must have all vendor provided security patches to known CVEs applied.
- All open source components / dependencies used by applications must comply with all/if any licensing requirements.
- Industry IT governance and best practises must be adhered to i.e. COBIT, Microsoft Technet etc.
- The City of Cape Town's IS&T password management Standard Operating Procedure to be adhered to where applicable.
- The City of Cape Town's IS&T Network Access Standard Operating Procedure to be adhered to where applicable.
- Ensure that industry best practises are followed regards to general Change and/or User Management processes.
- Only the Open components of the Java Platform SE/EE must be used e.g. OpenJDK or licensing must be provided by the service provider.

C.5.10.5.4 Optional Preferred Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that is optional and preferred standards. These preferred standards are defined as follows:

- Application Solutions hosted on Microsoft Platforms.
- Web applications rather than thick client/server applications.
- If thick client applications are used, these needs to be packaged in the Microsoft Installer format (MSI).
- Application architecture to be modular, and –tiered.
- Version control to be used for all application layers, and release management to include detailed release notes.
- The ability to co-exist with other 3rd party applications on the same hardware.
- Application solutions not hosted on Microsoft platforms but on platforms such as Linux will be reviewed and considered based on the proposal put forward and as it complies with the requirements above.
- Hardware, Application, Data, Web services and any form of license verification and authentication must be hosted and conducted On Premises.
- Java supported is per the following:
- Primary - 100% Open JDK free version as latest as possible.
- Tertiary - Only <1% devices to contain commercial Java flavour / Run Time (Oracle or any other commercial provider) vendor must submit as a line item e.g. Library application.
- Java supported is per the following:
- The City of Cape Town's preference is to use the latest Open JDK free version. At present, the

City of Cape Town has Open JRE xxx installed on all windows machines in the path \\..... The tenderer must be aware that the City of Cape Town will continually update the version of Open JDK to keep its cyber security posture up to date. As a supplier you are expected to do the same and the City of Cape Town will not be liable if you fall behind our Open JRE version levels.

- Alternately, any commercial Java / Run Time (be it Oracle or any other commercial provider) can be used, as long as the vendor provides this commercial version as part of the cost of its tender submission. The onus is on the vendor to continually update their commercial version of Java in order to ensure that the City of Cape Town keeps its cyber security posture up to date. Any negative audit findings will be for the supplier account to remedy.

C.5.10.5.5 Unsupported Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that are **EXPLICITLY NOT SUPPORTED**. These standards are defined as follows:

- Active X Controls – the managed desktop environment does not permit these.
- Mapped Network Drives or UNC paths between workstations and application servers.
- Mapped Network Drives between application/web/database servers.
- Mapped Network Drives or UNC paths between workstations.
- IP addressing - use DNS addressing instead.
- Application and database on the same server.
- Microsoft Access developed applications local or on a server.
- Applications written in such a manner whereby usernames and password are embedded in the application code.
- Thin client solutions such RDS and Terminal Servicer.
- Oracle Java JDK or SE not supported.

C.5.10.5.6 Further On-Premise vs Cloud Standards

The City of Cape Town's Information Systems and Technology (IS&T) department's position on cloud is "Cloud Appropriate".

Not Cloud First, nor Cloud Last.

Cloud can also be called by another name "Outsourcing". When the City of Cape Town considers Cloud proposals the City of Cape Town has to balance the perceived benefits of Cloud with the hidden costs and risks of Outsourcing.

The City of Cape Town's long standing On-Premise model is well understood, institutionalised, costed and staffed.

The "Cloud Appropriate" strategy allows the City of Cape Town to consider On-premise/In-House (well understood), Cloud/Outsourcing (uncharted terrain) and Hybrid (highest complexity) Solutions/Proposals.

C.5.10.5.6.1 On-Premise

The following points are to be considered and described in On-Premise proposals:

- Level 1 Data Centre Hosting – The lowest level of On-Premise is Environmentals and physical security provided by the City of Cape Town in its data centres.
- Level 2 Server and Storage provision – using the IS&T department's transversal tenders, equipment can be provided, installed and maintained by the City of Cape Town; alternately to be provided by yourself the Service Provider and managed as a black box environment.
- Level 3 Operating System provision - using the IS&T department's transversal tenders, selected operating systems can be provided, installed and maintained by the City of Cape Town, alternately to be provided by yourself the Service Provider and managed as a black box environment.
- Level 4 Database System provision - using the IS&T department's transversal tenders, selected database systems can be provided, installed and maintained by the City of Cape Town; alternately to be provided by yourself the Service Provider and managed as a black box environment.
- Level 5 Application System provision – to be provided by yourself as the Service Provider.
- Data Backups and Recovery – will be provided by the City of Cape Town at each level where the City of Cape Town is the provider; whatever resides in the black box is for the Service Provider to back-up and recover.

C.5.10.5.6.2 Cloud

- The following points are to be considered and described in Cloud proposals:
- Data and Intellectual Property: Ownership of the City of Cape Town's Data and Intellectual Property will always reside with the City of Cape Town.

Data Access

- Upon termination of the contract how will the City of Cape Town's data be made available to the City?
- During the duration of the contract will you provide a daily copy of the City of Cape Town's data to the City to be hosted and productively accessed from the City's on premise data centres? (providing a binary blob is the very opposite of "productively accessed")
- Post the termination of the contract will the data provided in a. and b. continue to be productively available to the City of Cape Town and no extra cost in a perpetual read only type licence?

Service Provider Transition

- Upon termination of the contract how will you the incumbent Service Provider transition to the City of Cape Town's replacement Service Provider, with minimal impact and cost to the City's operations?
- How long will this transition take?
- What will the cost of this transition be?

Security

- What steps will you take to secure the City of Cape Town's data and systems provided by your

cloud solution?

- What security standards will you comply with?
- How frequently will you update your security posture e.g. apply patches?
- How will you respond to security breaches and how long will you take to remedy security breaches?

Audit

- What audit steps will you take to provide assurance on the City of Cape Town's data and systems provided by your cloud solution?
- Will you be appointing an independent audit service provider to audit City of Cape Town's data and systems provided by your cloud solution?
- What audit standards will you comply with?
- How frequently will you or your independent audit service provider audit the City of Cape Town's data and systems provided by your cloud solution?
- Will you allow the City of Cape Town's auditors to the City's data and systems provided by your cloud solution?
- How will you respond to audit findings and how long will you take to remedy such audit findings?

System Performance

- What steps will you take to ensure the system performance of City of Cape Town's systems provided by your cloud solution?
- Will you be making any guarantees about system performance?
- Will you be making any guarantees about system uptime and availability?
- How and how frequently will you be reporting on system performance and uptime?
- How will you remedy problems with system performance and uptime?
- How will quickly will you remedy problems with system performance and uptime?

C.5.11 TRADE NAMES OR PROPRIETARY PRODUCTS

Tenderers/Suppliers must note that wherever this document refers to any particular trade mark, name, patent, design, type, specific origin or producer, such reference shall be deemed to be accompanied by the words "or equivalent".

C.6 SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this agreement.

1. Definitions

Insert new clause 1.1A with the following:

- 1.1A “Commencement Date” means the date the Supplier confirms receipt from the Purchaser of 1 (one) complete, signed copy of the Contract, the *Schedule of Deviations* (if any).
- 1.1B “Conditions of Contract” means the general conditions of contract and special conditions of contract including all other contract data incorporated by reference.

Delete Clause 1.15 and substitute with the following

- 1.15 The word ‘Goods’ is to be replaced everywhere it occurs in the GCC with the phrase ‘Goods and / or Services’ which means all of the equipment, machinery, materials, services, products, consumables, etc. that the Supplier is required to deliver to the Purchaser under the agreement. This definition shall also be applicable, as the context requires, anywhere where the words “supplies” and “services” occurs in the GCC.

Delete Clause 1.19 and substitute with the following

- 1.19 The word ‘Order’ is to be replaced everywhere it occurs in the GCC with the words ‘Purchase Order’ which means the official purchase order authorised and released on the Purchaser’s SAP System.

Delete Clause 1.21 and substitute with the following:

- 1.21 ‘Purchaser’ means the City of Cape Town. The address of the Purchaser is 12 Hertzog Boulevard, Cape Town, 8001 (chosen domicilium citandi et executandi).

Add the following after Clause 1.25:

- 1.26 ‘Supplier’ means the provider of Goods and / or Services with whom the Contract is concluded also referred to as “contractor” in the GCC.
- 1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites
- 1.28 “Working Day” means Monday to Friday excluding weekends and Public Holidays (in the Republic of South Africa).

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

- 3.2 The Parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 If the Supplier is a joint venture, all parties in a joint venture or consortium shall be jointly and severally liable to the Purchaser in terms of the Contract and shall carry individually the minimum levels of insurance stated in the Contract, if any.

- 3.4 The Parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the Delivery of the Goods and/or Services and give all notices and pay all charges required by such authorities.
- 3.4.1 The Parties agree that this Contract shall also be subject to the CCT's Supply Chain Management Policy ("SCM Policy") that was applicable on the date the bid was advertised as amended from time to time. If the Purchaser adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender, such clause shall also be applicable to the Contract. Please refer to this document contained on the CCT's website.
- 3.4.2 Abuse of the supply chain management system is not permitted and may result in termination of the Contract, restriction of the Supplier, and/or the exercise by the CCT of any other remedies available to it as described in the SCM Policy or in law.
- 3.5 The Supplier shall:
- 3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the Purchase Order by the Purchaser and no later than the periods as set out in the Contract:
- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee,
 - b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11),
 - c) Initial delivery programme, and
 - d) Other requirements as detailed in the Contract.
- 3.5.2 Only when notified of the acceptance of the bid on the Date of Commencement of Contract, the Supplier shall commence with and carry out the Delivery of the Goods and/or Services in accordance with the Contract, to the satisfaction, of the Purchaser.
- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the Goods and/or Services including any temporary services that may be required.
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the Goods.
- 3.5.5 Be continuously represented during the Delivery of the Goods and/or Services by a competent representative duly authorised to execute instructions.
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy.
- 3.5.7 Comply with all written instructions from the Purchaser subject to clause 18.
- 3.5.8 Complete and Deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21.
- 3.5.9 Make good at his own expense, all incomplete and defective Goods during the warranty period.
- 3.5.10 Pay to the Purchaser any penalty for delay as due on demand by the Purchaser. The Supplier hereby consents to such amounts being deducted from any payment due to the Supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the Goods in accordance with the Contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- 3.6 The Purchaser shall:
- 3.6.1 Issue Purchaser Orders for the Goods and/or Services required under this Contract. No liability for payment will ensue for arising out of the Delivery of the Goods and/or Services, unless a Purchase Order

has been issued to the Supplier.

- 3.6.2 Make payment to the Supplier for the Goods and/or Services as set out herein.
- 3.6.3 Take possession of the Goods and /or Services upon Delivery by the Supplier.
- 3.6.4 Regularly inspect the Goods to establish that it is being delivered in compliance with the Contract.
- 3.6.5 Give any instructions and/or explanations and/or variations to the Supplier including any relevant advice to assist the Supplier to understand the Contract.
- 3.6.6 Grant or refuse any extension of time requested by the Supplier of the period stated in clause 10.
- 3.6.7 Inspect the Goods and/or Services to determine if, in the opinion of the Purchaser, it has been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
- 3.6.8 Brief the Supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

- 5.5 Copyright of all documents prepared by the Supplier in accordance with the relevant provisions of the Copyright Act (Act 98 of 1978) relating to the Contract shall be vested in the Purchaser. Where copyright is vested in the Supplier, the Purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the agreement and need not obtain the Supplier's permission to copy it for such use. Where copyright is vested in the Purchaser, the Supplier shall not be liable in any way for the use of any of the information other than as originally intended in terms of the agreement and the Purchaser hereby indemnifies the Supplier against any claim which may be made against it by any person / entity, arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the Supplier and paid for by the Purchaser shall, after payment, vest with the Purchaser.

- 5.6 **Publicity and publication**
The Supplier shall not release public or media statements or publish material related to the services or agreement within two (2) years of Delivery of the Goods, without the written approval of the Purchaser, which approval shall not be unreasonably withheld.
- 5.7 **Confidentiality**
Both Parties shall keep all information obtained by them in the context of the agreement, confidential and shall not divulge it without the written approval of the other Party.
- 5.8 **Intellectual Property**
 - 5.8.1 The Supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Purchaser.
 - 5.8.2 The Supplier hereby assigns to the Purchaser, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the agreement, unless the Parties expressly agree otherwise in writing.
 - 5.8.3 The Supplier shall, and warrants that it shall:
 - 5.8.3.1 Not be entitled to use the Purchaser's Intellectual Property for any purpose other than as contemplated in the agreement;
 - 5.8.3.2 not modify, add to, change or alter the Purchaser's Intellectual Property, or any information or data related thereto, nor may the Supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Purchaser;

- 5.8.3.3 Not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Purchaser;
- 5.8.3.4 Comply with all reasonable directions or instructions given to it by the Purchaser in relation to the form and manner of use of the CCT Intellectual Property, including without limitation, any brand guidelines which the Purchaser may provide to the Supplier from time to time;
- 5.8.3.5 Ensure that its employees, directors, members and contractors comply strictly with the provisions of this Clause 5.5.8.4 above unless the Purchaser expressly agrees to the contrary, in writing and only after obtaining due internal authority for such agreement.
- 5.8.4 The Supplier represents and warrants to the Purchaser that, in providing Goods and/or Services for the duration of the agreement it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Purchaser from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the Supplier of any third party's Intellectual Property rights.
- 5.8.5 Upon expiry of the contract period and in the event that the Contract is terminated, ended or is declared void, any and all of the Purchaser's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Purchaser by the Supplier and no copies thereof shall be retained by the Supplier unless the Purchaser expressly and in writing, after obtaining due internal authority, agrees otherwise.

Add the following after clause 5.8:

5.9 Protection of Personal Information Act of 2013

By submitting a tender to the Purchaser, (and by concluding any ensuing related agreement with the City of Cape Town, if applicable), the Tenderer thereby acknowledges and unconditionally agrees:

- 5.9.1 that the tenderer has been informed of the purpose of the collection and processing of its personal information as defined in the Protection of Personal Information Act of 2013 ("POPIA"), which, for the avoidance of doubt is for, and in relation to, the tender process and the negotiation, conclusion, performance and enforcement of the ensuing agreement, if applicable, as well as for the City of Cape Town's reporting purposes;
- 5.9.2 to the collection and processing of the tenderer's personal information by the City of Cape Town and agrees to make available to the City of Cape Town, all information reasonably required by the City of Cape Town for the above purposes;
- 5.9.3 that the personal information the City of Cape Town collects from the tenderer or about the tenderer may be further processed for other activities and/or purposes which are lawful, reasonable, relevant and not excessive in relation to the purposes set out above, for which it was originally collected;
- 5.9.4 that, the tenderer indemnifies the City of Cape Town and its officials, employees, and directors and undertakes to keep the City of Cape Town and its officials, employees, and directors indemnified in respect of any claim, loss, demands, liability, costs and expenses of whatsoever nature which may be made against the City of Cape Town (including the costs incurred in defending or contesting any such claim) in relation to the tenderer or the tenderer's employees', representatives' and/or sub-Suppliers' non-compliance with POPIA and/or the City of Cape Town's failure to obtain the tenderer's consent or to notify the tenderer of the reason for the processing of the tenderer's personal information;
- 5.9.5 to the disclosure of the tenderer's personal information by the City of Cape Town to any third party, where the City of Cape Town has a legal or contractual obligation to disclose such personal information to the third party (or a legitimate interest exists therein);
- 5.9.6 that, under POPIA, the tenderer may request to access, confirm, request the correction, destruction, or deletion of, or request a description of, personal information held by the City of Cape Town in relation to you, subject to applicable law; and

that under POPIA, subject to applicable law, the tenderer also has the right to be notified of a personal information breach and the right to object to, or restrict, the City of Cape Town's processing of its personal

information.

5.10 **PERFORMANCE MONITORING**

- 5.10.1 As required by section 116(2)(b) of the Local Government: Municipal Financial Management Act 56 of 2003, the CCT shall monitor the performance of the Supplier on at least a monthly basis, and the Supplier agrees to provide the CCT with its full cooperation in this regard.

7. Performance Security

Not Applicable. Tenderers must disregard the **Pro Forma Performance Security/ Guarantee** and are not required to furnish same.

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

- 8.2 If it is a bid condition that Goods and/or Services 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 Supplier shall be open, at all reasonable hours, for inspection by a representative of the Purchaser or an organisation acting on behalf of the Purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

- 10.1 Delivery of the goods shall be made by the Supplier in accordance with the terms specified in the contract. The time for Delivery of the goods shall be the date as stated on the Purchase Order. In the case of agreements for Delivery of goods in terms of framework or panel agreements, Purchase Orders for the supply and delivery of goods may be raised up until the expiry of a framework or panel agreement, provided that the goods can be delivered within 30 (thirty) days of expiry of the framework or panel agreement. In this context, the "goods" does not include services and carries its ordinary meaning. All Purchase Orders other than for the supply and Delivery of goods (i.e. supply of services, professional services or constructions works), must be completed prior to the expiry of the contract period.
- 10.2 The Purchaser shall determine, in its sole discretion, whether the Goods and/or Services have been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the Purchaser determines that the Goods and/or Services have been satisfactorily delivered, the Purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of such written acceptance of the Goods.

11. Insurance

Add the following after clause 11.1:

- 11.2 Without limiting the obligations of the Supplier in terms of this Contract, the Supplier shall effect and maintain the following additional insurances:
- 11.2.1 Public liability insurances, in the name of the Supplier, covering the Supplier and the Purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **[R20 million]** for any single claim;
- 11.2.2 Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the Supplier, comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability Indemnity;
- 11.2.3 Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the Supplier's broker or the insurance company itself (see the Pro Forma Insurance Broker's Warranty).

- 11.2.4 In the case of Contracts for delivery of professional services, Professional indemnity insurance providing cover in an amount of not less than **[R5 million]** in respect of each and every claim during the contract period.] (Not Applicable)
- 11.2.5 In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the Purchaser will retain its right of recourse against the Supplier.
- 11.3 The Supplier shall be obliged to furnish the Purchaser with proof of such insurance as the Purchaser may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the Pro forma Insurance Broker's Warranty or copies of the insurance policies.

15. Warranty

Add to Clause 15.2:

- 15.2 The warranty for this Contract shall remain valid for six (6) months from date of Delivery of the Goods and/or Services.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

- 16.1 Payment of invoices will be made:

16.1.1 Within 30 (thirty) days of receiving the relevant invoice or statement from the Supplier, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the Purchaser.

16.1.2 Notwithstanding anything contained above, the Purchaser shall not be liable for payment of any invoice that pre-dates the date of delivery of any Goods and/or Services.

Delete Clause 16.2 in its entirety and replace with the following:

- 16.2 The Supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

- 16.5 Notwithstanding any amount stated on the Purchase Order, the Supplier shall only be entitled to payment for Goods and/or Services actually delivered in terms of the Specification and Drawings, or any variations thereof made in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the Purchaser.
- 16.6 The Purchaser will only make advanced payments to the Supplier in strict compliance with the terms and conditions as contained in the Pro forma Advanced Payment Guarantee and only once the authenticity of such guarantee has been verified by the Purchaser's Treasury Department. (Not applicable)

17. Prices

Add the following after clause 17.1

- 17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Purchaser delegated authority if such was not included in the bid documents.
- 17.3 If as a result of any extension of time granted, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may

apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

17.4 Prices are firm and not subject to adjustment.

18. Contract Amendments

Delete the heading of clause 18 and replace with the following:

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the Goods and/or Services, extension of the contract period or increases in the value of the Contract as a result of written instructions issued by the Purchaser to the Supplier. Such changes are subject to prior approval by the Purchaser's delegated authority. Should the Supplier deliver any Goods not described in a written instruction from the Purchaser, the Purchaser's liability for payment shall not arise until such time as the change has been duly approved and such approval communicated to the Purchaser.

20. Subcontracts

Add the following after clause 20.1:

20.2 The Supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if they were the acts, defaults or negligence of the Supplier.

20.3 Any appointment of a subcontractor shall not amount to a contract between the Purchaser and the subcontractor, or a responsibility or liability on the part of the Purchaser to the subcontractor and shall not relieve the Supplier from any liability or obligation under the Contract.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

21.2 If at any time during the performance of obligations contained in the Contract the Supplier or its subcontractors should encounter conditions beyond their reasonable control which impede the timely delivery of the Goods and/or Services, the Supplier shall notify the Purchaser in writing, within 7 (seven) days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation, and may at his discretion extend the time for Delivery.

Where additional time is granted, the Purchaser shall also determine whether or not the Supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the Purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the Supplier and the Purchaser, additional time only (no costs) will be granted.

The Purchaser shall notify the Supplier in writing of his decision(s) in the above regard.

21.3 No provision in this Contract shall be deemed to prohibit the obtaining of Goods and/or Services from a national department, provincial department, or a local authority.

22. Penalties

Delete clause 22.1 and replace with the following:

22.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or all of the Goods and/or Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from amounts payable, as a penalty, a sum as stated herein for each day of the delay until actual Delivery or performance.

The Supplier is required to maintain a level of performance specified in section C.5.10.4 in the Performance

Management Metrics. Failure to do so will incur one (1) Grief Point for every instance of non-conformance.

The Purchaser will maintain a record of Grief Points for every calendar month. A Performance Penalty will be incurred at a rate of 1% of the **Grand Total** for Design, Development, Supply, Installation, Maintenance, Support and ad-hoc customisation and change management/ training over first year of Contract (bid cost) support and maintenance fee (as determined during evaluation, with reference to Schedule D of the Pricing Schedules) for every Grief Point incurred in the applicable calendar month where the number of Grief Points incurred exceeds five (5).

The maximum penalty per calendar month is limited to 10% of the **Grand Total** for Design, Development, Supply, Installation, Maintenance, Support and ad-hoc customisation and change management/ training over first year of Contract (bid cost) support and maintenance fee (as determined during evaluation, with reference to Schedule D of the Pricing Schedules).

Number of Grief Points incurred in a calendar month	Performance Penalty
1-4 Grief Points	0 %
5 Grief Points	5 %
6 Grief Points	6%
7 Grief Points	7%
8 Grief Points	8%
9 Grief Points	9%
10 Grief Points	10%

22.2 The Purchaser shall, without prejudice to its other remedies under the contract, deduct from amounts payable, financial penalties as contained on the Preference Schedule for breaches of the conditions upon which preference points were awarded.

23. Termination for default

Delete the heading of clause 23 and replace with the following:

23. Termination

Add the following to the end of clause 23.1:

If the Supplier fails to remedy the breach in terms of such notice.

Add the following after clause 23.7:

23.8 In addition to the grounds for termination due to default by the Supplier, the Contract may also be terminated:

23.8.1 Upon the death of the Supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.

23.8.2 If the Parties, by mutual agreement, terminate the Contract.

23.8.3 If a material irregularity vitiates the procurement process leading to the conclusion of the Contract, rendering the procurement process and the conclusion of the resulting Contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective the Contract may be terminated by the Purchaser (upon conclusion of applicable processes by the City Manager as described in the Purchaser's SCM Policy).

23.8.4 Reputational risk or harm to the Purchaser

The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate the contract if the implementation of the contract may result in reputational risk or harm to the Purchaser as a result of (inter alia):

- a) reports of poor governance and/or unethical behaviour;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the Purchaser

- d) negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; or
- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53), where the person is or was negatively implicated in any SCM irregularity.

By or in relation to the Supplier, the Contract may be terminated by the Purchaser after providing notice to the Supplier.

- 23.9 If the Contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination, must be performed by the relevant Party.

26. Termination for insolvency

Delete clause 26.1 and replace with the following:

- 26.1 In the event of the Supplier becoming bankrupt or otherwise insolvent the Purchaser may elect to:

- 26.1.1 At any time, terminate the Contract by giving written notice to the Supplier; or
- 26.1.2 Accept a Supplier's proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms or takes steps to ensure its rights are protected and any negative impact on service delivery is mitigated.

- 26.2 In the event of the Purchaser electing to cancel the Contract in accordance with clause 26.1.1 above, the Purchaser shall make payment of all verified and signed off invoices. In the event of there being any dispute in respect of any outstanding invoices such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Contract.

27. Settlement of Disputes

Amend clause 27.1 as follows:

- 27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23 arises between the Purchaser and the Supplier in connection with or arising out of the Contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

- 27.2 Should the Parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the Parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the Parties. The mediator may meet the Parties together or individually to enable a settlement.

Where the Parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the Parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the Parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (a) and (b) and replace with the following:

- (a) notwithstanding any provision to the contrary contained in this contract, neither the supplier nor any of its officers, directors, employees, agents contractors, consultants or other representatives shall be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect, incidental, special or consequential loss or damage of any kind, including without limitation the loss of use, loss of production, or loss of profits or interest costs, loss of goodwill, lost or damaged data or software, costs of substitute products/services and/or loss of business or business opportunities (whether foreseeable or unforeseeable), provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser;
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the Contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

28.2 Without detracting from, and in addition to, any of the other indemnities in this Contract, the Supplier shall be solely liable for and hereby indemnifies and holds harmless the Purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;
- b) loss of or damage to property;

arising from, out of, or in connection with the performance by the Supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the Purchaser.

28.3 The Supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the Purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the Contract and may be given as set out hereunder and shall be deemed to have been received when:

- a) hand delivered – on the day delivery of delivery or the next Working Day,
- b) sent by registered mail – five (5) Working Days after mailing,
- c) sent by email or telefax – one (1) Working Day after transmission.

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier

Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender.

Add the following after clause 32.3:

32.4 The VAT registration number of the CCT is 4500193497.

ADDITIONAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 34:

35. Reporting Obligations

35.1 The Supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications including Monthly Project Labour Reports (Annexure B). Any failure in this regard may result in a delay in the processing of payments.

C.7 GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

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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 or her 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 in which an enterprise abroad is subsidised 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 recognised 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 with 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 consignee's 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 markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are 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 organisation purchasing the goods.
- 1.22 'Republic' means the Republic of South Africa.
- 1.23 'SCC' means the Special Conditions of Contract.

1.24 'Services' means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.

1.25 'Written' or 'in writing' means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders, including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable, a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

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

5. Use of contract documents and information; inspection.

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

7. Performance Security

7.1 Within 30 (thirty) 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 the 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.
- 1.3 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 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the 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 organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such 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 suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of the 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 the 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 the SCC.

- 10.2 Documents to be submitted by the supplier are specified in the 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 the SCC:
- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for the 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 the 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 12 (twelve) 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 18 (eighteen) 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 the SCC.

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

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the 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 the 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 the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the 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 tendered by the supplier in his bid, with the exception of any price adjustments authorized in the 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 the 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 or her 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 of supplies; or to have minor essential services executed if an emergency arises, or 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 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) 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 5 (five) 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, Act 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 of 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 subsidised 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 or she 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 or her.

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 notify the purchaser promptly, 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 such dispute or difference amicably, by mutual consultation.

27.2 If, after 30 (thirty) 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 to 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 the SCC.

31. Notices

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

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

32. Taxes and Duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence 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, Act 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, Act 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 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

C.8 ANNEXURES

Annexure A – Pro Forma Insurance Broker's Warranty

Broker Logo

Letterhead of supplier's Insurance Broker

Date _____

CCT
City Manager
Civic Centre
12 Hertzog Boulevard
Cape Town
8000

Dear Sir

TENDER NO.: 2023/24

TENDER DESCRIPTION:

NAME OF SUPPLIER: _____

I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CCT with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully

Signed: _____

For: _____ (Supplier's Insurance Broker)

MONTHLY PROJECT LABOUR REPORT



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

BENEFICIARY DETAILS AND WORK INFORMATION

CONTRACT OR WORKS PROJECT NUMBER:	
--------------------------------------	--

Year	Month

Sheet		
1	of	

	(8)	(8)	(8)	(9)			(10)		(11)	(12)	(13)	(14)
No.	First name	Surname	ID number	New Beneficiary (Y/N)	Gender (M/F)	Disabled (Y/N)	Job seeker database (Y/N)	Contract start date (DDMMYY)	Contract end date (DDMMYY)	No. days worked this month (excl. training)	Training days	Rate of pay per day (R – c)
1												
2												
3												
4												
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0 0 R -

Declared by Contractor or Vendor to be true and correct:	Name		Signature	
	Date			

Received by Employer's Agent / Representative:	Name		Signature	
	Date			

Annexure C - Pro Forma Performance Security/ Guarantee NOT APPLICABLE

GUARANTEE PERFORMANCE SECURITY

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of Guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE OF VAT) of R

Amount in words:

"Guaranteed Sum" means: The maximum amount of R

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance for tender no ...and such amendments or additions to the contract as may be agreed in writing between the Parties.

PERFORMANCE GUARANTEE

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Guarantee/Performance Security up to and including the termination of the Contract or the date of payment in full of the Guaranteed Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Guarantee/Performance to "Contract" is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 Its obligation under this Guarantee/Performance Security is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum due and payable upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum which is due and payable has not been made by the Supplier in terms of the Contract and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) days has elapsed since the first written demand in terms of 4.1 and the sum has still not been paid.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT the Guaranteed Sum or the full outstanding balance upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Guarantee / Performance Security, such demand stating that:
 - 5.1 The Contract has been terminated due to the Supplier's default and that this Guarantee/Performance Security is called up in terms of 5; or
 - 5.2 a provisional or final sequestration or liquidation court order has been granted against the

Supplier and that the Guarantee/Performance Guarantee is called up in terms of 5; and

- 5.3 *The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.*
6. *It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.*
7. *Where the Guarantor has made payment in terms of 5, the CCT shall upon the termination date of the Contract, submit an expense account to the Guarantor showing how all monies received in terms of this Guarantee/Performance Security have been expended and shall refund to the Guarantor any resulting surplus. All monies refunded to the Guarantor in terms of this Guarantee/Performance Security shall bear interest at the prime overdraft rate of the CCT's bank compounded monthly and calculated from the date payment was made by the Guarantor to the CCT until the date of refund.*
8. *Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.*
9. *The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Guarantee /Performance Security on account of any conduct alleged to be prejudicial to the Guarantor.*
10. *The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.*
11. *This Guarantee/Performance Security is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee / Performance Security shall be returned to the Guarantor after it has expired.*
12. *This Guarantee/Performance Security, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.*
13. *Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.*

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

Approved Financial Institution as at 28 February 2023:
NOT APPLICABLE

1.1 National Banks

ABSA Bank Limited
FirstRand Bank Limited
Investec Bank Limited
Nedbank Limited
Standard Bank of South Africa Limited

1.2 International Banks (with branches in South Africa)

Barclays Bank PLC
Citibank NA
Credit Agricole Corporate and Investment Bank
HSBC Bank PLC
JPMorgan Chase Bank
Societe Generale
Standard Chartered Bank

1.3 Insurance Companies

American International Group Inc. (AIG)
Bryte Insurance Company Limited
Coface SA
Compass Insurance Company Limited
Credit Guarantee Insurance Corporation of Africa Limited
Guardrisk Insurance Company Limited
Hollard Insurance Company Limited
Infiniti Insurance Limited
Lombard Insurance Company Limited
Mutual and Federal Risk Financing Limited
New National Assurance Company Limited
PSG Konsult Ltd (previously Absa Insurance)
Regent Insurance Company Limited
Renasas Insurance Company Limited
Santam Limited...]

Annexure D - Pro Forma Advance Payment Guarantee NOT APPLICABLE

ADVANCE PAYMENT GUARANTEE

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE of VAT) of R

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance and such amendments or additions to the Contract as may be agreed in writing between the Parties.

"Plant and materials" means: The Plant and materials in respect of which an advance payment prior to manufacture is required, which the CCT has agreed may be subject to advance payment, such Plant and materials being listed in the Schedule of Plant and materials.

"Schedule of Plant and materials" means: A list of Plant and materials which shows the value thereof to be included in the Guaranteed Advance Payment Sum.

"Guaranteed Advance Payment Sum" means: The maximum amount of R.....

Amount in words:

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Advance Payment Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Advance Payment Guarantee and up to and including the termination of the Contract or the date of payment in full of the Guaranteed Advance Payment Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Advance Payment Guarantee to the Contract is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 Its obligation under this Advance Payment Guarantee is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum advanced to the Supplier upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum advanced by the CCT has not been repaid by the Supplier in terms of the Contract ("default") and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) calendar days has elapsed since the first written demand in terms of 4.1 and the sum advanced has still not been repaid by the Supplier.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT the Guaranteed Advance Payment Sum or the full outstanding balance not repaid upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Advance

Payment Guarantee, such demand stating that:

- 5.1 the Contract has been terminated due to the Supplier's default and that this Advance Payment Guarantee is called up in terms of 5; or*
- 5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Advance Payment Guarantee is called up in terms of 5; and*
- 5.3 The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.*
- 6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.*
- 7. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.*
- 9. The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Advance Payment Guarantee on account of any conduct alleged to be prejudicial to the Guarantor.*
- 10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.*
- 11. This Advance Payment Guarantee is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee shall be returned to the Guarantor after it has expired.*
- 12. This Advance Payment Guarantee, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.*
- 13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.*

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

**Approved Financial Institution as at 28 February 2023:
Not Applicable**

1.1 National Banks

ABSA Bank Limited
Firststrand Bank Limited
Investec Bank Limited
Nedbank Limited
Standard Bank of South Africa Limited

1.2 International Banks (with branches in South Africa)

Barclays Bank PLC
Citibank NA
Credit Agricole Corporate and Investment Bank
HSBC Bank PLC
JPMorgan Chase Bank
Societe Generale
Standard Chartered Bank

1.3 Insurance Companies

American International Group Inc (AIG)
Bryte Insurance Company Limited
Coface SA
Compass Insurance Company Limited
Credit Guarantee Insurance Corporation of Africa Limited
Guardrisk Insurance Company Limited
Hollard Insurance Company Limited
Infiniti Insurance Limited
Lombard Insurance Company Limited
Mutual and Federal Risk Financing Limited
New National Assurance Company Limited
PSG Konsult Ltd (previously Absa Insurance)
Regent Insurance Company Limited
Renasa Insurance Company Limited
Santam Limited...]

Annexure F - Tender Returnable Documents

Schedule F.1: Contract Price Adjustment
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NOT APPLICABLE

Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortia

This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms _____, of the authorised entity _____, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium's behalf.
2. By signing this schedule the partners to the partnership/joint venture/ consortium:
 - 2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;
 - 2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:
 Account Holder: _____
 Financial Institution: _____
 Branch Code: _____
 Account No.: _____
 - 2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.
 - 2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....

Note: A copy of the Joint Venture Agreement shall be appended to *List of Other Documents Attached by Tenderer Schedule*.

Schedule F.3: Declaration for Procurement above R10 million

NOT APPLICABLE

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, submit audited annual financial statements:

- (i) For the past three years, or
(ii) Since the date of establishment of the tenderer (if established during the past three years)

By attaching such audited financial statements to **List of Other Documents Attached by Tenderer Schedule**.

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? **(Please mark with X)**

YES		NO	
-----	--	----	--

- 2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.

- 2.2 If YES, provide particulars:

3. Has any contract been awarded to you by an organ of state during the past five (5) years? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of Other Documents Attached by Tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? **(Please mark with X)**

YES		NO	
-----	--	----	--

If YES, furnish particulars below

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature _____

Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.4: Preference Points Claim Form In Terms Of the Preferential Procurement Regulations 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included)

1.2 To be completed by the organ of state

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

- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
 - (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

The following definitions shall apply to this schedule:

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES**POINTS AWARDED FOR PRICE****THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS**

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

80/20 or 90/10

Or

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT**POINTS AWARDED FOR PRICE**

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

80/20 or 90/10

Or

Where:

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

5. POINTS AWARDED FOR SPECIFIC GOALS

5.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this tender:

5.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	To be Completed by the Organ of State	To be Completed by the Tenderer
	Number of points Allocated (80/20 system)	Number of points claimed (80/20 system)
Gender	5	
Race	5	
Disability	3	
Promotion of Micro and	7	

Small Enterprises		
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DECLARATION WITH REGARD TO COMPANY/FIRM

5.3 Name of company/firm.....

5.4 Company registration number:

5.5 TYPE OF COMPANY/ FIRM

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

[Tick applicable box]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 4.1 and 4.2, the Supplier may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or Supplier, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

<i>Signature of Tenderer</i>	<i>Date</i>	<i>Name and Surname</i>	<i>Address</i>

For official use.		
SIGNATURE OF CCT OFFICIALS AT TENDER OPENING		
1.	2.	3.

Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)

1. No bid will be accepted from:
 - 1.1 persons in the service of the state¹, or
 - 1.2 if the person is not a natural person, of which any director, manager or principal shareholder or stakeholder is in the service of the state, or
 - 1.3 from persons, or entities of which any director, manager or principal shareholder or stakeholder, has been in the service of the City of Cape Town (CCT) during the previous twelve (12) months, or
 - 1.4 from an entity who has employed a former CCT employee who was at a level of T14 or higher at the time of leaving the CCT's employ and involved in any of the CCT's bid committees for the bid submitted, if:
 - 1.4.1 the CCT employee left the CCT's employment voluntarily, during the previous twelve (12) months;
 - 1.5 a person who was a CCT employee, or an entity that employs a CCT employee, if
 - 1.5.1 the CCT employee left the CCT's employment whilst under investigation for alleged misconduct, or
 - 1.5.2 was facing disciplinary action or potential disciplinary action by the CCT, or
 - 1.5.3 was involved in a dispute against the CCT during the previous thirty six (36) months.

2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the tenderer or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
 - 3.1 Full Name of tenderer or his or her representative: _____
 - 3.2 Identity Number: _____
 - 3.3 Position occupied in the Company (director, trustee, shareholder²): _____
 - 3.4 Company or Close Corporation Registration Number: _____
 - 3.5 Tax Reference Number: _____
 - 3.6 VAT Registration Number: _____
 - 3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.
 - 3.8 Are you presently in the service of the state? **YES / NO**
 - 3.8.1 If yes, furnish particulars: _____
 - 3.9 Have you been in the service of the state for the past twelve months? **YES / NO**
 - 3.9.1 If yes, furnish particulars: _____
 - 3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.10.1 If yes, furnish particulars: _____
 - 3.11 Are you, aware of any relationship (family, friend, other) between any other tenderer and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.11.1 If yes, furnish particulars: _____

- 3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
 3.12.1 If yes, furnish particulars: _____
- 3.13 Are any spouse, child or parent of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
 3.13.1 If yes, furnish particulars: _____
- 3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**
 3.14.1 If yes, furnish particulars: _____
- 3.15 Have you, or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company been in the service of the CCT in the past twelve months? **YES / NO**
 3.15.1 If yes, furnish particulars: _____
- 3.16 Do you have any employees who was in the service of the CCT at a level of T14 or higher at the time they left the employ of the CCT, and who was involved in any of the CCT's bid committees for this bid? **YES / NO**
 3.16.1 If yes, furnish particulars: _____

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

If the above table does not sufficient to provide the details of all directors / trustees / shareholders, please append full details to the tender submission.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

 Signature

Print name:

 Date

On behalf of the tenderer (duly authorised)

¹MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 (i) any municipal council;
 (ii) any provincial legislature; or
 (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
 (c) an official of any municipality or municipal entity;
 (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
 (e) an executive member of the accounting authority of any national or provincial public entity; or
 (f) an employee of Parliament or a provincial legislature.

² Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

Schedule F.6: Conflict of Interest Declaration

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. **(Please mark with X)**

YES		NO	
-----	--	----	--

- 1.1 If yes, the tenderer is required to set out the particulars in the table below:

2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

- 2.1 Any inducement or reward to the CCT for or in connection with the award of this contract; or

- 2.2 Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. **(Please mark with X)**

YES		NO	
-----	--	----	--

- If yes, the tenderer is required to set out the particulars in the table below:

Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the CCT, please contact the following:

The CCT's anti-corruption hotline at 0800 32 31 30 (toll free)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature

Print name:

On behalf of the tenderer (duly authorised)

Date

Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 of 2003, and attach it to this schedule.

- 1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members have:
 - a) abused the municipality's / municipal entity's supply chain management system or committed any fraudulent conduct in relation to such system;
 - b) been convicted for fraud or corruption during the past five years;
 - c) willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d) been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers.
- 2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
2.1	Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (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). The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
2.1.1	If so, furnish particulars:		
2.2	Is the tenderer or any of its directors/members 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) or Database of Restricted Suppliers? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
2.2.1	If so, furnish particulars:		
2.3	Was the tenderer or any of its directors/members convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
2.3.1	If so, furnish particulars:		

Item	Question	Yes	No
2.4	Does the tenderer or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes ☐	No ☐
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
2.5.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract,, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT

To: THE CITY MANAGER, City of Cape Town

From: _____
(Name of tenderer)

RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CCT

The tenderer:

- a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
- b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
- c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;

Physical Business address(es) of the tenderer	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.9: Certificate of Independent Tender Determination
--

I, the undersigned, in submitting this tender number [DP8821]/2024/25 and tender description: [**Case management System: Design, Installation and support for the Ethics and Forensic Services Department at the City**] in response to the tender invitation made by THE CCT, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of: _____ (Name of tenderer) that:

1. I have read and I understand the contents of this Certificate;
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;
4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;
5. For the purposes of this Certificate and this tender, I understand that the word 'competitor' shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
 - (a) has been requested to submit a tender in response to this tender invitation;
 - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive price quoting.
7. In particular, without limiting the generality of paragraphs 5 and 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 tender;
 - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
 - (f) tendering with the intention not to win the contract.
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 tender invitation relates.
9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender 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 tenders and contracts, tenders 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, Act 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 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

Signature

Print name:

On behalf of the tenderer (duly authorised)

Date

(¹ Consortium: 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.)

Schedule F.10: Proposed Deviations And Qualifications By Tenderer

The Tenderer should record any **proposed** deviations or qualifications they may wish to make to the tender documents in this Returnable Schedule. Alternatively, a tenderer may state such proposed deviations and qualifications in a covering letter attached to his tender and reference such letter in this schedule. Any proposed deviations or qualifications contained in a covering letter which is not referenced in this schedule will not be considered.

The Tenderer's attention is drawn to clause 2.3.7.2 of the Standard Conditions of Tender referenced in the Tender Data regarding the CCT's handling of material deviations and qualifications.

If no deviations or qualifications are proposed, the schedule hereunder is to be marked NIL and signed by the Tenderer.

PAGE	CLAUSE OR ITEM	PROPOSED DEVIATION OR QUALIFICATION

List relevant documentation attached in Schedule F.10 below.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.11: List of Other Documents Attached By Tenderer

The tenderer has attached to this schedule, the following additional documentation:

	Date of Document	Title of Document or Description (refer to clauses / schedules of this tender document where applicable)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.12: Record of Addenda to Tender Documents

We confirm that the following communications received from the CCT before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule F.13: Information to Be Provided With the Tender

The following information shall be provided with the Tender:

- a. Complete Schedule 13 A and supporting documents (Eligibility)
- b. Complete Schedule 13 B and supporting documents (Functional)
- c. Complete Schedule 13C and supporting documents (Functional)
- d. Completed Schedule 13D and supporting documents (Functional)
- e. Completed Schedule 13E and supporting documents (Functional)
- f. Completed Schedule 13F and supporting documents (Functional)

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 13A – Mandatory Requirement (Refer to paragraph 2.2.1.1.4 of the Eligibility Criteria)

Tenderers must be authorised or accredited by the OSM or copyright holder to sell or distribute the software solution and manage any warranty processes and escalations as and when required. Alternatively, should the authorization / accreditation be from a distributor, then a proof of authorization authorizing the distributor to resell and/or authorize others by the OSM or copyright holder, must be submitted with tender submission.

Tenderers are to submit with their tender submission, proof of authority from the OSM to sell/maintain/ support the products of the OSM or copyright holder.

The documentary proof must be **date stamped** and include **contactable references**.

For ease of reference, the belowmentioned table should be completed for each and every software instances, comprising the final tendered solution.

OSM or Software Developer Name, CONTACT PERSON*	CONTACT NUMBER

Number of sheets appended by the tenderer to this Schedule..... (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule 13B: Evidence to Functionality Schedule: Experience of the Tendering Entity providing the CMS Solutions (Refer paragraph 2.2.1.1.5 Item 1 of the Functionality Criteria) (15 Points)

Solutions Tenderer to demonstrate knowledge and relevant experience in all of the following areas i.e. supply, design, implementation and migrating, a digital, forensics, case management system (CMS) or similar solutions. Please provide verifiable evidence in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included of the number of continuous years the tenderer has been actively providing CMS solutions to their client base. This evidence must be in the form of reference letters, on the referee's letterhead, specifying the details and scope of the CMS solution, the number of continuous years they have been actively receiving the CMS solution from the tenderer, as well as all the referee's verifiable contact details, must be submitted with the tender submission.

SHORT DESCRIPTION OF WORKS/ SOLUTION COMPLETED	PROJECT OR CONTRACT START AND END DATES	CLIENT, CONTACT PERSON*	CONTACT NUMBER

*** Give the name and contact number of the responsible person(s) acting for the listed client and who will be able to verify the accuracy of the information provided**

Number of sheets appended by the tenderer to this Schedule.....(If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule 13C: Evidence to Functionality Schedule: Experience of the tendering Entity providing the CMS Solution (Refer paragraph 2.2.1.1.5 Item 2 of the Functionality Criteria) (15 Points)

Tenderer to demonstrate the size of the organisation (users) where a CMS solution has been implemented at their clients indicating the number of users.

Please provide verifiable evidence in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included specifying the number of users, as well as all the referee's contact details. This evidence must be in the form of reference letters, on the referee's letterhead, specifying the details and scope of the CMS solution, the number of users actively using the CMS solution from the tenderer, as well as all the referee's verifiable contact details.

Scoring will be based on the total number of the users, as provided in the evidence.

DESCRIPTION OF WORKS COMPLETED	NUMBER OF APPROXIMATE USERS (AS PER DESIGN)	PROJECT OR CONTRACT START AND END DATES	CLIENT, CONTACT PERSON	CONTACT NUMBER

*** Give the name and contact number of the responsible person(s) acting for the listed client and who will be able to verify the accuracy of the information provided**

Number of sheets appended by the tenderer to this Schedule.....(If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule 13D: – Evidence to Functionality Schedule: Operational Experience Requirement (Refer to paragraph 2.2.1.1.5 Item 3 of the Functionality Criteria) (15 Points)

Tenderer to demonstrate experience in post implementation software maintenance, change management and support of a CMS Solution for their clients. Refer to Section C.5.8 in specifications for the overview of the Support and Maintenance requirements

Please provide verifiable evidence in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included specifying the number of years providing post implementation software maintenance, change management and support as well as all the referee's contact details.

CLIENT, CONTACT PERSON*	CONTACT NUMBER	PROJECT OR CONTRACT START AND END DATES

*** Give the name and contact number of the responsible person(s) acting for the listed client and who will be able to verify the accuracy of the information provided**

Number of sheets appended by the tenderer to this Schedule(If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

**Schedule 13E: – Evidence to Functionality Schedule: Comparable Project Size Requirement
(Refer to paragraph 2.2.1.1.5 Item 4 of the Functionality Criteria) (10 Points)**

Tenderer to demonstrate where CMS solutions have been implemented within the last 5 years, with scope and clients comparable to the scope and requirements of the City of Cape Town as indicated in the specifications of this tender document. Refer Section C.5.1 in specifications for the overview of the City's environment.

Please provide verifiable evidence in the form of reference letters, on the referee's letterhead with the referee's verifiable contact details to be included, identifying the client indicating the number of clients, size of the organisation in CMS, number of system users, where a CMS solution was successfully implemented within the last 5 years from the tenderer, as well as all the referee's verifiable contact details.

Scoring will be based on the number of clients, as confirmed in the evidence. For the purposes of scoring, an acceptable Comparable Project/ Client must have had a minimum of 375 system users. A Project / Client with less than 375 system users will therefore not be scored. This excludes clients within the Public Sector. .

CLIENT, CONTACT PERSON*	CONTACT NUMBER	CLIENT SIZE	PROJECT OR CONTRACT START AND END DATES

*** Give the name and contact number of the responsible person(s) acting for the listed client and who will be able to verify the accuracy of the information provided**

Number of sheets appended by the tenderer to this Schedule(If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule 13F: – Evidence to Functionality Schedule: Previous Implementation Project Value Requirement (Refer to paragraph 2.2.1.1.5 Item 5 of the Functionality Criteria) (15 Points)

Previous Implementation Project Value Tenderer to demonstrate credibility with projects similar to the scope as required by the City in implementing, maintaining and supporting a CMS Solution within the last 5 years. Refer to Section C.5.1 in the specifications for the overview of the City's environment. The tenderer must submit a list of successfully completed project(s) within the last 5 years, showing the value of the project, name of the client and verifiable contact details.

DESCRIPTION OF WORKS COMPLETED	CLIENT, CONTACT PERSON*, AND CONTACT NUMBER	PROJECT VALUE	PROJECT OR CONTRACT START AND END DATES	DOCUMENTARY PROOF ATTACHED (YES/NO)

*** Give the name and contact number of the responsible person(s) acting for the listed client and who will be able to verify the accuracy of the information provided**

Number of sheets appended by the tenderer to this Schedule(If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule 13G: – Scoring sheet for Demonstration (Refer to paragraph 2.2.1.1.5 Item 6 of the Functionality Criteria) (30 Points)

System Demonstration

As part of the functional evaluation criteria, all Bidders are expected to conduct a 2 hour demonstration (online or in person), encompassing the following criteria:

1. **Ease of use:** Evaluate the core capabilities of the system, including case tracking, document management, and reporting tools. Ensure that the features align with your organization's specific requirements. Assess how intuitive and user-friendly the interface is for different user roles (e.g., case managers, administrative staff). A system that is easy to navigate will enhance adoption and efficiency.
2. **Integration Capabilities:** Determine how well the system can integrate with existing tools and platforms used within your organization, such as CRM systems, email platforms, or other databases.
3. **Security and Compliance:** Review the security measures in place to protect sensitive data, including encryption, access controls, and compliance with relevant regulations (e.g., GDPR, HIPAA). Showcase the systems' ability to assign various user roles and rights, preventing access to applicable feature sets or limited accessibility for contributors.
4. **Configurability:** Evaluate the extent to which the system can be customized to fit your specific workflows and reporting needs, allowing for flexibility as requirements evolve and the scalability to consider whether the system can grow with your organization. It should be able to handle an increasing number of cases and users without compromising performance.
5. **Reporting, Analytics and Monitoring:** Evaluate the capabilities of the system, including the ability to generate investigation reports, draw analytics from the investigator/investigation team statistics , investigation timelines enabling management monitoring as well as statistics from management implementation.

Scoring criteria

The scoring will be applied per Bid Specification Committee members and a final figure determined by panel consensus.

Has the Bidder demonstrated compliance to the specific section on a scale of 1 – 5, where the following is captured:

Total demonstration points: 30 pts – 1.5 pts per criterion.

Non-Compliant	0 pts	Compliant	1.5 pts
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Total system demonstration score to be included in functionality scoring, as described in 2.2.1.1.5. Item 6.

No. / Clausal Reference	Demo Specifications
	A comprehensive solution for the integration and managing all forensic data and evidence enabling centralized workflows that enhance collaboration and efficiency across various investigative teams. In the instances where standard workflows do not inherently exist in the solution, the system must allow

for customisable workflows where necessary.

The system should provide a unified platform, universally accessible and aid in driving collaboration and efficiency in terms of standard case management investigative practises. The typical workflows include but are not limited to:

C.5.4.1.1	Feature: Ease of Use Requirement: User Friendly Interface ie. Intuitive; easy to navigate and complete tasks efficiently; ease to search and find what is needed; automation of repetitive processes; case linking features; Unique case numbering; Case Classification etc. Intended Operational Process Description: • The CMS is able to allocate investigation files to users. (1.5 points) • The CMS has an early warning system on items to become overdue and can set reminders/alerts (this is applicable to investigation file reviews, line referrals and tracking of recommendations). (1.5 points) • User Interface: User-friendly interface that is easy to navigate for case managers, investigators and contributors. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: A centralized interface for an investigator to manage multiple investigations simultaneously. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: The CMS is customisable to execute the planning, investigation and reporting phase which involves standardised templates, working papers and investigation plans/forms/steps. (1.5 points)
C.5.4.1.2	Feature Configurability Requirement The solution must be dynamic to easily support customization and scalability to meet unique and changing business operations and goals. Intended Operational Process Description: • A Full Case Management System (CMS) i.e. multiple case registers for cases/interventions triggered/logged by internal Ethics and Forensic services (EFS) department with customisable reference numbers. The case register fields can be customised based on the needs of the EFS department. (1.5 points) Page 56 of 101 • Customisable: The CMS should make allowance for flexibility in terms of revised standard operating procedures from an EFS perspective or regulatory change and be fully customisable to fit the CCT's Ethics and Forensic Services departments operating methodology and be compliant with the relevant internal standards(1.5 points)
C.5.4.1.3	Feature Security and Compliance Requirement The solution must have robust security features/functionality covering the following (but not limited to) – transmission and storage encryption; secure user authentication; role based access; detailed audit logging and reports; at all time meet all regulatory requirements/legislation etc; regular version software updates; supports the latest hosting hardware and operating systems Intended Operational Process Description • The results produced by the tool must be auditable, repeatable, and withstand legal and evidentiary

	scrutiny. Special consideration should be given to maintaining data integrity and the chain of custody for all evidence, with the purpose of ensuring that all evidence is managed through a digital record-keeping system that maintains continuity and integrity throughout the investigation lifecycle. The CMS system is able to generate a document/log proving chain of custody. (1.5 points) • Allow users to submit evidence and requests remotely via mobile, tablet, or desktop to streamline the process and reduce delays. EFS should be able to check out copies of the whole or sections of the data stored within the CMS for off-line work. User must be able to merge or check the completed updates back into the main CMS when they are back online. Investigation/ Preliminary and Lifestyle Assessment files: The CMS is able to raise review notes as part of the investigation process. (1.5 points) • Investigation/ Preliminary and Lifestyle Assessment files: The CMS is able to raise review notes as part of the investigation process. (1.5 points) • Roles and User Management: User management facility that manages user access and user privileges to the various investigation or case files. This facility must also allow for the assignment of the responsible managers and team leads to the various projects. (1.5 points)
C.5.4.1.4	Feature Integration Abilities Requirement Solution must provide for seamless integration with other systems ie HR; Finance; Records Management; Document Management etc Intended Operational Process Description • The CMS is able to workflow documents to delegated authority and management for approval. The system should support inter-departmental collaboration, with built-in role-based access controls, allowing external agencies to contribute securely to investigations, managed centrally by the EFS department. (1.5 points) • The CMS allows EFS to allocate and monitor line referrals in external CCT departments, track responses and upload evidence of implementation/action taken and assign a completion status etc. The CMS allows EFS to allocate recommendations upon completion of an investigation to external CCT departments and allows the line departments to upload their responses and upload their evidence, and for EFS to evaluate responses submitted and assign a completion status. (1.5 points)
	• It must also be possible to attach multiple recommendations with different action owners to one finding; and the ability to allow the process owners to update progress on their agreed action plans. (1.5 points) Page 57 of 101 • File System Capability: Support for various file systems and output formats, including media files, MS Office, PDF, zip files etc. Ensure compatibility with various file formats for analysis. (1.5 points) • Functionality to export complete case files into compressed formats (e.g., ZIP). (1.5 points)
C.5.4.1.5	Feature Reporting, Analytics and Monitoring Requirement Solution must provide for detailed/comprehensive reports and analytics (preferably real-time)– for trend analysis, identifying areas of improvement, measure impact of changes etc Intended Operational Process Description • Advanced Search Capabilities: Detailed searches with custom filters for targeted data retrieval and all

	applicable metadata fields (custom and standard). Ability to perform full-text searches, pattern matching, and keyword searches across multiple formats(1.5 points) - Investigation Management: Ability to visually represent a dashboard summary or high level case overview, indicating at a minimum active cases, case status, project timelines and basic workload management i.e. # of cases assigned to one investigator and age of case. (1.5 points) - Functionality to allow the extraction of management information from the system for governance reporting, line referrals and implementation of recommendations statistics to stakeholders, ad-hoc requests and pro-active investigations (prevention and detection) in an automated/ customisable report. (1.5 points) - Enable instant reporting features that provide real-time feedback on case status and activities. (1.5 points)	
Total system demonstration points scored		__ / 30

Total system demonstration score to be included in functionality scoring, as described in 2.2.1.1.5. Item 6.

Number of sheets appended by the tenderer to this Schedule..... (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

Schedule F.14: Appeal Application

annexure 'B'

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
ngumatshini wokukhupa
irisiti osesikweni.)

AMPTELIKE KWITANSIE
(Geldig alleenlik indien deur
amptelike kontantvangs
masjien gedruk.)

GL DATA CAPTURE RECEIPT
(CASHIER TO RETAIN A COPY)

RECEIPT NO: _____

DATE: _____

SAP GL:

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PROFIT CENTRE:

1	3	0	5	0	0	0	1
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NAME/COMPANY NAME:

AMOUNT:

						R	3	0	0	-	0	0
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SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
ngumatshini wokukhupa
irisiti osesikweni.)

AMPTELIKE KWITANSIE
(Geldig alleenlik indien deur
amptelike kontantvangs
masjien gedruk.)

GL DATA CAPTURE RECEIPT
(CASHIER TO RETAIN A COPY)

RECEIPT NO: _____

DATE: _____

SAP GL:

8	1	0	1	0	0
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PROFIT CENTRE:

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---	---	---	---	---	---	---	---

NAME/COMPANY NAME:

AMOUNT:

						R	3	0	0	-	0	0
--	--	--	--	--	--	---	---	---	---	---	---	---

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

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 Making progress possible. Together.