

# NATIONAL HOUSING FINANCE CORPORATION SOC LTD (NHFC)

**BID NUMBER: MM01/07/2024**

**BID DESCRIPTION: REQUEST FOR PROPOSALS FOR PROVISION OF MANAGED SECURITY OPERATIONS CENTRE (SOC) SERVICES FOR A PERIOD OF 36 MONTHS**



|  |
|--|
| Issued by:   |
| NHFC<br>90 Grayston Drive<br>5 <sup>th</sup> Floor, 90 Grayston<br>Sandton |

**Full Name of Bidding/Tendering Entity:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Tel Number:** \_\_\_\_\_

**Advert Date:** 09 July 2024

**Non-compulsory Briefing Session:** 17 July 2024 at 12:00 PM (Via MS Teams)  
**Meeting ID: 383 155 818 198**  
**Passcode: NNgkxD**

**Closing Date and Time:** 08 August 2024 at 11:00 AM  
**(No late submissions will be considered)**

**Bid enquiries:** [Tenders01@nhfc.co.za](mailto:Tenders01@nhfc.co.za)

**Bidder's Authorised Signatory:** \_\_\_\_\_

**Initials and Surname:** \_\_\_\_\_

## BID DOCUMENTS CHECK LIST:

The contents of the BID document must be as follows, and numbered as per the numbering below, with each schedule punched, placed in a file and separated from the next schedule with a file divider. Please complete the checklist below to verify your submission of the relevant documents:

| Schedules   | Description  | Submitted – Indicate YES or NO |
|-------------|--|--------------------------------|
| Annexure 1  | Tax Compliance Status Pin  |                                |
| Annexure 2  | Copies of Company Registration Documents   |                                |
| Annexure 3  | Copy of Valid B-BBEE certificate or Sworn Affidavit.   |                                |
| Annexure 4  | Current Central Supplier Database Report Copy  |                                |
| Annexure 5  | SBD 1: Invitation to Bid   |                                |
| Annexure 6  | SBD 3.3: Pricing Schedule  |                                |
| Annexure 7  | SBD 4: Bidder’s Disclosure   |                                |
| Annexure 8  | SBD 6.1: Preference Point Claim Form in Terms of Preferential Procurement Regulations 2022                                   |                                |
| Annexure 9  | SBD 7.2 Contract Form Rendering of Services  |                                |
| Annexure 10 | Resolution to Sign   |                                |
| Annexure 11 | Signed and Initialized General Conditions of Contract (GCC)  |                                |
| Annexure 12 | One (1) original hard copy and a soft copy of the RFP (USB) must be submitted in a sealed envelope, appropriately addressed. |                                |
| Annexure 13 | Protection of personal information Consent Form  |                                |
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## 1. Overview of the Bidding Process

The bidding process shall comprise of 3 main phases:

- **Phase 1: Administrative Requirements** - which involves completing and submitting certain documents/information which will be considered when evaluating the proposal.
- **Phase 2: Functionality Evaluation phase** – Bidders are required to score a **minimum of 70 points** to qualify for the next evaluation phase.
- **Phase 3: Evaluation based on the Price and Preference Points** - Bidder will be subjected to Preferential Procurement Framework Act.

**NB: All submission (bid documents) must be in the name of the service provider.**

## 2. Tender Conditions

- This bid is subject to the Preferential Procurement Policy Framework Act 2000, the general conditions of contract (GCC) and, if applicable, any other legislation or special conditions of contract.
- The lowest or any bid will not necessarily be accepted.
- NHFC reserves the right to reject submitted proposal if deemed necessary. Should it be discovered by the NHFC that the bidder did not act in good faith and/or has declared incorrectly/falsely, NHFC reserves the right to disqualify or reject the bid.
- The NHFC reserves the right to disqualify a bid proposal if the bidders' proposal is not compliant with the scope of work/terms of reference.
- The bidder is subjected to due-diligence process which includes, screening, vetting, and/or any best practice necessary for the NHFC to comply with legislation and its Policies and Procedures. Due diligence and PEP checks will also be conducted on the successful bidder.
- The NHFC reserves the right to disqualify a bid if the bidder fails to provide reasonable request (s) for documentation/information which the NHFC deems necessary for the purpose of evaluation within reasonable timelines this includes the set deadline per request,
- Bid rigging/collusive behaviour by the bidder will result in disqualification. A bidder is not permitted to submit proposal from more than one registered company with a common director/shareholder.
- The NHFC deems the Bidder has read and accepted the General Conditions of Contract.
- Bidders must submit the bid in a hard copy format and a soft copy of the RFP (USB). The soft copy of these original sets of bid documents serves as the legal bid contract document and the master record between the bidder and the NHFC.
- In the event of any discrepancy between the evaluation copies and the master (original Soft copy) record, the master record will supersede the hard copy. Any discrepancy between the original sets deposited to the NHFC and that kept by the bidder, the original set deposited with the NHFC is the master contract for both parties.
- The NHFC undertakes to pay out within 30 days from issuance of substantiated invoices issued in terms of this appointment (Payment schedule as defined in the service level agreement). No payment will be made on outstanding information not submitted by the service provider. Service provider must maintain an updated tax

compliant status for the duration of the contract.

- The cost of compiling a Proposal is and remains the prospective service provider's own cost and will not be paid for by NHFC.
- The successful bidder (s) will be required to sign a Service Level Agreement (SLA), in terms of which the service provider's performance will be measured and managed.
- NHFC has zero tolerance for reputational harm. The bidder hereby gives consent to the NHFC to conduct background checks on the bidding entity and any of its directors / partners / trustees / shareholders /members/employees. The NHFC reserves the right to consider the information arising from such background check as part of the tender evaluation process.
- The NHFC reserves the right to reject submitted proposal(s) if it discovers that the bidder (or its directors/members) has any serious adverse reports, whether confirmed by a court or not, such as:
  - Being cited as aiding and abetting state capture,
  - Involvement in fraud and / or corrupt activities;
  - Misrepresenting audit outcomes of an organisation;
  - Listed on the National Treasury restricted database;
  - Being under investigation or facing allegations that may result in criminal charges; or
  - Any report as a result of which the NHFC may suffer reputational harm in any way by doing business with the bidder.

# SBD 1 INVITATION TO BID – PART A

|  |  |               |  |  |                          |
|--|--|---------------|--|--|--------------------------|
| YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NHFC SOC LTD.  |  |               |  |  |                          |
| BID NUMBER:  | MM01/07/2024   | CLOSING DATE: | 08 August 2024   | CLOSING TIME:  | 11:00                    |
| DESCRIPTION  | REQUEST FOR PROPOSALS FOR PROVISION OF MANAGED SECURITY OPERATIONS CENTRE (SOC) SERVICES FOR A PERIOD OF 36 MONTHS |               |  |  |                          |
| BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)  |  |               |  |  |                          |
| <b>90 Grayston Drive, 5<sup>th</sup> Floor 90 Grayston Building, Sandton</b>   |  |               |  |  |                          |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO   |  |               | TECHNICAL ENQUIRIES MAY BE DIRECTED TO:                                  |  |                          |
| CONTACT PERSON   | Khensani Zungu   |               | CONTACT PERSON   |  |                          |
| TELEPHONE NUMBER   |  |               | TELEPHONE NUMBER   |  |                          |
| FACSIMILE NUMBER   | N/A  |               | FACSIMILE NUMBER   |  |                          |
| E-MAIL ADDRESS   | <a href="mailto:Tenders01@nhfc.co.za">Tenders01@nhfc.co.za</a>   |               | E-MAIL ADDRESS   | <a href="mailto:Tenders01@nhfc.co.za">Tenders01@nhfc.co.za</a>                                       |                          |
| 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:   |               | CENTRAL SUPPLIER DATABASE No:  | MAAA   |                          |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE   | [TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                  |               | B-BBEE STATUS LEVEL SWORN AFFIDAVIT                                      | [TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No                    |                          |
| [A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE] |  |               |  |  |                          |
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?  | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES ENCLOSE PROOF]                                 |               | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES, ANSWER THE QUESTIONNAIRE BELOW] |                          |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS   |  |               |  |  |                          |
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  |  |               |  |  | <input type="checkbox"/> |
| YES <input type="checkbox"/> NO  |  |               |  |  |                          |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA?  |  |               |  |  | <input type="checkbox"/> |
| YES <input type="checkbox"/> NO <input type="checkbox"/>   |  |               |  |  |                          |

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

YES  NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

YES  NO

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.

## 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, 2022, 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:.....

## TENDER CONDITIONS

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### 3. DEFINITIONS

- (a) The word “Bidder” in these conditions shall mean and include any firm of Contractors, Suppliers, Service Providers or any company or body incorporated or unincorporated.
- (b) The word “Employer” in these conditions shall mean the NHFC.

### 4. ADMINISTRATIVE COMPLIANCE REQUIREMENTS

- a) Submission of the following Signed and Completed Standard Bid Documents (SBD) Forms
  - SBD 1: Bidders Information
  - SBD 3.3: Pricing Schedule
  - SBD 4: Bidders Disclosure
  - SBD 6.1: Preference Points Claim Form in terms of preferential procurement
  - SBD 7.2: Contract form - Rendering of Services
- b) Tax Compliance Status Pin (TCS Pin);
- c) Copy of Valid B-BBEE Certificate/ Sworn Affidavit (B-BBEE certificate issued by a SANAS accredited agency and the Sworn Affidavit signed by a commissioner of oaths and deponents);
- d) Proof of Company Registration;
- e) Identity Documents for Directors;
- f) Current Copy of Central Supplier Database (CSD) Report;
- g) Signed and initial General Conditions of Contract (GCC);
- h) Protection of personal information Consent form
- i) Consent For Credit and World Checks

**NB:** if the bidder failed to comply with any of the Administrative Compliance Requirements, or if the NHFC is unable to verify whether the Administrative Compliance Requirements are met, then the NHFC reserves the right to:

- Accept the bid for evaluation on condition that the bidder submits within 7 working days any supplementary information to achieve full compliance on Administrative Compliance Requirements.

All forms, annexures and addendums shall be signed and completed and returned with the Bid Document as a whole. The lowest or any Bid will not necessarily be accepted.



## **5. BID DOCUMENT**

- (a) The bid document must be completed in all respects in non-erasable ink.
- (b) Bids must be submitted on original bid documents.
- (c) Bid documents must remain intact and no portion may be detached.

## **6. PERIOD OF VALIDITY FOR BIDS AND WITHDRAWAL OF BID AFTER CLOSING DATE**

All Bids must remain valid for a period of **120** days from the closing date as stipulated in the Bid document.

## **7. VALUE ADDED TAX**

In calculating the cost of the supply and delivery of services and / or materials, the supplier will issue a "Tax Invoice" for all services rendered and / or materials supplied, which will reflect the exclusive cost of such services, goods or materials with the relevant Value Added Tax being added to the total. VAT must be included in the Bid price but must be shown separately.

## **8. AUTHORITY TO SIGN BID DOCUMENTS**

In the case of a Bid being submitted on behalf of a company, close corporation, or partnership, evidence must be submitted to the Employer at the time of submission of the Bid that the Bid has been signed by persons properly authorised thereto by resolution of the directors or under the articles of the entity.

## **9. SUBMITTING OF BIDS**

Bids must be submitted in sealed envelopes clearly marked "FOR PROVISION OF MANAGED SECURITY OPERATIONS CENTRE (SOC) SERVICES" The Bid must be deposited in the bid box during normal office hours viz. 08:30 – 16:30 Mondays to Fridays at the below address:

National Housing Finance Corporation  
90 Grayston Drive  
5<sup>TH</sup> Floor Reception  
Sandton Johannesburg

## **10. CLOSING DATE AND TIME**

Bid should reach the above address for submission by no later than 08 August 2024 at 11:00

**No late bids will be accepted or considered**

## 11. BID ENQUIRIES

Please refer all enquiries to the below mentioned persons for assistance during normal office hours viz. 08:30 – 16:30 Mondays to Fridays.

Bidding Procedure Enquires

Name: Khensani Zungu

Email address: [Tenders01@nhfc.co.za](mailto:Tenders01@nhfc.co.za)

## 12. JOINT VENTURE REQUIREMENTS

DEFINITION:- “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.

Should a group of companies/firms and/or interested parties wish to enter into a joint venture/consortium agreement, the following minimum requirements must be met:-

- (a) a properly signed copy of the joint venture/consortium agreement must be attached.
- (b) each member of the joint venture/consortium must provide a Tax Clearance Certificate.
- (c) after the award of a contract to a joint venture/consortium, the successful joint venture group or consortium must provide a combined joint venture/consortium Tax Clearance Certificate.
- (d) after the award of a contract to a joint venture/consortium, the successful joint venture group or consortium must provide the details of the joint venture / consortium banking details.
- (e) a trust, consortium or joint venture will qualify for preference points as a legal entity, provided that the entity submits the required proof for claiming preference points.
- (f) a trust, consortium or joint venture will qualify for preference points as an unincorporated entity, provided that the entity submits the required proof for claiming preference points as if they were a group structure.

## 13. THE JOINT VENTURE/CONSORTIUM AGREEMENT MUST CONTAIN THE FOLLOWING: -

- (a) Who the managing member will be.
- (b) Who the signatory of authority will be.
- (c) How the joint venture/consortium share of profit will be split.
- (d) The bank account details where payments will be deposited into.
- (e) The agreement must be signed by all parties.
- (f) The agreement must be certified by a Commissioner of Oaths.
- (g) The postal and physical address where all correspondence will be sent to.

## TERMS OF REFERENCE

### 1. INTRODUCTION

The NHFC, a Schedule 3A Development Finance Institution (DFI) of the National Department of Human Settlements, was established in 1996 with the principal mandate of broadening and deepening access to housing finance for the low to middle income South African households.

The target market of the NHFC is the low-to-middle income housing market which typically includes households whose income is from R3500 up to R22 000 per month. The NHFC mandate requires the company to make housing and housing finance accessible and affordable to facilitate this objective.

This is done through:

- providing wholesale funding to housing development projects for ownership, social housing, and private rental, including inner cities, and for incremental housing purposes;
- partnering with banks and other non-banking retail financial intermediaries to increase their sustained lending and innovation in the target market served; and
- Leveraging private sector funding for the sustainable development of human settlements.

More specifically, NHFC strategic priorities are to:

- Expand housing finance activities, through the effective provision of housing finance solutions, enabling low-to-middle income households to have the choice of renting, owning, or incrementally building to meet their housing needs;
- Facilitate increased and sustained lending by financial institutions to the affordable housing market;
- Mobilise funding into the human settlements space on a sustainable basis, in partnership with a broad range of institutions;
- Conduct the business activities of the NHFC in an ethical manner that ensures the continued economic sustainability of the NHFC, while promoting sustainable social and environmental development; and
- Stimulate the low-to-middle income housing sector by providing robust, relevant, and timely research and market analysis to practitioners and housing customers.

## 2. ESTABLISHMENT OF HUMAN SETTLEMENTS DEVELOPMENT BANK

The Ministry of Human Settlements has committed itself to the establishment of a Human Settlements Development Bank (HSDB) in support of scaling up delivery in the entire human settlements' delivery value chain. In the process of the HSDB establishment, the HDSB Policy and HSDB Business Case have been completed; and the HSDB Bill is at the draft stage. The Business Case and the HSDB Bill will first be considered for approval by Cabinet, after which the HSDB Bill will be presented to Parliament for further consideration and consultation process. Only after Parliament passes the HSDB Bill, will the President sign it into an Act enabling the establishment of the HSDB. The timeframe for full establishment of HSDB is yet to be determined. The objective is to drive scale of housing finance provision, leverage greater private sector contribution and thus significantly grow the human settlement development impact.

## 3. BACKGROUND INFORMATION OF REQUEST FOR PROPOSAL (RFP)

The NHFC seeks to contract with a qualified service provider to provide **Managed Security Operations Centre (SOC) services** for a period of **36 months**. The NHFC has a license for a SIEM solution in the form of **Microsoft Sentinel**, and the successful service provider is expected to configure and set it up for the NHFC.

## 4. Scope of work

The successful service provider will be required to assist with the following services:

- **Implementation, Support, and Maintenance of a SIEM solution (Microsoft Sentinel),**  
and
- **Provision of Managed Security Operations Centre (SOC) Services.**

### 4.1 SIEM Solution (Microsoft Sentinel)

The SIEM Tool (Microsoft Sentinel) should be configured to enable the following:

- Collect logs and events data from servers and workstations, network active equipment, firewalls, access control, authentication, antiviruses, and virtualization environment;
- The enrichment of data with threat intelligence feeds, user identity, and behaviour data;
- Index all data for security incidents in real-time via built-in alerts, correlation rules, and

advanced investigation capabilities;

- Detect security incidents in real-time via built-in alerts, correlation rules, and advanced investigation capabilities;
- Threat intelligence and incident management platform as well as real-time monitoring;
- Detect internal and external threats, threat hunting, and behaviour analysis to enable the NHFC team to see what is hidden and provide understandable, and actionable outcomes;
- Produce audit reports, perform user activity monitoring and behavioral monitoring;
- Integration capabilities to other relevant systems/applications;
- Service reporting and dashboards; and
- Cloud Monitoring.

## **4.2 Functional Requirements to be enabled on the Microsoft Sentinel Solution:**

### **4.2.1 Collect**

- Pre-defined integration and plugin service starts with data ingestion, followed by advanced parsing and indexing techniques.
- Support many log collection methods such as SYSLOG, and SQL.
- Classify and normalize data and enrich it with embedded threat intelligence services in real-time.

### **4.2.2 Detect**

- Correlate the data, detect threats in real-time, and lower the number of false positives.

### **4.2.3 Respond**

- Eradicate threats and attack proactively on other integrated security tools such as firewalls, DLP, and NAC when detected.
- Mitigate threats and vulnerabilities, and automatically enable remediation actions on other integrated security tools such as AD and End Point Protection where applicable.

### **4.2.4 Infrastructure**

- Vertical and horizontal scalability.
- Cluster, and high availability.
- Deployment in a cloud environment.

#### **4.2.5 Architecture**

- It must capture data from:
  - Security devices
  - Infrastructure Services
  - Virtualisation Infrastructure
  - Servers
  - Active Directory
  - User-facing Applications
  - Storage devices
  - Cloud infrastructure
  - SaaS solutions

#### **4.2.6 The Features**

- Easy Scale Out Architecture
- Customizable Dashboards
- Intelligence Automated Infrastructure and Application Discovery
- Log Collection and Aggregation
- Data Correlation
- Real-Time Operational Context for Rapid Security Analytics
- Analytics and Real-time Threat Alerts
- Automated Incident Mitigation
- Compliance Reports
- Performance and Availability Monitoring
- External Technology Integrations
- Change monitoring
- Reporting and incident Management

#### **4.2.7 Training**

- The service provider is expected to provide OEM (Original Equipment Manufacturer) related training to 6 (six) NHFC internal staff.

### **4.3 Security Operations Centre (SOC) Services**

At a minimum the SOC should effectively and efficiently manage security operations by preparing for and responding to cyber risks/threats, facilitate continuity and recovery from cyber-attacks/incidents.

The SOC solution must have following broad features:

- Supply and deploy a SOC team that must operate in shifts, dedicated to and organized to prevent, detect, assess and respond to cybersecurity threats and incidents.
- Provide maintenance and support for all the provisioned SOC components.
- Provide and deploy a secondary site (backup site) for high availability and failover.
- Detect threats (internal and external) across the ICT environment including data center, cloud environment, users, endpoints, and network.
- Detect known as well as unknown threats by security analytics.
- Consolidate data and extract actionable insight from a variety of intelligence sources and existing security technologies.
- Proactive threat hunting on a daily basis.
- Be Cyber-ready to respond to attacks swiftly.
- Complete analysis and correlation of logs from all the devices/solutions under scope.
- 24x7 uninterrupted security monitoring operations.
- Automate security processes to reduce resource drain and threat response timelines.
- Skilled and capable staff with expertise in at least the following domains must be available:
  - Event monitoring and analysis
  - Incident detection and response
  - Threat hunting and intelligence
  - Security Analytics
- Correlation of low priority alerts with subsequent alerts to detect multi-stage attacks.
- Reduction of remediation time
  - Automated real time prioritization of alerts.
    - Automated data collection for investigation followed by quick analysis on a single window.
    - Assisted remediation steps (integration with security devices to push policy/configuration remotely) for faster mitigation of threats.
- Provide central dashboard to capture risk posture and maturity levels of organization at any given point of time.
  - Detect user anomalies using a combination of rules and machine learning models.
  - Support the creation of rules to exclude specific addressed/IP ranges.
  - Identify and block reconnaissance attacks.
    - Identify and block credential theft attempts form either memory (credential dump, brute force) or network traffic (ARP spoofing, DNS Responder).

- Identify user account malicious behaviour, indicative of prior compromise.
- Must have vulnerability management.
  - capabilities to define rules on event logs captured from various sources to detect suspicious activities. Examples:
    - Failed login attempts
    - Successful Login attempts from suspicious locations or unusual systems
    - Authorization attempts outside of approved list
    - Logins from unauthorized subnets
    - Vertical & Horizontal port scans
    - Traffic from blacklisted Ips
    - Login attempts at unusual timing
- The proposed solution should prevent tampering of any type of logs and log any attempts to tamper logs. It must provide encrypted transmission of log data to the log management.
- The solution should also monitor for security events on critical business applications, databases and identify network behavior, user behavior anomalies.

## 5. Approach

Service providers must submit a capability statement demonstrating the following:

- A minimum of five (5) years demonstrated experience of successful implementation of a SIEM solution, provisioning of Security Operations Centre (SOC) and cyber security strategy, for similar organization in size to the NHFC.
- **Security Operations Center (SOC) services** include building, implementing, and improving Cyber Security Operations Centre (SOC).
- SIEM services involves setup of the NHFC Microsoft Sentinel licensed solution as a platform that the SOC services will be running on.
- The capacity and experience of the proposed team, with CVs of team members which need to include qualifications and relevant experience. Some of the team members should have the credentials such as the following:
  - Certified Information Security Professional (CISSP)
  - Offensive Security Certified Professional (OSCP)
  - Certified Ethical Hacker - CEH & Certified Ethical Hacker Practical
- The proposed approach to provisioning of cyber security services, SIEM solution (Microsoft Sentinel) and Security Operations Services (SOC)



- Proposed architecture – Service providers must include the following information as part of the response:
  - SIEM solution – Hybrid Cloud Support
  - Integration methodologies and technologies supported by the Microsoft Sentinel - to allow the consumption of data from multi-cloud environments as well as to allow pulling of data by other systems.
  - IT Security – including user access authentication/authorization capabilities including integration to Azure Active Directory or other authentication solutions
  - Connectivity – Internet Connectivity, VPN and Firewall solution
  - Data Privacy - Compliance to POPIA and Data Encryption
  - Data Architecture - models, policies, rules or standards governing how and which data is collected, and how it is stored, and put to use in other systems
  - Support & Maintenance process

## 6. Deliverables

The table below depicts the key deliverables of this project:

| Areas                                  | Activities  | Deliverables   |
|--|---|--|
| Security Event Monitoring and Response | Log Monitoring; Server Monitoring; Security and Network Device monitoring | <ul style="list-style-type: none"> <li>• Medium Criticality Security alert (Priority 2):<br/>Response: 2 hours<br/>Resolution: 6 hours</li> <li>• Low Criticality Security alert (Priority 3):<br/>Response: 8 hours<br/>Resolution: 24 hours</li> </ul> <p>Logs of any duration of last five years as asked by NHFC: within 24 hours</p> <p>New use case creation as suggested by NHFC: within 3 working days</p> <p>New device integration as suggested by NHFC: within 5 working days</p> |
| Network Threat Hunting                 | Analytics Based Hunting   | <ul style="list-style-type: none"> <li>• Once in 24 hours</li> <li>• Notification of alerts generated through analytical models on Threat Hunting enabling hunting for attacks including but not limited to Lateral Movement, Malware Beaconing, Data Exfiltration, Watering Hole, Targeted</li> </ul>   |

|                          |   |   |
|--------------------------|---|---|
|                          |   | network attacks, Dynamic DNS attacks etc.   |
| Incident Management      | Incident Analysis, Identification of all components of the incident, root cause analysis and mitigation plans | <ul style="list-style-type: none"> <li>• Provide logs and incident report for any identified security incident.</li> <li>• Coordinate with NHFC's Team and help to contain attack/incident.</li> <li>• Provide evidence for legal and regulatory purpose in the form of log data.</li> </ul>  |
| SOC Maturity Improvement | SOC report on analysis and insights from data   | <ul style="list-style-type: none"> <li>• Quarterly briefings on Analysis and insights from data: trends, high risks areas, roadmap for strategic improvements, security posture benchmarking. Briefings on global threat trends, regulatory trends and cyber technology trends.</li> </ul> <p>Following are the minimum reports, bidders shall provide to NHFC:</p>   |
| Report Management        | Periodic reports; Trend analysis; Customized reports  | <ul style="list-style-type: none"> <li>• Daily reports: <ul style="list-style-type: none"> <li>• Top attacker, attacks and attack targets, trends report</li> <li>• Top firewall ports access report (inbound/outbound)</li> <li>• Top signature triggered</li> <li>• Top account brute forced</li> <li>• Top systems infected</li> <li>• Top virus infection in the network</li> <li>• SIEM/monitoring tool performance report</li> </ul> </li> <li>• Weekly reports: <ul style="list-style-type: none"> <li>• Weekly security incidents status report</li> <li>• Daily device utilization report</li> <li>• Device availability report</li> <li>• Device: Incident, service request and change status report</li> <li>• Weekly threat advisory and vulnerability report</li> <li>• Top signature triggered</li> <li>• Top account brute forced</li> <li>• Top systems infected</li> <li>• Top virus infection in the network</li> </ul> </li> <li>• Monthly reports:</li> </ul> |

|                                   |  |   |
|-----------------------------------|--|---|
|                                   |  | <ul style="list-style-type: none"> <li>• Executive summary report for all the services</li> <li>• Monthly Security incident status report</li> <li>• Monthly security incident trend analysis</li> <li>• Monthly device availability report</li> <li>• Quarterly reports:</li> <li>• Quarterly Security incident status report</li> <li>• Quarterly security incident trend analysis</li> <li>• Quarterly cyber security activities report</li> </ul> |
| Global Intelligence Feeds         | Continuous and regular global feeds from external known agencies.                              | <ul style="list-style-type: none"> <li>• Threat &amp; Vulnerability advisories in form of E-mails on need basis or at least once in a week</li> <li>• Monthly report on recommendations for security improvements.</li> <li>• Quarterly report on Historical, Operational, Analytical and predictive Analysis.</li> </ul>   |
| Monitoring and Protection Service | Continuous and regular monitoring for any suspicious chatter, abuse of brand, phishing domains | <ul style="list-style-type: none"> <li>• Weekly monitoring scan report</li> <li>• Regular monitoring and immediate (within 3 hours of alert generation) reporting of any Critical/ High Threat</li> </ul>   |

**Current Environment:**

- Total of approximately **160 staff** across all business units, all using Windows laptops
- Some staff members use company owned Apple devices (solution should cater for Android devices as well)
- The Cloud based applications, services and infrastructure are hosted in Microsoft Azure, **approximately 30 virtual machines in total.**
- The service provider is expected to provide SIEM and security solutions that will allow integration and consumption of data for both on premise and cloud hosted services as well as 3<sup>rd</sup> party hosted systems.
- The system must support a complete and scalable architecture through the licensing of additional components required to integrate with the various digital environments, including on-premises, cloud and hybrids and which include but are not limited to the following that exist in the current environment:
  - Microsoft 365

- Virtual machines
- Cisco switches and routers
- Microsoft Servers
- HP Storage
- Microsoft AZURE

## **7. HYBRID WORKING OPERATIONS PROVISIONS**

Kindly note that NHFC's operations are on hybrid model (onsite working and remote working), therefore service providers should make provision of virtual meetings and in person engagements.

## **8. CONTRACT TERM**

The service provider will be required to sign a contract and will be appointed for a duration of thirty-six (36) months.

## **9. EVALUATION CRITERIA**

Evaluation of bids received will be conducted in three (3) phases as follows:

### **Phase 1 – Administrative Compliance Requirements**

This stage checks and validates the bidders' compliance to the legal requirements to conduct business in South Africa, as well as to the industry requirement for the supply of goods and services. All SBDs must be submitted (signed) noting where it is not applicable. If any specific SBD is not submitted, documentary proof, clearly stating the reason must be attached.

### **Phase 2 – Functionality**

Functionality is worth 100 points. The minimum threshold is 70 points. Bidders who score less than 70 points on functionality will therefore be disqualified. Those who score more than 70 points will be further evaluated in terms of price and preference points. The functionality evaluation is broken down as follows:

## DETAILED EVALUATION CRITERIA

| Scoring Criterion   | 1<br>Poor   | 2<br>Average   | 3<br>Good  | 4<br>Verg Good   | 5<br>Excellent   |
|---|---|--|--|--|--|
| <b>METHODOLOGY (MAXIMUM 25 POINTS)</b>  |   |  |  |  |  |
| Programme Methodology (including Programme Management & Governance, Change Management and Risk Management) on setting up and running SIEM and SOC <b>(5 points)</b> . | No/irrelevant information provided on Programme Management & Governance, Change Management and Risk Management = <b>0 point</b> . | Limited information provided on Programme Management & Governance, Change Management and Risk Management = <b>2 points</b> . | Adequate and high-level information provided on Programme Management & Governance, Change Management and Risk Management = <b>3 points</b> . | Very detailed information provided on Programme Management & Governance, Change Management and Risk Management = <b>4 points</b> . | Very detailed information provided on Programme Management & Governance, Change Management and Risk Management, and exceeds expectations = <b>5 points</b> . |
| NHFC services offering Readiness Assessment. <b>(5 points)</b> .  | No Readiness Assessment offering provided = <b>0 point</b> .  | Readiness Assessment offering provided with limited information = <b>2 points</b> .  | Readiness Assessment offering provided with adequate and high-level information = <b>3 points</b> .  | Readiness Assessment offering provided with very detailed information = <b>4 points</b> .  | Readiness Assessment offering provided with very detailed information and exceeds expectations = <b>5 points</b> .   |
| NHFC SIEM and SOC Implementation roadmap. <b>(5 points)</b> .   | No road map provided or irrelevant = <b>0 point</b> .   | Road map provided with limited information = <b>2 points</b> .   | High-level and adequate Road map provided = <b>3 points</b> .  | Detailed Road map provided = <b>4 points</b> .   | Detailed and clear Road map provided – exceeds expectations = <b>5 points</b> .  |
| Implementation Plan: SIEM and SOC <b>(5 points)</b> .   | No implementation plan or irrelevant = <b>0 point</b> .   | Implementation plan in place with limited information = <b>2 points</b> .  | High-level and adequate plan in place = <b>3 points</b> .  | Detailed implementation plan in place = <b>4 points</b> .  | Detailed and clear implementation plan in place – exceeds expectations = <b>5 points</b> .   |
| Post Implementation - stabilisation, service delivery and support. <b>(Max 5 points)</b> .  | No post -implementation plan or irrelevant = <b>0 point</b> .   | post- implementation plan in place with limited information = <b>2 point</b> .   | post- implementation plan in place with adequate and high-level information = <b>3 points</b> .  | Detailed and realistic post-implementation plan in place = <b>4 points</b> .   | Detailed post-implementation plan in place that exceeds expectations = <b>5 points</b> .   |
| <b>COMPANY EXPERIENCE (MAXIMUM POINTS: 15)</b>  |   |  |  |  |  |
| Reference letters, within the last five (5) years, from the respective customers on their letterheads <b>(Max 15 points)</b> .  | No reference letter, within last five (5) years provided = <b>0 point</b> .   | One (1) reference letters, within the last five (5) years provided = <b>6 points</b> .                                       | Two (2) reference letters, within the last five (5) years provided = <b>9 points</b> .   | Three (3) reference letters, within the last five (5) years provided = <b>12 points</b> .  | Four (4) or more reference letters, within the last five (5) years provided= <b>15 points</b> .  |

| Scoring Criterion  | 1<br>Poor  | 2<br>Average  | 3<br>Good   | 4<br>Verg Good  | 5<br>Excellent   |
|--|--|---|---|---|--|
| <b>KEY PERSONNEL (MAXIMUM POINTS: 20)</b>  |  |   |   |   |  |
| Programme Manager/Technical Lead <b>experience</b> in leading projects related to implementation of SIEM and SOC projects ( <b>Max 5 points</b> ).   | Less than 5 (five) years of experience = <b>0 point</b> .                  | 5 (five) to less than 6 (six) years of experience = <b>2 points</b> . | 6 (six) to less than 7 (seven) years of experience = <b>3 points</b> .    | 7 (seven) to less than 8 (eight) years of experience = <b>4 points</b> .    | 8 (eight) or more years of experience. = <b>5 Points</b> .                 |
| Programme Manager/Technical Lead with <b>internationally recognised ICT project management certificate(s)</b> to lead and manage SIEM and SOC project. ( <b>Max 5 points</b> ).  | No certificate = <b>0 points</b> .   | -   | -   | -   | One or more certificates = <b>5 points</b> .                               |
| Organogram and CVs of the Project Team. The organogram indicating the rest of the project team members should be provided. The combined experience (excluding Programme Manager's/Technical Lead's) of the members should be demonstrated. The experience is in implementation and support of SIEM solution (Microsoft Sentinel) and SOC services ( <b>Max points 5</b> ). | Less than ten (10) years of combined average experience = <b>0 point</b> . | 10 to 12 years of combined average experience = <b>2 points</b> .     | More than 12 to 14 years of average experience = <b>3 points</b> .        | More than 14 to 16 years of average experience = <b>4 points</b> .          | More than 16 years of average experience = <b>5 points</b> .               |
| Relevant Certificates of the team members (excluding Programme Manager's/Technical Lead's) (e.g. Certified Information Security Professional (CISSP), Offensive Security   | No certificates of team members = <b>0 points</b> .                        | One member with at least one certificate = <b>2 points</b> .          | Two members with each having at least one certificate = <b>3 points</b> . | Three members with each having at least one certificate = <b>4 points</b> . | Four members with each having at least one certificate = <b>5 points</b> . |

| Scoring Criterion   | 1<br>Poor   | 2<br>Average   | 3<br>Good  | 4<br>Verg Good  | 5<br>Excellent   |
|---|---|--|--|---|--|
| Certified Professional (OSCP), e.g. Certified Ethical Hacker - CEH & Certified Ethical Hacker Practical)<br>(Max points 5). |   |  |  |   |  |
| <b>COMPANY CAPABILITY AND CAPACITY (MAXIMUM POINTS: 30)</b>   |   |  |  |   |  |
| SIEM Implementation capability (Max 10 points).   | No/irrelevant information provided on implementation of SIEM solution (Microsoft Sentinel) = 0 point. | Limited information provided on implementation of SIEM solution (Microsoft Sentinel) = 4 points. | Adequate and high-level information provided on implementation of SIEM solution (Microsoft Sentinel) = 6 points. | Detailed information provided on implementation of SIEM solution (Microsoft Sentinel) = 8 points. | Provided information on implementation of SIEM solution (Microsoft Sentinel) exceeds expectations = 10 points.       |
| SOC Implementation capability (Max 10 points).  | No/irrelevant information provided on implementation of SOC services = 0 point.                       | Limited information provided on implementation of SOC services = 4 points.                       | Adequate and high-level information provided on implementation of SOC services = 6 points.                       | Detailed information provided on implementation of SOC services = 8 points.                       | Provided information on implementation of SOC services exceeds expectations = 10 points.                             |
| Implementation of key deliverables of the project (section 4). (Max 10 points).   | No/irrelevant information provided on how the project will implement the deliverables = 0 point.      | Limited information provided on how the project will implement the deliverables = 4 points.      | Adequate & high-level information provided on how the project will implement the deliverables = 6 points.        | Detailed information provided on how the project will implement the deliverables = 8 points.      | Detailed information provided on how the project will implement the deliverables & exceeds expectations = 10 points. |
| <b>SKILLS TRANSFER PLAN (MAXIMUM POINTS: 10)</b>  |   |  |  |   |  |
| Skills Transfer Plan (Max 10 points).   | No plan at all or irrelevant = 0 point.   | Skills transfer plan is available but is unrealistic = 4 points.                                 | Skills transfer plan is in place = 6 points.   | Skills transfer plan for technical team well-articulated = 8 points.                              | Skills transfer plan for technical exceeds expectations = 10 points.   |

### Phase 3 - Price and Preference Evaluation

Bidders who score a minimum of 70 points on Functionality will be further evaluated in terms of Price and Preference points. As per the table below, price is evaluated over 80 points and preference points over 20:

| 1 | Price  |   | 80 points         |
|---|--|---|-------------------|
| 2 | Specific Goals   |   | 20 points         |
| # | Specific Goal  | Proof   | Points Allocation |
| 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (Minimum >50% ownership or more) | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> </ul>  | 7                 |
| 2 | Woman Ownership >50%   | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> </ul>  | 8                 |
| 3 | Disabled Ownership >50%  | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> <li>• Certified medical certificate from a registered medical practitioner</li> </ul>  | 1                 |
| 4 | Military veteran Ownership >50%  | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> <li>• A verifiable letter from an authorised body/entity certifying the military status of the claimant (bidder).</li> </ul> | 1                 |



|   |                      |  |          |
|---|----------------------|--|----------|
| 5 | Youth Ownership >50% | <ul style="list-style-type: none"><li>• Company Registration Certification (CIPC)</li><li>• Certified identification documentation of company director/s</li><li>• CSD report/ CSD registration number (MAAA number)</li></ul> | <b>3</b> |
|---|----------------------|--|----------|

**PRICING SCHEDULE  
(Professional Services)**

|                       |                              |
|-----------------------|------------------------------|
| NAME OF BIDDER:.....  | BID NO.: MM01/07/2024        |
| CLOSING TIME 11:00 am | CLOSING DATE: 08 August 2024 |

OFFER TO BE VALID FOR **120** DAYS FROM THE CLOSING DATE OF BID.

---

|   |                           |
|---|---------------------------|
| ITEM DESCRIPTION<br>NO**(ALL APPLICABLE TAXES INCLUDED) | BID PRICE IN RSA CURRENCY |
|---|---------------------------|

---

1. The accompanying information must be used for the formulation of proposals.
  
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....
  
3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

| No. | Item description  | Duration        | Year 1 (Inc VAT) | Year 2 (Inc VAT) | Year 3 (Inc VAT) | Total Estimated cost (Inc VAT) Over 3 years |
|-----|---|-----------------|------------------|------------------|------------------|---|
| 1   | <b>SIEM solution - Support and Maintenance</b>  | 3 Years         |                  |                  |                  |   |
| 2   | <b>Security Operations Centre (SOC) Services</b>  | 3 Years         |                  |                  |                  |   |
| 3   | <b>Implementation fee (Once- Off)</b><br><ul style="list-style-type: none"> <li>• Deployment of resources on the project (onsite/remote), incl. Project Management</li> </ul> |                 |                  |                  |                  |   |
| 4   | <b>Training (Once-off) – OEM related</b>  | 6 ICT employees |                  |                  |                  |   |

|                                    |                             |  |  |  |  |  |
|------------------------------------|-----------------------------|--|--|--|--|--|
| 5                                  | Other costs (if applicable) |  |  |  |  |  |
| <b>Total Price Incl. VAT (ZAR)</b> |                             |  |  |  |  |  |

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

4. Period required for commencement with project after acceptance of bid  
.....
5. Estimated man-days for completion of project.....
6. Are the rates quoted firm for the full period of contract? \*YES/NO
7. If not firm for the full period, provide details of the basis on which adjustments will be applied for, forexample consumer price index.

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

**PART 2: RETURNABLE DOCUMENTS****BIDDER'S DISCLOSURE****1. PURPOSE OF THE FORM**

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

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

**2. Bidder's declaration**

Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

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 |
|-----------|-----------------|---------------------------|
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |

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

If so, furnish particulars:

.....  
.....

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**

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 consortium<sup>2</sup> 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 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms

of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

## 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:

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

#### 1.3 To be completed by the organ of state

*(delete whichever is not applicable for this tender).*

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

1.4 The **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.5 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

#### 1.6 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

|  | POINTS     |
|--|------------|
| <b>PRICE</b>                                     | 80         |
| <b>SPECIFIC GOALS</b>                            | 20         |
| <b>Total points for Price and SPECIFIC GOALS</b> | <b>100</b> |

1.7 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.

1.8 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

- 2.1 “**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;
- 2.2 “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- 2.3 “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- 2.4 “**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
- (a) “**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. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

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



80/10

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

Where

- Ps = Points scored for price of tender under consideration  
 Pt = Price of tender under consideration  
 Pmax = Price of highest acceptable tender

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

4.1 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:

4.2 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 80/20 or 90/10 preference point system.

**Table 1: 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.)**

| The specific goals allocated points in terms of this tender               | Supporting evidence for meeting preferential procurement targets (bidder to provide the below supporting evidence to claim allocated points for each specific goal) | Number of points allocated (80/20 system) (To be completed by the organ of state) | Number of points claimed (80/20 system) (To be completed by the tenderer) |
|---|---|---|---|
| South African citizen who had no franchise in national elections prior to | <ul style="list-style-type: none"> <li>• Company Registration</li> </ul>  | 7   |   |

|   |  |                 |  |
|---|--|-----------------|--|
| <p>the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996.</p> <p>(Minimum &gt;50% ownership or more)</p> | <p>Certification (CIPC)</p> <ul style="list-style-type: none"> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> </ul>  |                 |  |
| <p>Woman Ownership &gt;50%</p>  | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> </ul>   | <p><b>8</b></p> |  |
| <p>Disabled Ownership &gt;50%</p>   | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> <li>• Certified medical certificate from a registered medical practitioner</li> </ul> | <p><b>1</b></p> |  |
| <p>Military veteran Ownership &gt;50%</p>   | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> <li>• A verifiable letter from an</li> </ul>  | <p><b>1</b></p> |  |

|                      |  |          |  |
|----------------------|--|----------|--|
|                      | authorised body/entity certifying the military status of the claimant (bidder).  |          |  |
| Youth Ownership >50% | <ul style="list-style-type: none"> <li>• Company Registration Certification (CIPC)</li> <li>• Certified identification documentation of company director/s</li> <li>• CSD report/ CSD registration number (MAAA number)</li> </ul> | <b>3</b> |  |
|                      |  |          |  |

**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;

4.5. The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

4.6. 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;

4.7. 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.

|   |                         |
|---|-------------------------|
| .....<br><b>SIGNATURE(S) OF TENDERER(S)</b> |                         |
| <b>SURNAME AND NAME:</b>                    | .....                   |
| <b>DATE:</b>                                | .....                   |
| <b>ADDRESS:</b>                             | .....<br>.....<br>..... |

## 1. PROTECTION OF PERSONAL INFORMATION

- 1.1. The Service Provider shall ensure that its employees, representatives and officers, comply with the provisions of the Protection of Personal Information Act, 2013 (“POPIA”) and all other applicable data protection laws and, without limitation to the foregoing, shall ensure the security and confidentiality of all Personal Information processed by that Party is in accordance with POPIA and all other applicable data protection laws.
- 1.2. The Service Provider must only process personal information of the NHFC and third parties on behalf of the NHFC, with the NHFC’s knowledge or authorisation, treat such information which comes to their knowledge as confidential and must not disclose it unless required by law or in the course of the proper performance of the Service Provider’s duties. The Service Provider must comply with the responsible party’s obligations in clause section 19 of POPIA.
- 1.3. Where the Service Provider, its agents, subcontractors, officers, directors, shareholders, representatives, or employees has/have access to any Personal Information held by the NHFC for any reason in connection with this Agreement or is/are supplied with or otherwise provided with Personal Information by the NHFC or on behalf of the NHFC for any purpose, or are supplied with or otherwise provided with Personal Information relating to the Services, the Service Provider shall:
  - 1.3.1. process such Personal Information only for purposes of performing its/their obligations under this Agreement and shall not otherwise modify, amend or alter the contents of such Personal Information or disclose or permit the disclosure of such Personal Information to any third party, unless specifically authorised to do so by the NHFC or as required by law or any regulatory authority, and shall take all such steps as may be necessary to protect and safeguard such Personal Information;
  - 1.3.2. without prejudice to the generality of the foregoing, ensure that appropriate ,reasonable technical and organisational measures shall be taken by it/them to prevent
    - 1.3.2.1. the unauthorised or unlawful processing of such Personal Information; and
    - 1.3.2.2. the accidental loss or destruction of, or damage to, such Personal Information; and
    - 1.3.2.3. promptly notify the NHFC when it becomes aware of any unauthorised, unlawful or dishonest conduct or activities, or any breach of the terms of this Agreement relating to Personal Information.

- 1.4. Both Parties will comply with their obligations under POPIA in relation to personal information for which they are the responsible party.
- 1.5. The Service Provider must notify the NHFC immediately where there are reasonable grounds to believe that personal information has been accessed or acquired by any unauthorised person (Data Breach) and must assist the NHFC, at its own cost:
  - 1.5.1. with any investigation or notice to the Regulator or data subjects that the NHFC may Make in relation to a Data Breach; and
  - 1.5.2. in responding to any directions by the Regulator to publicise the Data Breach, including assisting the NHFC to make public announcements if required.
  - 1.5.3 The Service Provider indemnifies the NHFC against any civil or criminal action or administrative fine or other penalty or loss as a result of the Service Provider's breach of this clause.

2. POPIA CONSENT

- 2.1. The Service Provider, by submitting its proposal/ quotation, consents to the use of his/her personal information contained therein and confirms that:
  - 2.1.1. The information is voluntarily supplied, without undue influence from any party; and
  - 2.1.2. The information is necessary for the purposes of the engagement with NHFC.
- 2.2. The tenderer acknowledges that he /she is aware of his/her right to:
  - 2.2.1. Access the information at any reasonable time for the purposes of rectification thereof;
  - 2.2.2. Object to the processing of the information;
  - 2.2.3. Lodge a complaint with the Information Regulator.

**CERTIFICATION**

I, THE UNDERSIGNED (FULL NAME)  
 CERTIFY THAT WE CONSENT TO THE ABOVE AS PER REQUIREMENTS OF THE  
 PROTECTION OF PERSONAL INFORMATION ACT.

.....  
 Signature

.....  
 Date

.....  
 Position

.....  
 Name of Bid

**RESOLUTION TO SIGN**

Signatory for companies shall confirm their authority thereto by either signing the below or attaching a duly signed and dated copy of the relevant resolution of the boards of directors to this form.

An example is given below:

By resolution of the board of directors passed at a meeting held on .....

Mr/Mrs ..... , whose signature appears below, has been duly authorised

to sign all documents in connection with the Bid for Contract No. .... and any Contract that may arise there from on behalf of (name of Bidder in block capitals) .....

.....

**SIGNED ON BEHALF OF THE COMPANY:**

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

**DATE:** .....

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

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

2. ....



## CONSENT FORMS

**Please ensure that Form 1, Form 2; Form 3 and Form 4 are fully completed.**

### FORM 1- CONSENT FOR CREDIT AND WORLD CHECKS

#### Consent for Credit and World Checks Form

I  (Name)

Surname

ID

Company you are representing

With CIPC number

Hereby voluntarily provide consent for a credit and world checks to be carried out on me or the company I represent.

I accept that such checks do not infringe any of my fundamental rights and I accept that the checks are part of the application process in terms of the NHFC policies.

|        |  |
|--------|--|
| Signed |  |
|--------|--|

Dated     2 0 2 3



**FORM 2- POLITICAL PARTY FUNDING DECLARATION FORM**

**Political Party Funding Declaration Form**

The Political Party Funding Act 6 of 2018 introduces a strict regulatory framework for the private funding of political parties. This includes setting limits for the source, size and use of donated funds by political parties.

Having read and understood the requirements of the above legislation I confirm that:

I comply with the requirements of Political Party Funding Act 6 of 2018

| Yes | No |
|-----|----|
|     |    |

**Name** (in blocks): \_\_\_\_\_

**Signature** \_\_\_\_\_

## FORM 3- PEP SELF CERTIFICATION FORM

### Politically Exposed Person (PEP) Self-Certification Form

NHFC is obliged to establish an appropriate risk management system when establishing a business relationship or conducting transactions, including risk assessment procedures to determine whether a party, legal representative, proxy or real owner of a party is politically exposed person.

In accordance with South African Anti-Money Laundering (AML) legislation NHFC has an obligation to undertake Enhanced Due Diligence (EDD) on those clients who are classified as a Politically Exposed Person (PEP).

Please read the definition below carefully, select the relevant box, confirming you are/are not a PEP, sign the declaration at the bottom of the form and return this Form to our offices. It is your obligation to inform us of a change to your status as a PEP or Non-PEP should it change at any time in the future.

*The Financial Intelligence Centre Act 1 of 2017 (FICA) defines a PEP as a person who holds, A politically exposed person or PEP is the term used for an individual who is or has in the past been entrusted with prominent public functions in a particular country. The principles issued by the Wolfsberg Group of leading international financial institutions give an indication of best banking practice guidance on these issues. These principles are applicable to both domestic and international PEPs.*

The following examples serve as aids in defining PEPs:

- Heads of State, Heads of Government and cabinet ministers;
- Influential functionaries in nationalised industries and government administration;
- Senior judges;
- Senior political party functionaries;
- Senior and/or influential officials, functionaries and military leaders and people with similar functions in international or supranational organisations;
- Members of ruling or royal families;
- Senior and/or influential representatives of religious organisations (if these functions are connected to political, judicial, military or administrative responsibilities).
- Families of PEPs.
  - The term "families" includes close family members such as spouses, children, parents and siblings and may also include other blood relatives and relatives by marriage;
- Closely associated persons.

The category of "closely associated persons" includes close business colleagues and personal advisers/consultants to the PEP as well as persons, who obviously benefit significantly from being close to such a person.

Having read and understood the above definition I confirm that: (select only one of the following options)

I am not a Politically Exposed Person (PEP) as defined above (DEFAULT)

I am a Politically Exposed Person (PEP) as defined above

**Name** (in blocks): \_\_\_\_\_

**Signature** \_\_\_\_\_

## FORM 4: PEP ULTIMATE BENEFICIARY OWNER FORM

### Politically Exposed Person (PEP) Ultimate Beneficiary Owner Form

The law on the prevention of money laundering and the financing of terrorism requires banks to fulfil a number of client identification obligations. One such obligation consists in identifying the Ultimate Beneficial Owners (UBO) of their clients.

Within the meaning of the law, the Ultimate Beneficial Owners of a legal entity are the private individuals who directly or indirectly hold or control a stake of at least 25% in the capital or of at least 25% of the voting rights of the company, or who undertake the de jure or de facto management of the legal entity.

a) \_\_\_\_\_ certifies, that on \_\_\_\_/ \_\_\_\_/ \_\_\_\_\_, the Shareholder Ultimate Beneficial Owners are the following private individuals who hold or control at least 25% in the capital or at least 25% of the voting rights in the company.

Please remember to enclose a copy of the identity document of each Shareholder or Decision-Making Ultimate Beneficial Owner and to validly sign behind your name above this text.

| Surname and First Name | Address | % of shares | Position (in the company, where appropriate) | Tick as appropriate                                      |
|------------------------|---------|-------------|--|--|
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                        |         |             |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |

## CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

### PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

I hereby undertake to render services described in the attached bidding documents to NHFC in accordance with the requirements and task directives/proposals specifications stipulated in Bid Number ..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

The following documents shall be deemed to form and be read and construed as part of this agreement:

Bidding documents, viz

Invitation to bid;

Tax clearance certificate;

Pricing schedule(s);

Filled in task directive/proposal;

Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the

Preferential Procurement Regulations 2011;

Declaration of interest;

Declaration of bidder's past SCM practices;

Certificate of Independent Bid Determination;

Special Conditions of Contract;

General Conditions of Contract; and

Other (specify)

I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

WITNESSES

1 .....

2 .....

DATE: .....

.....

**CONTRACT FORM - RENDERING OF SERVICES**

**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

I..... in my capacity  
as.....

accept your bid under reference number..... dated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).

An official order indicating service delivery instructions is forthcoming.

I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

| DESCRIPTION OF SERVICE | PRICE (ALL APPLICABLE TAXES INCLUDED) | COMPLETION DATE | B-BBEE STATUS LEVEL OF CONTRIBUTION | MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable) |
|------------------------|---------------------------------------|-----------------|-------------------------------------|--|
|                        |                                       |                 |                                     |  |

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

**WITNESSES**

1 .....

2 .....

DATE: .....

# **GOVERNMENT PROCUREMENT**

## **GENERAL CONDITIONS OF CONTRACT**

### **NOTES**

The purpose of this document is to:

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

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

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



## **TABLE OF CLAUSES**

1. Definitions
2. Application
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5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
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## General Conditions of Contract

### 1. Definitions

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

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance security**
- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

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

**8. Inspections,  
tests and  
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

## **9. Packing**

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

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

## **10. Delivery and documents**

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

10.2 Documents to be submitted by the supplier are specified in SCC.

## **11. Insurance**

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

## **12. Transportation**

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

## **13. Incidental services**

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

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

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

#### **14. Spare parts**

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

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

#### **15. Warranty**

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

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

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

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.



21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

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

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard

the intended penalty as not objected against and may impose it on the supplier.

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

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

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

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

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

#### **24. Anti-dumping and countervailing duties and rights**

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

#### **25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security,

damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

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

**27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of liability**

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

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

**29. Governing language**

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

**30. Applicable law**

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

**31. Notices**

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

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

**32. Taxes and duties**

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

33.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

33.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

**33. National Industrial Participation (NIP) Programme**

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

SIGNED AT ..... ON.....

NAME (PRINT) .....

SIGNATURE .....

