

RFQ TITLE	SUPPORT-AND-MAINTENANCE-OF-CRM-MICROSOFT-DYNAMIC-365-SYSTEM AND AZURE BLOB STORAGE		
RFQ NUMBER	FAIS2026/27 - T001		
DATE ISSUED	10 September 2026		
CLOSING DATE	12 October 2026		
NON-COMPULSORY BRIEFING SESSION	17 September 2026		
BID ENQUIRIES	All bid inquiries must be submitted by 25 September 2026		
CLOSING TIME	11h00 (South African Standard Time, obtained from Telkom SA SOC Limited by dialing 1026)		
PHYSICAL ADDRESS	Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010		
POSTAL ADDRESS	P O Box 41, Menlyn Park, 0063		
WEBSITE	<u>www.faisombud.co.za</u>		
TO BE COMPLETED BY THE BIDDER			
BIDDER'S NAME			
TELEPHONE NUMBER			
EMAIL ADDRESS			
NAME OF BIDDER REPRESENTATIVE			
SUPPLIER NUMBER AS PER CENTRAL SUPPLIER DATABASE (CSD) REPORT: MAAA			
POSITION OCCUPIED IN THE COMPANY			
COMPANY REGISTRATION NUMBER			
ENQUIRIES RELATING TO THE TENDER	<u>tenders@faisombud.co.za</u>		

A.	INTRODUCTION TO TENDER.....	4
1.	Introduction	4
2.	Briefing session.....	4
3.	Bid enquiries and questions.....	4
4.	Tender submission	5
5.	Pricing schedule	5
B.	DEFINITIONS	6
6.	Definitions.....	6
C.	TENDER RULES	7
7.	Capabilities and experience of bidders	7
8.	Form of tender.....	7
9.	Signing of bid.....	7
10.	Bid all inclusive.....	7
11.	Alterations to bid documents	7
12.	Qualifications on tender	7
13.	FAIS Ombud rights	7
14.	Undertaking by bidder	8
15.	Central supplier database.....	9
16.	Supplier performance management	9
17.	Cancellation of contract.....	9
18.	Applicable laws	10
19.	Reasons for disqualification of bid	10
20.	Delegation of authority	10
21.	Bid rules are binding	10
22.	Language of contract	10
D.	TERMS OF REFERENCE	11
23.	Purpose	11
24.	Background	11
25.	Scope of work	12
26.	Pricing Schedule.....	14
27.	System enhancement.....	14
28.	Contract conditions.....	14
29.	Project Timeline.....	15
30.	Bid evaluation.....	15
31.	Functional evaluation (Desktop).....	16
32.	Evaluation Stage Three: System Demo and Presentation.....	19

E.	APPENDIX A: REFERENCE LIST	25
F.	STANDARD BIDDING DOCUMENTS	32
G.	ADMINISTRATIVE CHECKLIST	36

A. INTRODUCTION TO TENDER

1. Introduction

- 1.1 The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act 37 of 2002. The FAIS Ombud's role is to resolve disputes between financial services providers and their clients in a procedurally fair, informal, economical, and expeditious manner, as well as by reference to what is equitable in all circumstances.
- 1.2 The mission of the FAIS Ombud is to promote consumer protection and contribute to the integrity of the financial services industry by resolving complaints in a manner that is impartial, expeditious, economical, accessible, and, at all times, equitable. Visit the FAIS Ombud website, www.faisombud.co.za, for further information about the FAIS Ombud.
- 1.3 The FAIS Ombud office is located in the East of Pretoria in Gauteng at Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010.
- 1.4 This tender is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC), (**attached as Annexure A**) and if applicable, any other special conditions of contract. Where, however, the special conditions of the contract are in conflict with the general conditions of the contract, the special conditions of the contract prevail.
- 1.5 All information, including personal information, collected during this process will be treated as confidential and processed in accordance with the FAIS Ombud Protection of Personal Information Policy.

2. Briefing session

- 2.1 A **non-compulsory** briefing session will be held on 17 September 2026 at 11h00 for a maximum of one (1) hour. Microsoft Teams link will be provided on the FAIS Ombud's website.

3. Bid enquiries and questions

- 3.1 All questions relating to the contents of the tender (conditions, rules, terms of reference etc.) must be forwarded in writing via email to tenders@faisombud.co.za by not later than **25 September 2026**. Questions received after this date will not be entertained.
- 3.2 All questions must reference specific paragraph numbers, where applicable.
- 3.3 All enquiries (received on or before the closing date for enquiries) will be consolidated and will be published as one response document on the FAIS Ombud website (www.faisombud.co.za) within three (3) working days.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 4 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

- 3.4 No requests for information shall be made to any other person or place and in particular not to the existing provider of this service.

4. Tender submission

- 4.1 Bid documents may be placed in the tender box or couriered to the FAIS Ombud physical address provided at 4.4 below. Bids submitted by e-mail, telegram, telex, facsimile, electronic or similar means shall **not be considered**.
- 4.2 Completed documents with supporting annexures shall be packaged, sealed, clearly marked, and submitted strictly as follows:

Bid No	FAIS2026/27-T001
Bid Name	Support and Maintenance of the CRM Microsoft Dynamics 365 System and Azure Blob Storage

- 4.3 The FAIS Ombud requires two printed copies (one original and one copy) and one electronic copy on a flash drive/memory stick in PDF format; all bound in a sealed envelope marked as stated in paragraph 4.2.
- 4.4 Bids must be properly packaged and deposited on or before the closing date and before the closing time in the tender box situated at the reception area of the FAIS Ombud. The physical address of the FAIS Ombud is as follows:
- Menlyn Central Office Building, 11th Floor
125 Dallas Avenue,
Waterkloof Glen,
Pretoria
0010
- 4.5 Bid documents will only be considered if received by the FAIS Ombud on/or before the closing date and time, regardless of the method used to send or deliver such documents to the FAIS Ombud.
- 4.6 **Late submissions will not be accepted.**
- 4.7 Bidders must initial each page of the bid document on the bottom right-hand corner.

5. Pricing schedule

- 5.1 Only fixed prices will be accepted.
- 5.2 The pricing schedule must be submitted as part of the bid proposal.

B. DEFINITIONS

6. Definitions

6.1 Unless inconsistent with or expressly indicated otherwise by the context.

6.1.1. **FAIS Ombud** shall mean the Office of the Ombud for Financial Services Providers.

6.1.2. **Contractor** shall mean the tenderer whose tender has been accepted by the FAIS Ombud and shall include the tenderer's personal representatives, also referred to as the successful bidder.

6.1.3. **Contract** shall include the General Conditions of Contract and Special Conditions of Contract, the specifications including any schedules attached to the specifications, and any agreement entered into in terms of these Special Conditions of Contract.

6.1.4. **Service** shall mean support and maintenance, including software licenses for the Microsoft Dynamics 365 CRM system and Azure Blob storage, for a period of 36 months.

6.1.5. **Person** includes any company incorporated or registered as such under any law, any body of persons corporate or unincorporated, and any trust. Person, firm, or company shall include an authorized employee or agent of such person.

6.1.6. **API** is a software intermediary that allows two different applications to interact and share data with each other.

6.2 Except where the context indicates otherwise, in this document, the singular includes the plural, and with reference to gender, the one includes the other.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 6 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

C. TENDER RULES

7. Capabilities and experience of bidders

- 7.1 Bidders are required to provide all information as necessary to demonstrate their capabilities and experience with regard to the requested services.

8. Form of tender

- 8.1 The bid shall be signed and witnessed on the form of bid incorporated herein. The schedule of services shall be fully priced in South African Rand to show the total amount of the bid and shall be signed. The certificates, schedules, and forms contained in this document shall be completed and signed by the bidder in blue or black ink.
- 8.2 Where the space provided in the bound document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules shall be bound with a suitable contents page and submitted with the tender documents.

9. Signing of bid

- 9.1 The bid must be signed by a person who is duly authorized to do so.

10. Bid all inclusive

- 10.1 The bidder must provide an all-inclusive fee statement in the bid.

11. Alterations to bid documents

- 11.1 No unauthorized alteration or addition shall be made to the form of bid, to the schedule of quantities of services to be rendered, or to any other part of the bid documents. If any such alteration or addition is made or if the schedule of quantities of services to be rendered, or other schedules or certificates are not properly completed, such submission may be disqualified.

12. Qualifications on tender

- 12.1 Bids submitted in accordance with this bid document shall be without any qualifications.

13. FAIS Ombud rights

- 13.1 The FAIS Ombud is entitled to amend any bid conditions, bid validity period, tender specifications, or extend the bid's closing date, all before the bid closing date. All bidders to whom the bid documents have been issued and where the FAIS Ombud has a record of such bidders may be advised in writing of such amendments in good time, and any such changes will also be posted on the FAIS Ombud's website under the relevant tender information. All prospective bidders should therefore visit the website regularly, and before submitting their bid response, to ensure they are kept updated on any amendments in this regard.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 7 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

- 13.2 The FAIS Ombud reserves the right not to accept the lowest priced bid or any bid in part or in whole.
- 13.3 The FAIS Ombud reserves the right to award this bid as a whole or in part.
- 13.4 The FAIS Ombud reserves the right to conduct site visits at the bidder's corporate offices and/or at client sites if so required.
- 13.5 The FAIS Ombud reserves the right to award this tender to the bidder who scored the highest points, subject to price negotiation if the price offered is not considered to be market-related
- 13.6 The FAIS Ombud reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the FAIS Ombud to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

14. Undertaking by bidder

- 14.1 By submitting a bid in response to this tender, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the FAIS Ombud on the terms and conditions and in accordance with the specifications stipulated in this bid document.
- 14.2 The bidder shall prepare for a possible presentation should the FAIS Ombud require such and the bidder shall be notified thereof in good time before the actual presentation date. Such presentation may include a practical demonstration of products or services as called for in this bid.
- 14.3 The bidder agrees that the offer contained in its bid shall remain binding upon him and receptive for acceptance by the FAIS Ombud during the bid validity period indicated in this document and calculated from the bid closing date. Its acceptance shall be subject to the terms and conditions contained in this bid document read with the bid.
- 14.4 The bidder furthermore confirms that they have satisfied themselves as to the correctness and validity of their bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all their obligations under a resulting contract for the services contemplated in this bid; and that they accept that any mistakes regarding price(s) and calculations will be at their risk.
- 14.5 The successful bidder accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on them under the supply agreement and Service Level Agreement (SLA) to be concluded with the FAIS Ombud, as the principal(s) liable for the due fulfillment of such contract.
- 14.6 The bidder accepts that all costs incurred in preparing, presenting, and demonstrating the solution offered by it shall be for the bidder's account. All supporting documentation and manuals submitted with this bid will become FAIS Ombud property unless otherwise stated by the bidder/s at the time of submission.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 8 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

15. Central supplier database

- 15.1 The FAIS Ombud will not award any bid to a supplier who is not registered as a prospective supplier on the Central Supplier Database (CSD) as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4A of 2016/2017.
- 15.2 The supplier is responsible for continuously updating their information, including personal information, on the CSD to ensure that it is complete, accurate, and not misleading.

16. Supplier performance management

- 16.1 Supplier Performance Management is viewed by the FAIS Ombud as a critical component in ensuring value for money acquisition and good supplier relations between the FAIS Ombud and its suppliers.
- 16.2 Upon receipt of written notification of an award, the successful bidder shall be required to conclude a Service Level Agreement (SLA) with the FAIS Ombud (where applicable), which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor, and assess the supplier's performance and ensure effective service delivery, quality, and value-add to the FAIS Ombud's business.
- 16.3 The successful bidder will be required to comply with the above conditions and also provide a scorecard on how their product/service offering is being measured to achieve the objectives of this condition.

17. Cancellation of contract

- 17.1 If the FAIS Ombud is satisfied that any person (including an employee, partner, director or shareholder of the tenderer or a person acting on behalf of or with the knowledge of the tenderer), firm or company:
- 17.2 is executing a contract with the FAIS Ombud unsatisfactorily;
- 17.3 has in any manner been involved in a corrupt act or provided gift or remuneration in relation to any officer or employee of the FAIS Ombud in connection with obtaining or executing a contract;
- 17.4 has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract;
- 17.5 has in any manner influenced or attempted to influence the awarding of a FAIS Ombud's bid;
- 17.6 has, when advised that his bid has been accepted, given notice of his inability to execute or sign the contract or to furnish any security required;
- 17.7 has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm, or company to refrain from tendering for this contract, or relating to the bid price to be submitted by either party;

ISSUE DATE	10 SEPTEMBER 2026	PAGE 9 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

- 17.8 has disclosed to any other person any information relating to this bid, except where disclosure, in confidence, was necessary to obtain quotations required for the preparation of the bid;
- 17.9 the FAIS Ombud may, in addition to any other legal recourse, which it may have, cancel the contract between the FAIS Ombud and such a person and/or resolve that no bid from such a person will be favourably considered for a specified period; and
- 17.10 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.

18. Applicable laws

- 18.1 The laws of the Republic of South Africa shall be applicable to each contract created by the acceptance of a bid and each bidder shall indicate an address in the Republic and specify it in the tender as his domicilium citandi et executandi where any legal process may be served on him.
- 18.2 Each bidder shall accept the jurisdiction of the courts of the Republic of South Africa.

19. Reasons for disqualification of bid

- 19.1 The FAIS Ombud reserves the right to disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder. However, the bidder will be notified in writing of such disqualification:
- 19.1.1 bidders who submit incomplete information and documentation as specified in the requirements of this tender document;
- 19.1.2 bidders who submit information that is fraudulent, factually untrue or inaccurate.
- 19.1.3 bidders who receive information not available to other potential bidders through any means; and
- 19.1.4 bidders who do not comply with mandatory requirements, if stipulated in the tender document.

20. Delegation of authority

- 20.1 The FAIS Ombud may delegate any power vested in it by virtue of these rules to an officer or employee of the FAIS Ombud.

21. Bid rules are binding

- 21.1 The bid rules, as well as the instructions given in the official tender notice, shall be binding on all bidders submitting bid applications for the service or services set out in the bid document.

22. Language of contract

- 22.1 The bid documents are drafted in English and any contract, which originates from the acceptance of the bid, will be interpreted and construed in English.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 10 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

D. TERMS OF REFERENCE

23. Purpose

- 23.1 The purpose of this Request for Proposal (RFP) is to appoint a bidder who is an accredited Microsoft business partner to provide support and maintenance, including software licenses, for the current CRM Microsoft Dynamics 365 system and Azure Blob Storage for a period of three (3) years. The bidder must submit proof of Microsoft accreditation as a business partner (refer to **paragraph 35.1 below**).
- 23.2 The bidder is also expected to provide and implement an SMS solution that will integrate with the current CRM Microsoft Dynamics 365 system.

24. Background

24.1 Current CRM Microsoft Dynamics 365 System

- 24.1.1 In executing its mandate, the FAIS Ombud resolves disputes between Financial Services Providers and their consumers in a procedurally fair, informal, economical, and expeditious manner. The FAIS Ombud regularly receives consumer complaints against Financial Services Providers (FSPs). These complaints are received via telephone, walk-ins, through the FAIS Ombud website portal, and electronic mail. Upon receipt, they are captured in the Microsoft Dynamics 365 CRM system and thereafter allocated for investigation.
- 24.1.2 Once an investigation is conducted, a complaint can either be dismissed, referred, settled, or determined. This process is currently handled manually.

24.2 Storage capacity

- 24.2.1 The organisation is currently utilising a combination of **Microsoft Azure Blob Storage and Microsoft Dataverse** to support its data storage requirements. The organisation has provisioned approximately **10 TB of Azure Blob Storage capacity**, of which approximately **500 GB** is currently utilised. This indicates that sufficient storage capacity remains available to accommodate future data growth, document storage, system integrations, backups, and other business requirements. In addition to Azure Blob Storage, **Microsoft Dataverse** is used for application and structured data storage. Based on the current environment capacity information, the following utilisation is recorded:

- **Dataverse Database:** 38.12 GB utilised out of 68.36 GB.
- **Dataverse Log:** 12.47 GB utilised against an entitled capacity of 9.77 GB, indicating that the log storage is currently exceeding the allocated capacity
- **Dataverse File:** 123.54 GB utilised out of 292.97 GB.
- **Operations Database and File Storage:** No current utilisation recorded.

25. Scope of work

The successful bidder will be required to:

- 25.1 Provide support and maintenance for the existing Microsoft Dynamics 365 system which is already integrated with Microsoft Outlook and Azure Blob Storage for a period of three (3) years.
- 25.2 Facilitate the annual renewal of licenses.
- 25.3 **Enhance of the existing CRM Microsoft Dynamics 365 system**
 - 25.3.1 Review and optimise the CRM interface, layout, workflows and data capture fields to ensure alignment and support for the end-to-end complaints management process.
 - 25.3.2 Support document management by creating document categories and making documents easier to upload, organise, search and retrieve.
 - 25.3.3 The system should be able to automatically detect, flag and merge duplicate complaints and any other relevant duplicated information.
 - 25.3.4 Automate repetitive and manual workflow processes within the CRM Microsoft Dynamics 365 system to optimise productivity and operational efficiency.
- 25.4 **Communication and notification automation**
 - 25.4.1 Configure workflow-driven automation to enable automatic case allocation and system-generated communications, including acknowledgment letters, requests for outstanding information, reminder emails, diary reminders, follow-up activities, status change notifications, and escalation alerts for overdue or neglected cases.
- 25.5 Integrate artificial intelligence (AI) capabilities to identify AI-generated case summaries.
- 25.6 Implement document encryption for all files shared with external parties to ensure compliance with the Protection of Personal Information Act (POPIA).
- 25.7 Customer satisfaction survey administration and CRM integration.
- 25.8 Align reporting with FAIS Ombud requirements. Reporting currently generates Excel spreadsheets where data must then be manually extracted to generate a report. This process must be automated to enable more efficient reporting and data analysis.
- 25.9 The service provider will be required to maintain the Application Programming Interface (API) that binds the WhatsApp channel with the Microsoft Dynamics 365 CRM system.

25.10 SMS Solution

25.10.1 The service provider will provide, implement, and integrate an SMS solution with the current Microsoft Dynamics 365 CRM system. The SMS solution should be capable of:

- Send a single message to one or multiple users
- Send multiple messages to multiple users.

25.10.2 The SMS solution should be able to cater for the following minimum volumes:

- **Client Care Centre:** A minimum of 5000 SMSs per month to acknowledge complaints, notify complainants of closed complaints, and the rating of customer satisfaction.
- **Case Management:** A minimum of 5000 SMSs per month to acknowledge complaints assigned to Case Managers, notify complainants of complaints sent in respect of Rule 6(b), notify complainants of closed complaints, and the rating of customer satisfaction.
- **Marketing and Awareness:** A minimum of 5000 SMSs per year as and when there is a need to send notifications before and during marketing campaigns.

25.10.2.1 In total, a minimum of 10 000 SMS are required monthly, with a further 5000 per annum.

25.10.2.2 Furthermore, the solution should generate a detailed report of all sent SMSs per month.

25.11 The service provider must provide real time system monitoring and reporting.

25.12 The service provider is also required to tailor-make the report from the current CRM system, i.e., a one-touch solution report.

25.13 The appointed service provider must be able to transfer roles and responsibilities and take over ownership from the current service provider in a smooth manner, without disrupting the day-to-day activities of the FAIS Ombud.

25.14 The appointed service provider must the below train users as and when required by the office.

DESCRIPTION	QUANTITY
System administrators	2
Super users (including train the trainers)	9
Normal users (limited access)	33
Total number of users	44

ISSUE DATE	10 SEPTEMBER 2026	PAGE 13 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

26. Pricing Schedule

The bidder must provide a quotation that includes support and maintenance for the CRM Microsoft Dynamics 365 system and Azure Blob storage for a duration of 36 months. The quotation must align with the table below.

DESCRIPTION	YEAR 1- HOURLY RATE	YEAR 2- HOURLY RATE	YEAR 3 - HOURLY RATE
Support and maintenance -CRM Microsoft Dynamics 365 system			
Support and maintenance - Azure Blob storage			
Other costs			
Total (excluding VAT)			
VAT (15%)			
Total (including VAT)			

27. System enhancement

If the office requires a system enhancement not covered by support and maintenance, a separate purchase order will be issued. The quotation must be provided specifying the hourly rates for the resources listed below.

DESCRIPTION	YEAR 1- Hourly rate	YEAR 2- Hourly rate	YEAR 3- Hourly rate
Technical support or equivalent			
Specialist support or equivalent			
Database specialist or equivalent			
Developer or equivalent			

The current CRM Microsoft Dynamics 365 system is hosted in the cloud. The appointed service provider must take over from the current service provider, provide support and maintenance, renew licenses, enhance the system, and integrate an SMS solution. The appointed service provider will be required to submit a quotation for licence renewal for CRM Microsoft Dynamics 365 as and when it is due for renewal.

28. Contract conditions

28.1 The service provider will be required to furnish the FAIS Ombud with the following:

28.1.1 Hosting Solution

28.1.1.1 The appointed service provider must establish communication with the current service provider to assume responsibility. The FAIS Ombud representative will be part of the communication for the hosted solution.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 14 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

28.1.2 Backup Strategy

28.1.2.1 The appointed service provider is expected to develop a backup strategy/process and backup the system prior to taking over the hosted solution.

28.1.3 Project Plan

28.1.3.1 The service provider is responsible for providing a comprehensive project plan, which includes management, approach, and estimated duration for the takeover process of the current system.

28.1.3.2 Ownership of project-related meetings, including:

- (a) Weekly meetings
- (b) Monthly project steering committee meeting
- (c) Monitoring and management of risk factors and project delays.

29. Project Timeline

29.1 The contractor is required to assume responsibility within a maximum of two (2) weeks from the date of receiving a purchase order from the FAIS Ombud.

30. Bid evaluation

30.1 The proposals will be evaluated as follows.

30.1.1 Evaluation Stage One: Compliance

Compliance with the administrative requirements stated in the Standard Bidding Documents and the mandatory requirements as listed in **paragraph 35.1** below. In this evaluation stage, all bidders that fail to provide the required information and documentation will be disqualified from further evaluation.

30.1.2 Evaluation Stage Two: Functional evaluation (Desktop evaluation)

In this stage, bidders are expected to obtain a **minimum of 71** out of **100 points** to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

30.1.3 Evaluation Stage Three: System Demo and Presentation

In this evaluation stage, bidders are expected to obtain a **minimum of 80** out of **100 points** to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

30.1.4 Evaluation Stage Four: Preference Point System

The **80/20 preference point system** shall be apply to this stage, where 80 points represent the maximum obtainable points for the lowest acceptable price, and 20 points represent the specific goals in accordance with the table listed in the bid documentation.

ISSUE DATE	10 SEPTEMBER 2026	PAGE 15 OF 36
TITLE	FAIS202627-T001 [SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMICS 365 SYSTEM AND AZURE BLOB STORAGE]	INITIAL HERE BIDDER'S INITIALS

31. Functional evaluation (Desktop)

31.1 The bid/proposal will undergo an evaluation process based on functionality and will be assessed using the following rating system:

Values: 0=Poor 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Table 2

EVALUATION CRITERIA	DESCRIPTION	DETAILED DESCRIPTION	RATING	WEIGHT
1. Bidder's experience	1.1 The bidder must submit a maximum of four (4) reference letters on a client letterhead from contactable clients, collectively, confirming that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system within the last five (5) years from the closing date of the bid. Collectively, means that all the submitted reference letters combined must demonstrate 5 years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system When collectively assessing all the reference letters, confirmation must be provided that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system. Bidders must also complete Appendix A (Reference List on page 24) with information related to the submitted reference letters.	1.1.1 The bidder has either not submitted the reference letters or submitted letters that are not on client letterhead and do not confirm that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system.	0	55
		1.1.2 The bidder submitted one (1) reference letter on a client letterhead, confirming that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system within the last five (5) years from the closing date of the bid.	2	
		1.1.3 The bidder submitted two (2) reference letters on a client letterhead, confirming that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system within the last five (5) years from the closing date of the bid.	3	

		1.1.4 The bidder submitted three (3) reference letters on a client letterhead, confirming that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system within the last five (5) years from the closing date of the bid.	4	
		1.1.5 The bidder submitted four (4) reference letters on a client letterhead, confirming that the bidder has provided support and maintenance for Microsoft Dynamics 365 and successfully integrated an SMS solution with the Microsoft Dynamics 365 CRM system within the last five (5) years from the closing date of the bid.	5	
2. Bidder's capacity	2.1 The bidder must submit a maximum of four (4) Curriculum Vitae (CVs) of local resources based in South Africa, collectively demonstrating at least five (5) years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system. 2.2 The resources should include a specialist in Business Intelligence (BI) or Power Automate. 2.3 Bidders must also submit a resource schedule indicating the role of each proposed resource. Collectively, means all the submitted CVs combined must demonstrate 5 years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	2.1.1 The bidder has either not submitted the CVs of local resources or the submitted CVs do not demonstrate five (5) years' experience in the support and maintenance of the CRM Microsoft Dynamics 365 system and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	0	45
		2.1.2 The bidder submitted a CV of a local resource demonstrating at least five (5) years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	2	
		2.1.3 The bidder submitted two (2) CVs of local resources, collectively demonstrating at least five (5) years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	3	

		2.1.4	The bidder submitted three (3) CVs of local resources, collectively demonstrating at least five (5) years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	4	
		2.1.5	The bidder submitted four (4) CVs of local resources, collectively demonstrating at least five (5) years of experience in the support and maintenance of Microsoft Dynamics 365 CRM and integrating an SMS solution with the Microsoft Dynamics 365 CRM system	5	
TOTAL					100

32. Evaluation Stage Three: System Demo and Presentation

- 32.1 The purpose of the demonstration is to establish whether service providers possess the technical expertise and capability to take over, support, maintain, optimize, and enhance the existing Microsoft Dynamics 365 environment.
- 32.2 Bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation phase.
- 32.3 The proposal demonstration and presentation by the bidder will be evaluated based on the following criteria and will be scored as below.

Scores: 0=Poor 2.5 =Average 3=Good, 5=Very Good

NO.	EVALUATION CRITERIA	DESCRIPTION OF EVALUATION CRITERIA	DETAILED DESCRIPTION	RATING	WEIGHT
1.	CRM Scalability, Optimisation & Business Intelligence	The service provider should demonstrate the ability to support the growth and optimisation of the existing CRM, including additional users, processes and data, as well as automated reporting, dashboards and scheduled reports	1.1 The demonstration does not cover the ability to support the growth and optimisation of the existing CRM, including additional users, processes and data, as well as automated reporting, dashboards and scheduled reports	0	20
			1.2 The demonstration covers some, but not all , of the required areas relating to CRM scalability, optimization and business intelligence.	2.5	
			1.2.1 The demonstration has covered the ability to support the growth and optimisation of the existing CRM, but does not cover automated reporting, dashboards and scheduled reports. Or has covered automated reporting, dashboards and scheduled reports but does not cover support for growth and optimisation of the existing CRM.		
			1.2.2 The demonstration comprehensively covers the ability to support the growth and optimisation of the existing CRM, including additional users, processes and data, as well as automated reporting, dashboards and scheduled reports.	5	

2. Integration, Document Management & Customer Experience	Demonstrate the ability to integrate Dynamics 365 with other systems using supported integration methods, including Application Programming Interface (APIs), manage documents through Azure Blob Storage, and incorporate customer satisfaction surveys and reporting.	2.1 The demonstration does not cover the ability to integrate Dynamics 365 with other systems using supported integration methods, including Application Programming Interface (APIs), manage documents through Azure Blob Storage, and incorporate customer satisfaction surveys and reporting	0	30
		2.2 The demonstration covers the ability to integrate Dynamics 365 with other systems using supported integration methods, including Application Programming Interface (APIs), manage documents through Azure Blob Storage, and incorporate customer satisfaction surveys and reporting	5	
3. System Support, Change Management & Data Protection	Demonstrate the ability to monitor, troubleshoot and maintain the CRM, manage and safely deploy system changes and enhancements, and implement appropriate backup and recovery of FAIS Ombud data.	3.1 The demonstration does not cover the ability to monitor, troubleshoot and maintain the CRM, manage and safely deploy system changes and enhancements, and implement appropriate backup and recovery of FAIS Ombud data	0	30
		3.2 The demonstration covers the ability to monitor, troubleshoot, and maintain the CRM; manage and safely deploy system changes and enhancements; and implement appropriate backup and recovery for FAIS Ombud data.	5	
4. Transition, Takeover & Continuity of Service	Demonstrate the ability to take over and support the existing CRM from the incumbent through effective knowledge transfer, assessment of the existing environment, documentation, risk management and continuity of service.	4.1 The demonstration does not cover the ability to take over and support the existing CRM from the incumbent through effective knowledge transfer, assessment of the existing environment, documentation, risk management and continuity of service.	0	20

		4.2 The demonstration covers some, but not all , of the required areas relating to the transition and takeover of the existing CRM environment.	2.5	
		4.2.1 The demonstration has covered the ability to take over and support the existing CRM from the incumbent but does not cover knowledge transfer, assessment of the existing environment, documentation, risk management and continuity of service. Or the demonstration has not covered the ability to take over and support the existing CRM from the incumbent but covered knowledge transfer, assessment of the existing environment, documentation, risk management and continuity of service		
		4.3 The demonstration covers the ability to take over and support the existing CRM from the incumbent through effective knowledge transfer, assessment of the existing environment, documentation, risk management and continuity of service.	5	
TOTAL				100

33. Preference point system

33.1 General conditions

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

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

33.2 The maximum points for this tender are allocated as follows:

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

33.3 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.

33.4 The organ of state reserves the right to require 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.

33.5 Formulae for procurement of goods and services

Points awarded for price

The 80/20 Preference Point System

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

80/20

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

Where,

P_s = Points scored for the price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

33.6 Points awarded for specific goals

34.6.1 The applicable preference point for this tender is 80/20. While 80 will be allocated for price and 20 for specific goals indicated in table 5 below.

Table 4

SPECIFIC GOALS ALLOCATED POINTS	80/20 PREFERENCE POINTS ALLOCATED	PROOF OF CLAIM FOR A SPECIFIC GOAL	
≥ 51% black owned	10	BEE Certificate/Sworn Affidavit/Latest CSD report	
≥ 31 % black women-owned	6	BEE Certificate/Sworn Affidavit/Latest CSD report	
QSE or EME	4	BEE Certificate/Sworn Affidavit/Latest CSD report	
Total	20		

34. Additional information required

34.1 The following **compulsory** additional information is required. **Failure** to complete and supply any of these documents will lead to **disqualification** of this bid.

Table 5

ELIGIBILITY/MANDATORY REQUIREMENT	COMPLY	NOT COMPLY
1. Proof of registration on the National Treasury Central Supplier Database with a compliant tax status		
2. Submission of completed SBD 1		
3. Submission of completed SBD 3.1		
4. Submission of completed SBD 4		
5. Submission of completed SBD 6.1		
6. Submission of quotation		
7. Submission of proof that a bidder is a Microsoft Certified Partner		
8. The bidder must submit a detailed takeover plan for the current CRM Microsoft Dynamics 365 system, and the integration plan of the SMS services. The plan should include the following, but not limited to:		
8.1 The takeover plan should clearly define deliverables and timelines not exceeding one month. IT Strategy and Architecture.		
8.2 The integration plan should outline how the MS CRM Dynamics 365 system and SMS will be seamlessly integrated.		
8.3 The service provider should explain how the support and maintenance plan will be provided post integration.		

- 8.4 The service provider should explain how the system will enable the automatic sending of a customer survey link to both the complainant and the respondent immediately after a case has been concluded.
- 8.5 The plan must demonstrate the bidder's ability and capability to automate manual processes, including automated correspondence, acknowledgment, requests for information, reminder notices, follow-ups and closure notifications.
- 8.6 The plan must demonstrate the bidder's capability to improve document uploading, storage and search functionality on CRM. Furthermore, implement functionality to identify duplicate complaints and related records.
- The takeover plan must address all the key areas outlined in paragraphs 8.1 and 8.6. Failure to include any of these key areas will result in the bidder being disqualified.

35. Timeline of the bid process

- 35.1 The period of validity of the tender and the withdrawal of offers, after the closing date and time, is **90 days**, expiring on **10 January 2027**. The project timeframes of this bid are set out below:

Table 6

STAGE	DESCRIPTION OF STAGE	ESTIMATED COMPLETION DATE (OR WORK WEEK ENDING)
1.	Advertisement of bid on the Government e-tender portal /print media / Tender Bulletin	10 September 2026
2.	Briefing session	17 September 2026
3.	Deadlines for the submission of questions relating to the bid by the bidders	25 September 2026
4.	Bid closing date	12 October 2026
5.	Compliance: Bid Evaluation Committee	16 October 2026
6.	Functional Evaluation: (Desktop)	23 October 2026
7.	Functional Evaluation: (Presentation)	02 November 2026
8.	Preference Point System: Evaluation	05 November 2026
9.	Bid Award: Bid Adjudication Committee	13 November 2026
10.	Notification of the outcome to the bidders	16 November 2026

36. All dates and times in this bid are South African Standard Time.
37. Any time or date in this bid is subject to change at the FAIS Ombud's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the FAIS Ombud to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the FAIS Ombud extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

E. APPENDIX A: REFERENCE LIST

The FAIS Ombud reserves the right to request all relevant information, agreements, and additional documentation to verify information supplied by the service provider in the Reference List (Appendix A). Any service provider found to have submitted fraudulent, factually incorrect, or misleading information may be disqualified at the discretion of the FAIS Ombud

Table 7

NO.	NAME OF ORGANIZATION	CONTACT PERSON	CONTACT NUMBER	EMAIL ADDRESS	PROJECT DESCRIPTION	PROJECT IMPLEMENTATION DATE	PROJECT DURATION
1.							
2.							
3.							
4.							
5.							
6.							

F. STANDARD BIDDING DOCUMENTS

Standard Bidding Document (SBD 1)

PART A

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE OMBUD FOR FINANCIAL SERVICES PROVIDERS (FAIS OMBUD)					
BID NUMBER:	FAIS2026/27-T001	CLOSING DATE:	12 OCTOBER 2026	CLOSING TIME:	11H00
DESCRIPTION	SUPPORT-AND-MAINTENANCE-OF-CRM-MICROSOFT-DYNAMIC-365-SYSTEM AND AZURE BLOB STORAGE				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					

ALL QUESTIONS RELATING TO THE CONTENT OF THE TENDER (CONDITIONS, RULES, TERMS OF REFERENCE ETC.) MUST BE FORWARDED IN WRITING VIA EMAIL TO TENDERS@FAIS OMBUD.CO.ZA

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ NO	☐ YES
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES

☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

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

DATE:

.....

Standard Bidding Document (SBD 3.1)

PRICING SCHEDULE – FIRM PRICES

(Purchases)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

NAME OF BIDDER.....	BID NUMBER.....
CLOSING TIME 11:00	CLOSING DATE.....

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
----------	----------	-------------	---

Required by:

At:

Brand and model

Country of origin

-Does the offer comply with the specification(s)? *YES/NO
If not to specification, indicate deviation(.....)

Period required for delivery
*Delivery: Firm/not firm

Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

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

*Delete if not applicable

Standard Bidding Document (SBD4)

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. BIDDER'S DECLARATION

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

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

Full Name	Identity Number	Name of State institution

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

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

2.1.2 If so, furnish particulars:

.....
.....

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

2.1.3 If so, furnish particulars:

.....
.....

3. DECLARATION

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

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

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

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

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

^{1.} 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.

- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

Standard Bidding Document (SBD 6.1)

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

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

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

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for price and specific goals.

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

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

1.4 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.

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1 POINTS AWARDED FOR PRICE

3.1.1 The 80/20 Preference Point Systems

A maximum of 80 points is allocated for price on the following basis:
80/20

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

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

3.2 POINTS AWARDED FOR SPECIFIC GOALS

3.2.1 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:

3.2.2 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 7: Specific goals for the tender and points claimed are indicated per the table below.

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

Table 7

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM)	NUMBER OF POINTS CLAIMED (80/20 SYSTEM) (TO BE COMPLETED BY THE TENDERER)	PROOF OF CLAIM FOR A SPECIFIC GOAL
≥ 51% black owned	10		BEE Certificate/Sworn Affidavit/Latest CSD report
≥ 31 % black women owned	6		BEE Certificate/Sworn Affidavit/Latest CSD report
QSE or EME	4		BEE Certificate/Sworn Affidavit/Latest CSD report
TOTAL	20		

4. DECLARATION WITH REGARD TO COMPANY/FIRM

4.1 Name of company/firm.....

4.2 Company registration number:

4.3 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

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

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

G. ADMINISTRATIVE CHECKLIST

Hereunder is a checklist to ensure that the bid document is complete in terms of administrative compliance. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document.

Table 8

ITEM	DOCUMENT REFERENCE		ACTION TO BE TAKEN	YES/NO
1.	SBD 1	Invitation to bid	Is the form duly completed and signed?	
2.	SBD 3.1	Pricing Schedule	Is the form duly completed and signed?	
3.	SBD 4	Declaration of Interest	Is the form duly completed and signed?	
4.	SBD 6.1	Preference Points Claim Form for Preferential Procurement Regulations 2022	Is the form duly completed, B-BBEE points claimed and the form signed?	
5.	B-BBEE status level verification certificate		Is proof of the B-BBEE Status level of the contributor attached?	
6.	Proof of registration on the National Treasury Central Supplier Database (CSD)		Is the National Treasury Central Supplier Database (CSD) report attached?	
8.	Tender submission		Two (2) printed copies (one original and one (1) copy of the original submitted?	
			One (1) electronic copy submitted?	

I, the undersigned (name) certify that the information furnished on this checklist is true and correct.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder