

REQUEST FOR QUOTATION (RFQ)

APPOINTMENT OF A SERVICE PROVIDER WHO IS AN ODOO ACCREDITED PARTNER TO PROVIDE THE UPGRADE OF THE INSETA MANAGEMENT INFORMATION SYSTEM (MIS) FROM ODOO VERSION 14 TO THE LATEST ODOO VERSION.

RFQ	RFQ/INS/2026/2027/0040
RFQ ISSUE DATE	13 OCTOBER 2026
BRIEFING SESSION	N/A
RFQ DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER WHO IS AN ODOO ACCREDITED PARTNER TO PROVIDE THE UPGRADE OF THE INSETA MANAGEMENT INFORMATION SYSTEM (MIS) FROM ODOO VERSION 14 TO THE LATEST ODOO VERSION.
CLOSING DATE & TIME	16 October 2026 at 11:00 am – Late response will not be considered.
LOCATION FOR SUBMISSIONS	rfqs@inseta.org.za

Bidders must submit responses via e-mail at: rfqs@inseta.org.za

For any queries or questions, please use the above-mentioned email address.

The INSETA requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____



1. BACKGROUND

- 1.1 The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in Schedule 3A of the PFMA and was established in March 2000. The INSETA must, in accordance with any prescribed requirements, perform in accordance with the Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), any other relevant legislation, and the Constitution.

2. CURRENT SITUATION

- 2.1 INSETA currently operates a Management Information System (MIS) built on Odoo Version 14 (community). The MIS constitutes a highly customized, mission-critical platform that supports the core operational, regulatory, and administrative functions of the Authority. The system encompasses the following primary functional modules:

- INSETA Base and Portal
- Education, Training and Quality Assurance (ETQA)
- Skills Development
- Discretionary Grants (DG)
- Learning Programmes
- National Learners' Records Database (NLRD) / SETMIS Reporting
- Helpdesk (Bureaucrat Helpdesk Lite)
- Employee Administration
- Dashboards and Reporting

- 2.2 The INSETA MIS comprises substantial custom development, including approximately four hundred and sixty-one (461) custom data models, one thousand seven hundred and forty-one (1 741) XML configuration records, three hundred and twenty (320) custom Python source files, two hundred and fifty-nine (259) JavaScript files, and sixty-four (64) QWeb reports. The system also includes a bespoke INSETA user interface theme and integrations with external services including RSA ID number validation.
- 2.3 Odoo Version 14 is no longer supported on the current release cycle, and the Authority is required to migrate to a current, supported platform. INSETA has identified the latest Odoo Version as the target platform. The migration represents a significant technical undertaking given the five-version gap and the extent of custom development.
- 2.4 This Request for Quotation is issued in accordance with INSETA's Supply Chain Management (SCM) Policy and relevant National Treasury prescripts.



3. PURPOSE

- 3.1** The purpose of this Request for Quotation is to appoint a suitably qualified and experienced Odoo accredited partner to execute the full end-to-end upgrade of the INSETA MIS from Odoo Version 14 (community) to the latest Odoo Version (community), within a period not exceeding five (5) months from the date of project commencement.
- 3.2** The appointed service provider must be capable of delivering all aspects of the upgrade, including but not limited to: source code migration and refactoring, data migration, integration validation, user acceptance testing (UAT) support, and post-go-live stabilization.

4. SCOPE OF WORK AND DELIVERABLES

4.1 Overview

- 4.1.1** The service provider shall execute the upgrade of the INSETA MIS from Odoo Version 14 to the latest Odoo Version using a clean-target environment approach. The scope covers all custom modules, configurations, integrations, reports, and data currently operational in the Odoo Version 14 production environment.
- 4.1.2** The recommended delivery method is an incremental migration to a clean Odoo Version target environment, with custom modules migrated in a controlled sequence and historic operational data transferred through purpose-built migration scripts and reconciliation processes.

4.2 Detailed Scope

- 4.2.1** The scope of work shall include, but is not limited to, the following:

4.2.1.1 Discovery and Technical Baseline

- Conduct a structured discovery and technical validation phase.
- Audit the Odoo Version 14 source code, module dependencies, and third-party components.
- Confirm the latest Odoo Version compatibility path for all third-party modules, specifically Bureaucrat Helpdesk Lite, Vertical Tabs, and OCA modules.
- Document all identified migration risks, technical deviations, and recommended resolutions.
- Produce a validated technical backlog and migration baseline report for INSETA sign-off prior to commencement of development.

4.2.1.2 Environment Setup

- Provision and configure a clean, latest Odoo Version development environment.
- Establish version control and branching strategies for the migration project.
- Set up staging and UAT environments as required.

4.2.1.3 Code Migration and Refactoring

Migrate and refactor all custom modules from Odoo Version 14 to the latest Odoo Version, addressing all platform-level breaking changes, including:

- Conversion of legacy XML `<tree>` view tags to `<list>` view tags (approximately 588 affected views identified).
- Replacement of legacy SQL constraint declarations with class-based constraint definitions.
- Refactoring of all JavaScript files to comply with OWL 2 (Open Web Library) framework requirements.
- Updating of asset declarations and frontend module-loading patterns to meet latest Odoo Version standards.
- Migration of mail framework APIs and mail-template report relationships.
- Updating of search-view group-by structures.
- Refactoring or replacement of legacy OWL patterns across approximately 190 Helpdesk-related JavaScript files and approximately 56 INSETA theme JavaScript files.

4.2.1.4 Module Migration Sequence

The service provider shall migrate modules in a structured sequence, as follows:

- **Foundation Modules First:** Utility and base modules (e.g., `inseta_tools`, `inseta_utils`, `inseta_base`) shall be migrated and stabilised before dependent modules.
- **Functional Modules:** Skills, ETQA, Discretionary Grants, Learning Programmes, NLRD/SETMIS reporting, and related modules shall be migrated in manageable, testable functional groups.
- **Frontend, Theme and Helpdesk:** The INSETA custom theme (OWL 2 refactor), Helpdesk components, and associated frontend code shall be addressed as a dedicated workload.

4.2.1.5 Report Migration

- Migrate all approximately sixty-four (64) QWeb reports to the latest Odoo Version compatible format.
- Remediate all reports using legacy report definitions.
- Validate all migrated reports against production samples.



4.2.1.6 Data Migration

- Design and execute a controlled Extract-Transform-Load (ETL) data migration process.
- Conduct a minimum of two (2) full trial data migrations against representative copies of the production database prior to final production cut-over.
- Develop data reconciliation reports and obtain formal INSETA sign-off on reconciliation results before production migration.
- Migrate user-group mappings and Helpdesk attachments as specifically designed migration artefacts.

4.2.1.7 Integration Validation

- Validate and remediate all external system integrations, including RSA ID number validation (rsa-id-number and za-id-number), against the latest Odoo Version integration standards.
- Test and confirm the operational status of all integrations in the staging environment prior to UAT.

4.2.1.8 Testing

- Conduct functional testing for all migrated modules and custom functionality.
- Conduct regression testing across all key business processes.
- Conduct report validation testing against production report samples.
- Conduct performance testing against agreed benchmarks.
- Conduct security testing to confirm that user access controls and permission structures are correctly implemented in the latest Odoo Version.
- Prepare UAT packs, test scripts, and acceptance criteria for INSETA business users.
- Support INSETA in the execution of User Acceptance Testing (UAT).

4.2.1.9 Resolve all defects identified during UAT within agreed response timeframes.

Cut-Over and Go-Live

- Conduct at least one (1) cut-over rehearsal prior to production deployment.
- Execute the production migration in a controlled, planned cut-over window.
- Manage the go-live deployment and immediate post-go-live stabilisation.

4.2.1.10 Post-Go-Live Support

- Provide a minimum of fifteen (15) business days of post-go-live hypercare support following production deployment.
- Address and resolve any critical or high-priority defects identified during the hypercare period.

5. TERMS OF REFERENCE

5.1 Project Governance and Reporting

- 5.1.1** The service provider shall appoint a dedicated Project Manager who shall serve as the primary point of contact with INSETA for the duration of the project.
- 5.1.2** The service provider shall participate in formal project status meetings with the INSETA IT Manager and relevant stakeholders on a fortnightly basis, or more frequently as agreed.
- 5.1.3** The service provider shall provide written progress reports on a fortnightly basis, detailing: work completed, work planned, risks and issues log, burn rate against project plan, and any change requests.
- 5.1.4** All formal project communications shall be conducted in writing.
- 5.1.5** The service provider shall maintain a formal risk and issues register throughout the project.

5.2 Contract Duration

- 5.2.1** The project shall be **completed within five (5) calendar months** from the date of project commencement (i.e., the date of the signed Service Level Agreement or Purchase Order, whichever is earlier).
- 5.2.2** The indicative five-month delivery plan is structured as follows:

Month	Weeks	Key Activities	Expected Outcome
Month 1	Weeks 1–4	Environment setup; source code audit; automated first-pass refactoring; third-party module review and compatibility confirmation; Helpdesk and INSETA theme proof of concept; initial data migration design; technical backlog validation.	Validated technical backlog; confirmed third-party module resolution paths; Odoo development environment operational; migration baseline documented and signed off.

Month	Weeks	Key Activities	Expected Outcome
Month 2	Weeks 5–8	Foundation module migration (inseta_utils, inseta_base, inseta_tools); core data models, security rules, and constraints; early data migration scripts; initial integration work.	Core platform and foundation modules operating in the development environment; security and base data structures confirmed.
Month 3	Weeks 9–12	Skills, ETQA, Discretionary Grants, Learning Programmes, NLRD/SETMIS reporting modules; QWeb reports migration; integrations; frontend, Helpdesk, and INSETA theme work.	Functional modules available for iterative testing; reports validated; frontend and theme operational in development environment.
Month 4	Weeks 13–16	Two (2) full trial data migrations; regression testing; report validation; performance and security testing; defect resolution; UAT environment preparation; UAT execution with INSETA business users.	UAT-ready staging environment; reconciled data migration process; UAT defects identified and remediated; UAT sign-off.
Month 5	Weeks 17–20	UAT defect remediation (if applicable); cut-over rehearsal; production migration; go-live; post-go-live hypercare support and stabilisation.	Controlled production deployment; system operational on latest Odoo Version; hypercare support concluded.

5.3 Conditions for Delivery

5.3.1 The following conditions are required for the service provider to achieve the five-month delivery commitment, and INSETA undertakes to fulfil these obligations:

5.3.1.1 INSETA shall provide the service provider with access to the Odoo Version 14 source code repositories, a representative copy of the production database, integration documentation, and report samples at the commencement of the project.



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- 5.3.1.2** INSETA shall nominate named business representatives for each functional area (Skills, ETQA, Discretionary Grants, Helpdesk, Reporting, Data) who shall be available for testing, data validation, and UAT activities.
- 5.3.1.3** INSETA and the service provider shall agree a UAT calendar, response times, acceptance criteria, and escalation procedures at the Project Initiation Meeting.
- 5.3.1.4** Non-essential system enhancements shall be formally deferred to a post-upgrade phase and shall not form part of the upgrade scope.
- 5.3.1.5** The service provider shall have prompt access to all systems, environments, and INSETA stakeholders necessary for delivery.

5.4 Change Control

- 5.4.1** Any material change to the agreed scope of work must be submitted in writing by either party as a formal Change Request.
- 5.4.2** Change Requests must be assessed, costed, and approved in writing by the INSETA IT Manager before implementation.
- 5.4.3** No additional costs will be payable to the service provider for work not covered by an approved Change Request.

5.5 Intellectual Property

- 5.5.1** All custom code, configurations, reports, and documentation developed or migrated as part of this project shall remain the intellectual property of INSETA.
- 5.5.2** The service provider shall ensure that all project deliverables are transferred to INSETA, including source code repositories, migration scripts, and technical documentation, upon completion of the project.

5.6 Confidentiality

- 5.6.1** The appointed service provider shall treat all INSETA data, systems information, and business processes encountered during this project as strictly confidential.
- 5.6.2** The service provider shall comply fully with the Protection of Personal Information Act, 2013 (POPIA), in respect of any personal information processed during the project.

5.7 Subcontracting

- 5.7.1** Should the service provider intend to utilise subcontractors for any portion of the scope of work, such subcontracting arrangements must be disclosed in full at the time of bid submission.



5.7.2 The appointed service provider shall remain fully responsible for the delivery of all services, including any services rendered by subcontractors, and shall be responsible for all payments to subcontractors.

5.8 Key Personnel

5.8.1 The service provider shall provide CVs for all key personnel proposed for this project with the bid submission.

5.8.2 Key personnel may not be substituted without the prior written consent of the INSETA IT Manager.

5.8.3 At a minimum, the proposed team shall include:

- Project Manager
- Senior Odoo Developer(s) — minimum two (2), with demonstrable Odoo upgrade experience
- Quality Assurance Resource
- Data Migration Specialist

6. COSTING

6.1 The quotation must reflect a detailed cost breakdown as per the table below. Pricing must be provided in South African Rand (ZAR) and must be inclusive of all applicable taxes (VAT).

6.2 The total cost must include all professional services fees, project management fees, tooling, and any other costs required to deliver the full scope of work as described in Section 3.

6.3 Costs for Odoo licensing, Odoo SH hosting, and any third-party module licensing are excluded from this scope and are procured separately by INSETA.

6.4 Pricing Schedule

Line Item	Description	Unit	Unit Price (excl. VAT)	Total Price (excl. VAT)
1	Discovery, Technical Audit & Migration Baseline (Month 1)	Lump Sum	R	R
2	Foundation Module Migration (Month 2)	Lump Sum	R	R
3	Functional Module, Report & Frontend Migration (Month 3)	Lump Sum	R	R
4	Data Migration, Testing & UAT Support (Month 4)	Lump Sum	R	R
5	Cut-Over, Go-Live & Post-Go-Live Hypercare Support (Month 5)	Lump Sum	R	R
	Sub-Total (excl. VAT)			R
	VAT @ 15%			R
	TOTAL PROJECT COST (incl. VAT)			R

6.5 All prices indicated in the pricing schedule must remain fixed for the full duration of the project.

7. EVALUATION CRITERIA:

7.1 The evaluation criteria will be based on the following requirements:

- Phase 0: Administrative requirements
- Phase 1: Mandatory requirement
- Phase 2: Evaluation of Specific Goals and Price

8. ADMINISTRATIVE CRITERIA

8.1 Legislative Requirements (Phase 1)

Bidder(s) must submit:

8.1.1 Completed and Signed RFQ Form Document

8.1.2 **Quotation on the bidder's letterhead**

8.1.3 Completed and Signed Standard Bidding Document (**SBD 4 Bidder's Disclosure**).

Failure to comply with (or submit) the legislative requirements listed above will result in the bidder being non-responsive and result in disqualification.

8.2 Proof of registration on CSD (**Central Supplier Database**)

8.3 Bidder must provide proof (BBBEE Certificate accredited by SANAS or BBBE

8.4 Department of Trade Industry (DTI) Sworn Affidavit template)

Failure to comply with the requirement above within 7 working days after being informed will lead to invalidation of your proposal.

9. Phase 1: MANDATORY Requirements

Bidders must comply with the following mandatory requirements. Failure to comply will result in disqualification:

No.	Mandatory Requirement	Compliance
M1	The bidder must be a registered and currently active Odoo Partner. The bidder must submit a valid Odoo Partnership Letter issued by Odoo confirming the bidder's active partner status. The letter must be dated within the twelve (12) months preceding the closing date of this RFQ.	Yes / No
M2	Where the bidder is not a direct Odoo partner but operates under a distributor, the bidder must submit: (a) a letter from the distributor confirming that the bidder is registered under that distributor to provide Odoo products and services; AND (b) a letter from Odoo confirming that the distributor is a registered Odoo partner .	Yes / No

M3	Reference Letters The bidder must submit a minimum of five (5) valid reference letters from clients for whom the bidder has successfully delivered Odoo implementation and/or upgrade projects within the past five (5) years. The letters must be signed, dated, must be on the client letterhead with contactable details. Of the five (5) mandatory reference letters: a) At least three (3) must be from public sector organisations; and b) Of the three (3) public sector references, at least two (2) must be from Sector Education and Training Authorities (SETAs). c) In addition to the five (5) mandatory reference letters, bidders may submit a maximum of two (2) additional reference letters from clients in either the private or public sector. Each additional reference letter must relate to an Odoo implementation and/or upgrade project completed within the past five (5) years and must meet the requirements for a valid reference. Failure to submit the minimum five (5) mandatory reference letters, or failure to meet the specified public sector and SETA requirements, will result in the bidder not meeting the mandatory requirements of this criterion. Such a bidder will not proceed to the scoring of the additional reference letters.	Yes / No
M4	The bidder must demonstrate that the proposed team includes a minimum of two (2) senior Odoo developers with demonstrable experience in Odoo version upgrade projects. CVs must be submitted.	Yes / No

Note: All bidders who do not comply with the mandatory requirements listed above shall be disqualified and shall not proceed to Phase 2 evaluation.



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10. CONTRACTUAL OBLIGATIONS

- 10.1 No legal or other obligation shall arise between the service provider and INSETA unless/until both parties have signed a formal contract or Service Level Agreement in place.
- 10.2 The Contract site is at **INSETA (as and when required)**.

11. WORKMEN AND SUPERVISION ON-SITE

- 11.1 The service provider shall be held responsible for the conduct of his employees and the conduct of his sub-contractor employees for the full duration of the contract.

12. PREFERENCE EVALUATION

12.1 Specific Goals and Price

As the tender **price is estimated to be between R2001 and R50 million including VAT**, the tender responses will be evaluated on the **80/20**-point system.

13. ADJUDICATION USING A POINT SYSTEM

- 13.1 The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.
- 13.2 Preference points shall be calculated after the process has been brought to a comparative basis taking into account all factors of non-firm prices.
- 13.3 In the event that two or more bids have scored equal points in terms of price and preference points for BBBEE, the successful bid must be the one scoring the highest number of preference points for BBBEE - in terms of PPPFA Act 5 of 2000.
- 13.4 However, when functionality is part of the evaluation process and two or more bids have scored equal points for BBBEE, the successful bid must be the one scoring the highest score for functionality.
- 13.5 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

14. POINTS AWARDED FOR PRICE AND BBBEE PREFERENCE POINT

The **80/20** preference point system.

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

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

$P_{\min}$

Where:

P_s	=	Points scored for comparative price of bid under Consideration
P_t	=	Comparative price of bid under consideration
$P_{\min}$	=	Comparative price of lowest acceptable bid

PECIFIC GOALS PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

15.1 Table 1: Specific goals for the RFQ or bid process and points claimed are indicated per the table below.

15.2 Where the **80/20** preference point system is applicable, corresponding points must also be indicated as such. The tenderer must indicate how they claim points for each preference point system.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20-point system)
Black Ownership 6 points for 100% 3 points for 75-99% 1 point for 51-74%	(Maximum points = 6 points)
Women Ownership 6 points for 75% - 100% 3 points for 51% - 74% 1 point for below 51%	(Maximum points = 6 points)
Youth Ownership 5 points for 75% - 100% 3 points for 51% - 74% 1 point for below 51%	(Maximum points = 5 points)
A company owned by People with disabilities 3 points	(Maximum points = 3 points)
Total	20

15.3 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 will be awarded for specific goals is not claimed.

15.4 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 regarding preferences, in any manner required by the organ of state.

15.5 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.

15.6 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 regarding preferences, in any manner required by the organ of state.

15.7 Bidders who qualify as EMEs and QSEs in terms of the B-BBEE Act must submit a Sworn affidavit. Misrepresentation of information constitutes a criminal offence.

15.8 Bidders other than EMEs or QSEs must submit their original and valid B-BBEE status level verification certificate and BBBEE Scorecard, substantiating their B-BBEE rating and black ownership issued by SANAS.

15.9 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

Lead Partner

- 15.12.1** All administrative documents (consortium agreement between the lead partner and the partner)
- 15.12.2** Technical requirements (which will show in the proposal and other requirements why the need for the consortium, which, for all intents and purposes, fulfils the requirements of the bid through a combination of skills)
- 15.12.3** Partner
- 15.12.4** Proof of CSD registration.
- 15.12.5** Tax Pin.
- 15.12.6** BBBEE Sworn-Affidavit.
- 15.12.7** SBD 4
- 15.12.8** It should be taken into cognisance that although the lead partner is the qualifying entity, the partner should prove that it can do business with state-owned entities, through CSD registration, proof that the taxes are compliant, its level of BBBEE status to align with the specific goals required by the BID, declare interest, and answer questions that it is not a disqualified entity with the National Treasury.
- 15.12.9** The foregoing ensures compliance from an SCM process perspective that the consortium is in order.
- 15.12.10** Of importance is that in a consortium, each individual team member retains their identity.

15.13 A joint venture

- 15.13.1** A joint venture is a business entity created by two or more parties, generally characterized by shared ownership, returns and risks, and shared governance.
- 15.14 Unincorporated joint venture:**
- 15.14.1** All SCM documents are filled in by the joint venture in the name of the joint venture, although the submission of administrative documents (partnership agreement between parties) will be completed in the name of the joint venture, and the following will be required from both parties, amongst others
 - SBD 4
 - SBD 6
 - Tax pin
 - CSD registration.
 - The JV agreement will direct which bank account of the two entities will be used.
 - Consolidated Joint BBBEE Certificate.

15. Incorporated joint venture

- 14.5.1** This is aligned to a registered entity or company. A registered entity/ company with a consolidated BBBEE certificate and a bank account in the name of the Joint venture. The required compliance documents must be completed by the entity/ company, the name of the joint venture, and the following will be required, amongst others
 - SBD 4

- SBD 6
- Tax pin
- CSD registration.
- The JV agreement will direct which bank account of the two entities will be used.
- Consolidated Joint BBBEE Certificate.

17. COMMUNICATIONS

- 17.1** Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of INSETA in respect of the BID process, between the closing date and the date of the award of the business.
All enquiries relating to this BID should be emailed three days before the closing date.

18. CONDITIONS TO BE OBSERVED WHEN BIDDING

- 18.1** The organization does not bind itself to accept the lowest or any BID, nor shall it be responsible for or pay any expenses or losses which the bidder may incur in the preparation and delivery of his BID submission. The organization also reserves the right to withdraw or cancel the BID at any stage.
- 18.2** No BID shall be deemed to have been accepted unless and until a formal contract/letter of award is prepared and executed.
- 18.3** The competitive shall remain open for acceptance by the Organization for a period of 60 days from the closing date of the BID Enquiry.
- 18.4** INSETA reserves the right to:
- 18.4.1** Do not evaluate and award a bid that does not comply strictly with this BID document.
 - 18.4.2** Make a selection solely on the information received in the Bid Document and enter into negotiations with any one or more of the preferred bidder(s) based on the criteria specified in the terms of reference.
 - 18.4.3** Contact any bidder during the evaluation process to clarify any information without informing any other bidders. During the evaluation process, no change in the content of the BID shall be sought, offered, or permitted.
 - 18.4.4** Cancel this BID at any time as prescribed in the PPPFA.
 - 18.4.5** Should bidder(s) be selected for further negotiations, they will be chosen based on cost effectiveness and the principle of value for money, not necessarily based on the lowest costs.

19. COSTS OF BIDDING

- 19.1** The bidder shall bear all costs and expenses associated with preparation and submission of its BID submission, and the INSETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

19.2 ANONYMOUSLY REPORTING OF FRAUD

- 19.2.1** Bidders are encouraged to report any incidents of • fraud • corruption • theft • misconduct or • unethical behaviour to the **Vuvuzela Hotline. Contact number: 0800 119 691**

19.3 NOTES TO BIDDERS

- 19.4** Due diligence to be conducted by INSETA prior to the award of the contract – where applicable.

END OF DOCUMENT