ROBBEN ISLAND MUSEUM

RIM ICT 01-2020/2021

APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT, COMMISSION AND SUPPORT TICKET SALES SYSTEM FOR ROBBEN ISLAND MUSEUM (RIM) FOR A PERIOD OF SIXTY (60) MONTHS (FIVE YEARS)

Ms. PN Madikane

Unit Manager: Supply Chain Management

16 October 2020

Signature: [Signature]
INSTRUCTION TO TENDERERS

RIM ICT 01-2020/2021

APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT, COMMISSION AND SUPPORT TICKET SALES SYSTEM FOR ROBBEN ISLAND MUSEUM (RIM) FOR A PERIOD OF SIXTY (60) MONTHS (FIVE YEARS).

1. INTRODUCTION

1.1 Robben Island Museum (RIM) invites all interested prospective service providers to submit proposals to implement, commission and support ticket sales system for Robben Island Museum (RIM) for a period of sixty (60) months (Five Years).

2. ALL TENDER CONDITIONS MUST BE STRICTLY ADHERED TO, FAILING WHICH, THIS TENDER SUBMISSION MAY BE DECLARED NON-RESPONSIVE.

2.1 This tender consists of these Instructions, the invitation to submit proposal/s to implement, commission and support ticket sales system for Robben Island Museum (RIM) for a period of sixty (60) months (Five Years).

2.2 Bidders are required to submit their tenders in a sealed envelope in which they have duly:

(a) Completed all forms; and
(b) Included all other necessary and/or desirable documents in support of their bids.

2.3 The complete tender document should be returned in its entirety, with each page initialed by the authorised signatory and a witness.

2.4 Any portion of the tender document not completed maybe interpreted as “not applicable” where appropriate.

2.5 Tenders must be properly received and deposited in the tender box on or before the closing date 13 November 2020 and before the closing time of 11H00 am at Robben Island Museum, Nelson Mandela Gateway Building, V & A Waterfront, Cape Town.

2.6 RIM reserves:

(a) The right to accept the whole tender or part of a tender or any item or part of any item or accept more than one tender (in the event of a number of items being offered);
(b) The right not to accept the lowest or any tender;
3. RIM shall not consider tenders, which are received after the closing date and time for such a tender.

4. RIM will not be held responsible for any expenses incurred by bidders in preparing and submitting tenders.

5. RIM may, after the closing date, request additional information or clarification of bidders in writing.

7. A bidder may request in writing and, after the closing date, that his/her tender be withdrawn and which withdrawal will be permitted or refused in the sole discretion of RIM after consideration of the reasons for the withdrawal, which shall be set out by the bidder in the written request for withdrawal.

8. RIM's representative for the purpose of this tender shall be:
   (a) Mr. T. Kunene at telephone 021 413 4271 in respect of matters relating to the Terms of Reference; and
   (b) Enquiries pertaining to the completion of the tender documents can be addressed to Ms. P. Madikane at telephone (021) 413-4265/14.

9. Joint Ventures/Consortiums

9.1 In the case of Joint Ventures/Consortiums, a copy of the Joint Venture agreement must be submitted with the tender document.

10. Validity Period

10.1 Any tender submitted shall remain valid, irrevocable and open for written acceptance by RIM for a period of ninety (90) days from the closing date.

11. Bidders must be registered on the Central Supplier Database (CSD).

11.1 RIM shall reject a bid from an entity whose tax matters have not been declared by the South African Revenue Service (SARS) to be in order.

11.2 If bidders are not registered yet on the CSD, they must follow the following link https://secure.csd.gov.za/Account/Register in order to register.

11.3 It is the responsibility of the successful bidder/s to ensure that that the tax matters with SARS are in order.

11.4 Each party to a joint venture / consortium / partnership must comply with all of the above.
12 B-BBEE

12.1 Each bidder must submit a certificate issued by an accredited B-BBEE verification agency or an affidavit, indicating its B-BBEE rating in terms of the relevant B-BBEE scorecard.

12.2 For Consortia / Joint Ventures / or Sub-contracting arrangements, the bidder must also submit a combined B-BBEE certificate issued by an accredited B-BBEE verification agency.

13. Due Diligence of bidder

13.1 RIM reserves the right to conduct a due diligence investigation prior to the final award of the contract or at any time during the contract.

14. Inducements, rewards, gifts and other abuses of the Supply Chain Management System is prohibited, and:

(a) No person who is a provider or prospective provider of goods or services, or a recipient or prospective recipient of goods disposed or to be disposed of may directly or indirectly, through a representative or intermediary promise, offer or grant;

(i) Any Inducement or reward to RIM for or in connection with the award of a contract; or

(ii) Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy;

(b) No person who is a provider or prospective provider of goods or services, or a recipient or prospective recipient of goods disposed or to be disposed of may directly or indirectly

(i) influence or interfere with the work of any RIM official(s) involved in the tender process in order to inter alia:

(ii) influence the process and/or outcome of a bid;

(iii) incite breach of confidentiality and/or the offering of bribes;

(iv) cause over and under invoicing;

(v) influence the choice of procurement method or technical standards; and

(vi) influence any RIM official(s) in any way which may secure an unfair advantage during or at any stage of the procurement process.

(d) Abuse of the RIM’s supply chain management system is not permitted and may result in the tender being rejected, the cancellation of the contract, the
“blacklisting” of the bidder by RIM against participation in any future bid processes and any other remedy permitted in law.

15. Declarations and authorisation
15.1 Bidder are required to complete all declarations and authorisations in the schedules attached hereto, failing which the tender may be disqualified.

16. Alternative offers
16.1 Alternative offers may be considered, provided that an offer free of qualifications and strictly in accordance with the bid documents is also submitted. RIM shall not be bound to consider alternative tenders.

**EVALUATION CRITERIA**

1. Invalid Tenders
1.1 Tenders shall be endorsed and may be recorded as potentially invalid in the tender opening record by the RIM responsible official in the following instances:
   (i) if the tender is not sealed;
   (ii) if the tender is not completed in non-erasable ink;

2. Non-Responsive Tenders
2.1 Valid tenders will be declared non-responsive and eliminated from further evaluation if:
   (a) The bidder has been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act, 12 of 2004 or has been listed on National Treasury’s database as a person prohibited from doing business with the public sector;
   (b) The bidder has failed to complete and/or sign the required declarations and/or authorisations; and

3. Disqualified Tenders
3.1 The tender will be disqualified and eliminated from further evaluation if it fails to adhere to a written request (within the specified period set out in such request) to:
   (a) Comply with one or more of the provisions contained in the Instruction to bidders;
   (b) Comply with any other terms and conditions of the tender documentation after being called upon to do so;

4. Directions and Closing Date for Submission of Bids
4.1 Directions: Cape Town, Waterfront: Nelson Mandela Gateway building next to Clock Tower building.

4.2 CLOSING DATE FOR SUBMISSION OF BIDS: 13 November 2020 AT 11H00 AM.

4.3 Companies are required to also submit the soft copies of their tender document/proposals. To note that the soft copies will be considered only if a company’s tender document/proposal was deposited on the closing date and time at the tender box situated in Nelson Mandela Gateway as indicated in paragraph 2.5. These soft copies can be forwarded to palm@robben-island.org.za and vellsab@robben-island.org.za.
INFORMATION ON COMPULSORY BRIEFING SESSION

Please note that Briefing Session and Site Visit is COMPULSORY

Compulsory Virtual Briefing Session and Site Visit will be held as follows:

Date: Friday, 30 October 2020
Time: 11h00am
Venue: Remote locations via zoom

Please confirm attendance by replying via email to velisab@robben-island.org.za by no later than 28 October 2020, 11h00 am so that a zoom link will be sent to the attendees before 30 October 2020
Pricing Schedule

Name of Bidder: ................................................................................................. Bid No.: RIM ICT 01-2020/2021
Closing Time: 11:00 am Closing Date: 13 November 2020

Appointment of a Service Provider to Implement, Commission and Support Ticket Sales System for Robben Island Museum (RIM) for a Period of Sixty (60) Months (Five Years).

Item No | Description | Bid Price in RSA Currency **(All Applicable Taxes Included)**

1. The accompanying information must be used for the formulation of proposals:

1.1 The price proposal must be based on ALL OF THE BID SPECIFICATIONS AND NOTHING MUST BE OMITTED.

1.2 Prices quoted must be valid for at least 90 (ninety) days from the closing of the tender.

1.3 The proposal should include a pricing schedule which clearly sets out the cost of providing the services together with any other charges. Other charges should be explained.

1.4 Price must include all applicable taxes and VAT and must be indicated in ZAR. Price must also include all costs as there will be no additional costs entertained.

1.5 All assumption made in drawing up the proposal, including factors such as travelling, must be detailed.

1.6 Table 1 serves as cost breakdown and guidelines for bidders to cost the tender, bidders are permitted to include any other costs they deem necessary during compiling their proposals.

1.7 The total costs must include any annual price escalation, if applicable.

Table 1: Ticket Sales Costing

<table>
<thead>
<tr>
<th>Variable Costs Breakdown for 60 Months</th>
<th>Once-off (VAT inclusive)</th>
<th>Estimated Commission fee for the period of 60 months (VAT inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customization of ticketing system</td>
<td></td>
<td></td>
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<tr>
<td>Configuration and testing of the system</td>
<td></td>
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<tr>
<td>Migration of existing information to the new service provider platform</td>
<td></td>
<td></td>
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<tr>
<td>Training of system users</td>
<td></td>
<td></td>
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<tr>
<td>System user manuals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average costs for maintenance and support of ticketing system for the period of 60 months: Calculation to be based on fixed % of Commission fee on an annual average revenue sales of R 110 859 741.54*</td>
<td></td>
<td></td>
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<tr>
<td>Other costs, if any</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subtotal Total

Once-off costs
Variable cost of commission fee based on average sales revenue of 60 months
VAT 15%

Grand Total

Note: * Service provider to calculate average costs of fixed % commission fee based on R 110 859 741.54 average revenue per annum.
Any enquiries regarding bidding procedures may be directed to the –
Ms. P Madikane
SUPPLY CHAIN MANAGEMENT UNIT
ROBBEN ISLAND MUSEUM
Suite 204, Level 2
Clock Tower Building
V & A Waterfront
Cape Town
Tel: 021 413 4255/14
Email: patm@robben-island.org.za
**INVITATION TO BID**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE ROBBEN ISLAND MUSEUM**

**BID NUMBER:** RIM ICT 01-2020/2021  **CLOSING DATE:** 13 November 2020  **CLOSING TIME:** 11:00am

**DESCRIPTION:** APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT, COMMISSION AND SUPPORT TICKET SALES SYSTEM FOR ROBBEN ISLAND MUSEUM (RIM) FOR A PERIOD OF SIXTY (60) MONTHS (FIVE YEARS)

**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBDF).**

**BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)**

Robben Island Museum, Nelson Mandela Gateway
Tender Box
V & A Waterfront
Cape Town, 8002

**SUPPLIER INFORMATION**

<table>
<thead>
<tr>
<th>NAME OF BIDDER</th>
<th>POSTAL ADDRESS</th>
<th>STREET ADDRESS</th>
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<thead>
<tr>
<th>TELEPHONE NUMBER</th>
<th>CODE</th>
<th>NUMBER</th>
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<tr>
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<th>CODE</th>
<th>NUMBER</th>
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<thead>
<tr>
<th>FACSIMILE NUMBER</th>
<th>CODE</th>
<th>NUMBER</th>
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<tr>
<th>E-MAIL ADDRESS</th>
<th>VAT REGISTRATION NUMBER</th>
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<table>
<thead>
<tr>
<th>TCS PIN:</th>
<th>OR</th>
<th>CSD No:</th>
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<thead>
<tr>
<th>B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE</th>
</tr>
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<tbody>
<tr>
<td>[TICK APPLICABLE BOX]</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
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</tbody>
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<table>
<thead>
<tr>
<th>IF YES, WHO WAS THE CERTIFICATE ISSUED BY?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)</th>
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<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
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<tr>
<th>A REGISTERED AUDITOR</th>
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<tr>
<td>□ Yes</td>
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<tr>
<td>□ No</td>
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<thead>
<tr>
<th>NAME:</th>
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**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/BOBBEE AFFIDAVIT (FOR EMES & QSES) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

<table>
<thead>
<tr>
<th>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/SERVICES/WORKS OFFERED?</th>
</tr>
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<tbody>
<tr>
<td>□ Yes</td>
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<tr>
<td>□ No</td>
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<table>
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<tr>
<th>IF YES ENCLOSE PROOF</th>
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<thead>
<tr>
<th>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS/SERVICES/WORKS OFFERED?</th>
</tr>
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<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
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<table>
<thead>
<tr>
<th>IF YES ANSWER PART B:3 BELOW</th>
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**SIGNATURE OF BIDDER**

<table>
<thead>
<tr>
<th>SIGNATURE OF BIDDER</th>
<th>DATE</th>
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**CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)**

**TOTAL NUMBER OF ITEMS OFFERED**

<table>
<thead>
<tr>
<th>TOTAL BID PRICE (ALL INCLUSIVE)</th>
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</table>

**BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO**

<table>
<thead>
<tr>
<th>DEPARTMENT/PUBLIC ENTITY</th>
<th>CONTACT PERSON</th>
<th>TELEPHONE NUMBER</th>
<th>FACSIMILE NUMBER</th>
<th>E-MAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robben Island Museum</td>
<td>Mr. T. Kunene</td>
<td>021 413 4271</td>
<td><a href="mailto:ThabaniK@Robben-Island.org.za">ThabaniK@Robben-Island.org.za</a></td>
<td></td>
</tr>
<tr>
<td>CONTACT PERSON</td>
<td>Ms. P. Madikane</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONE NUMBER</td>
<td>021 413 4265</td>
<td></td>
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<tr>
<td>FACSIMILE NUMBER</td>
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<tr>
<td>E-MAIL ADDRESS</td>
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PART B
TERMS AND CONDITIONS FOR BIDDING

1. **BID SUBMISSION:**
   1.1. **BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.**
   1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED—(NOT TO BE RE-TYPED) OR ONLINE**
   1.3. **BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.**
   1.4. **WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.**
   1.5. **THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.**

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 VIEW THE TAXPAYER’S PROFILE AND TAX STATUS.**
   2.3 **APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.**
   2.4 **BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.**
   2.5 **IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.**
   2.6 **WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.**

3. **QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**
   3.1. **IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?**
       - [ ] YES
       - [ ] NO
   3.2. **DOES THE BIDDER HAVE A BRANCH IN THE RSA?**
       - [ ] YES
       - [ ] NO
   3.3. **DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?**
       - [ ] YES
       - [ ] NO
   3.4. **DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?**
       - [ ] YES
       - [ ] NO

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

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

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


1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:
   - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
   - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

1.3 Points for this bid shall be awarded for:
   (a) Price; and
   (b) B-BBEE Status Level of Contributor.

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

<table>
<thead>
<tr>
<th></th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRICE</td>
<td>80</td>
</tr>
<tr>
<td>B-BBEE STATUS LEVEL OF CONTRIBUTOR</td>
<td>20</td>
</tr>
<tr>
<td>Total points for Price and B-BBEE must not exceed</td>
<td>100</td>
</tr>
</tbody>
</table>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS
(a) "B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

(b) "B-BBEE status level of contributor" means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(c) "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;

(d) "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

(e) "EME" means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(f) "functionality" means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

(g) "prices" includes all applicable taxes less all unconditional discounts;

(h) "proof of B-BBEE status level of contributor" means:
   (i) B-BBEE Status level certificate issued by an authorized body or person;
   (j) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
   (k) Any other requirement prescribed in terms of the B-BBEE Act;

(m) "QSE" means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

(n) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

\[
P_{s} = 80\left(1 - \frac{P_{t} - P_{\text{min}}}{P_{\text{min}}}\right) \quad \text{or} \quad P_{s} = 90\left(1 - \frac{P_{t} - P_{\text{min}}}{P_{\text{min}}}\right)
\]

Where

\[
P_{s} = \text{Points scored for price of bid under consideration}
\]

\[
P_{t} = \text{Price of bid under consideration}
\]

\[
P_{\text{min}} = \text{Price of lowest acceptable bid}
\]

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

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:
<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of points (90/10 system)</th>
<th>Number of points (80/20 system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
<td>18</td>
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<tr>
<td>3</td>
<td>6</td>
<td>14</td>
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<td>4</td>
<td>5</td>
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<td>6</td>
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<td>7</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Non-compliant contributor</td>
<td>0</td>
<td>0</td>
</tr>
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</table>

5. **BID DECLARATION**

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

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

6.1 B-BBEE Status Level of Contributor: ... = .......... (maximum of 10 or 20 points)

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

7. **SUB-CONTRACTING**

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

*(Tick applicable box)*

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

7.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted: ................................% 

ii) The name of the sub-contractor: ................................................................................

iii) The B-BBEE status level of the sub-contractor: ..................................................

iv) Whether the sub-contractor is an EME or QSE

*(Tick applicable box)*

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

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

Designated Group: An EME or QSE which is at last 51% owned by:

<table>
<thead>
<tr>
<th>EME</th>
<th>QSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black people</td>
<td></td>
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<tr>
<td>Black people who are youth</td>
<td></td>
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<tr>
<td>Black people who are women</td>
<td></td>
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<tr>
<td>Black people with disabilities</td>
<td></td>
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<tr>
<td>Black people living in rural or underdeveloped areas or townships</td>
<td></td>
</tr>
<tr>
<td>Cooperative owned by black people</td>
<td></td>
</tr>
<tr>
<td>Black people who are military veterans</td>
<td></td>
</tr>
</tbody>
</table>

OR

Any EME
8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm: ..........................................................................................................

8.2 VAT registration number: ........................................................................................................

8.3 Company registration number: ................................................................................................

8.4 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

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

8.6 COMPANY CLASSIFICATION

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

[TICK APPLICABLE BOX]

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

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

i) The information furnished is true and correct;

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

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4
and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the
purchaser that the claims are correct;

iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any
of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other
remedy it may have—

(a) disqualify the person from the bidding process;
(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution.

WITNESSES

1. ........................................

2. ........................................

SIGNATURE(S) OF BIDDERS(S)

DATE: ........................................

ADDRESS

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

........................................
DECLARATION OF INTEREST (SBD 4)

Any legal person, including persons employed by the State¹, or persons having a kinship with persons employed by the State, including a blood relationship, may make an offer or offers in terms of this invitation to Bid (includes an advertised competitive Bid, a limited Bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting Bid, or part thereof, be awarded to persons employed by the State, or to persons connected with or related to them, it is required that the Bidder, his/her representative, declare his/her position in relation to the evaluating/adjudicating authority where:

- The Bidder is employed by the State; and/or

- The legal person on whose behalf the Bidding Document is signed, has a relationship with persons/s person who is/are involved in the evaluation and or adjudication of the Bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and/or adjudication of the Bid.

In order to give effect to the above, the following questionnaire must be completed and submitted with this Bid:

- Full Name of Bidder or his/her representative
- Identity Number:
- Position occupied in the Company (director, trustee, shareholder², member):
- Registration number of company, enterprise, close corporation, partnership agreement or trust:
- Tax Reference Number:
- VAT Registration Number:
- The names of all directors/trustees/shareholders/members, their individual identity numbers, tax reference numbers and, if applicable, employee/PERSAL numbers must be indicated in a separate schedule including the following questions:

  Schedule attached with the above details for all directors/members/shareholders  

  Are you or any person connected with the Bidder presently employed by the state? If so, furnish the following particulars in an attached schedule:

  Name of person/director/trustee/shareholder/member:
  Name of state institution at which you or the person connected to the Bidder is employed
  Position occupied in the state institution
  Any other particulars:

- If you are presently employed by the State, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? If Yes, did you attach proof of such authority to the Bid document? If No, furnish reasons for non-submission of such proof as an attached schedule (Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the Bid.)  

- Did you or your spouse or any of the company’s directors/trustees/shareholders/members or their spouses conduct business with the State in the previous twelve months?
If so, furnish particulars as an attached schedule:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you, or any person connected with the Bidder, have any relationship (family, friend, other) with a person employed by the State and who may be involved with the evaluation and or adjudication of this Bid? If so, furnish particulars as an attached schedule.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Are you, or any person connected with the Bidder, aware of any relationship (family, friend, other) between any other Bidder and any person employed by the State who may be involved with the evaluation and or adjudication of this Bid? If so, furnish particulars as an attached schedule:</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Do you or any of the directors/ trustees/ shareholders/ members of the company have any interest in any other related companies whether or not they are bidding for this contract? If so, furnish particulars as an attached schedule:</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
DECLARATION OF BIDDER'S PAST SCM PRACTICES (SBD 8)

- Is the Bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? If Yes, furnish particulars as an attached schedule:
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

- Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of Section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? If Yes, furnish particulars as an attached schedule:
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

- Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years? If Yes, furnish particulars as an attached schedule:
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

- Was any contract between the Bidder and any organ of state terminated during the past five years on account of failure to perform or comply with the contract? If Yes, furnish particulars as an attached schedule:
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</table>

The Database of Restricted Suppliers and Register for Tender Defaulters resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.

CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD 9)

I, the undersigned, in submitting this Bid in response to the invitation for the Bid made by Robben Island Museum, do hereby make the following statements that I certify to be true and complete in every respect:

- I have read and I understand the contents of this Certificate;
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</table>

- I understand that the Bid will be disqualified if this Certificate is found not to be true and complete in every respect;
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
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</table>

- I am authorised by the Bidder to sign this Certificate, and to submit the Bid, on behalf of the Bidder;
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</thead>
</table>

- Each person whose signature appears on the Bid has been authorised by the Bidder to determine the terms of, and to sign, the Bid on behalf of the Bidder;
  
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</table>

For the purposes of this Certificate and the accompanying Bid, I understand that the word “competitor” shall include any individual or organisation, other than the Bidder, whether or not affiliated with the Bidder, who:

a) Has been requested to submit a Bid in response to this Bid Invitation;

b) Could potentially submit a Bid in response to this Bid invitation, based on their qualifications, abilities or experience; and

c) Provides the same goods and services as the Bidder and/or is in the same line of business as the Bidder

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 will not be construed as collusive bidding.
In particular, without limiting the generality of paragraphs above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:

a) Prices;

b) Geographical area where product or service will be rendered (market allocation);

c) Methods, factors or formulas used to calculate prices;

d) The intention or decision to submit or not to submit, a Bid;

e) The submission of a Bid which does not meet the specifications and conditions of the Bid; or

f) Bidding with the intention not to win the Bid.

In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this Bid invitation relates.

The terms of this Bid have not been, and will not be, disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official Bid opening or of the awarding of the contract.

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.

* 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.

**STANDARD BIDDING DOCUMENTS DECLARATION**

The following documents are deemed to form and be read and construed as part of this agreement even where integrated in this document:

<table>
<thead>
<tr>
<th>Declaration of Interest (SBD4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011 (SBD6.1)</td>
</tr>
<tr>
<td>Where a valid BBBEE Certificate is not on file with ASSAf, please attach</td>
</tr>
<tr>
<td>Declaration certificate for Local Production and Content for Designated Sectors (SBD6.2)</td>
</tr>
<tr>
<td>Declaration of Bidder’s past SCM practices (SBD8);</td>
</tr>
<tr>
<td>Certificate of Independent Bid Determination (SBD9)</td>
</tr>
<tr>
<td>General Conditions of Contract</td>
</tr>
</tbody>
</table>

The obligation to complete, duly sign and submit these declarations included in this SBD declaration pack cannot be transferred to an external authorized representative, auditor or any other third party acting on behalf of the legal entity.

I declare that I have had no participation in any collusive practices with any Bidder or any other person regarding this or any other procurement.

I certify that the information furnished in these declarations (SBD4, SBD5 where applicable, SBD6.1, SBD 6.2 where applicable, SBD8, SBD9) is correct and I accept that ASSAf may reject the Offer or act against me should these declarations prove to be false.

I confirm that I am duly authorised to sign this SBD declaration pack by the Chief Financial Officer or other legally responsible person nominated in writing by the Chief Executive or Senior Member/Person with management responsibility (Close Corporation, Partnership or Individual)
<table>
<thead>
<tr>
<th>Full Name</th>
<th>Identity Number</th>
<th>Personal Income Tax Reference Number</th>
<th>State Employee Number / Personal Number</th>
</tr>
</thead>
<tbody>
<tr>
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**Full details of directors / trustees / members / shareholders.**
TERMS OF REFERENCE FOR THE:

APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT, COMMISSION AND SUPPORT TICKET SALES SYSTEM FOR ROBBEN ISLAND MUSEUM (RIM) FOR A PERIOD OF SIXTY (60) MONTHS (FIVE YEARS)
1 PURPOSE

The main objective of this tender is to appoint a service provider to procure, customize, implement, and support the hardware and software infrastructure of a ticket sales system to the RIM for the period of 60 months.

2 BACKGROUND AND OVERVIEW

Robben Island Museum (RIM) current ticketing sale system is owned and supported by Webtickets. RIM is using Webtickets system to sell tickets. These tickets are available online through Webtickets website, Pick n Pay and mobile applications. Some of the tickets are also sold on premises via Ticket Sales booth located at Nelson Mandela Gateway (NMG) in V&A Waterfront.

RIM seeks to source a Service Provider that will provide a holistic ticketing system that will cater for all Robben Island Museum (RIM) ticketing needs. The ticketing system needs to be seamlessly integrated to RIM’s website and be possible to link RIM’s social media platforms. The current ticketing system is not integrated to RIM’s website, visitors only access the ticketing sale link via RIM’s website and get redirected to the 3rd party website when they want to purchase tickets. RIM is losing an opportunity to market its brand, whilst the ticketing system is not branded with RIM’s brand and the interface is completed branded with service provider information.

3 SCOPE OF WORK

(a) The successful service provider must have a capacity and experience in provisioning, implementation, supporting and maintenance of the ticket sales system.
(b) Service provider will be responsible to setup ticket sales system to all end users as required by RIM.
(c) Service provider must provide continuous training to the ticket sales system end users across the organisation, as need arises.
(d) An off-the-shelf system must be customised by the service provider in order to meet business requirements and functional requirements of the organisation.
(e) Ticket sales system must have two databases; one hosted by the service provider and the other one must be configured by the Service Provider via RIM's server infrastructure for data replication and ownership.

(f) The ticket sales system must be flexible and scalable to accommodate any changes in the user requirements for future modifications/adjustment in operations at no additional cost, during the period of the contract.

(g) The ticket sales system must be able to interface with current accounting software (ACCPAC) and data must be exportable as; pdf, Excel and MS Word format. i.e. must provide data in a format that must be easily uploaded into ACCPAC.

(h) Successful service provider must migrate the existing data from the existing ticket sales database to the new ticket sales system/database; if there will be a need to design a new database that will be compatible with the service provider's ticket sales system.

(i) System must be accessible via RIM's website, branded with RIM's logo and branding.

(j) Ticket sale system must be compatible across other platforms such as; Microsoft windows, android and iOS (this shall include mobile device and desktops).

(k) System must be accessible using domain usernames and passwords for backend users. Password must expire every thirty days or the system must prompt the users to change the password before it expires.

(l) Service provider must provide migration plan, an implementation plan (list of items to be included, but not limited; milestone, time frame per milestone, approach for training, approach for system support, approach for change management) on how the system will be implemented, including migration of data from the existing service provider if required, pilot and cut-off date to switch over to the new ticket sale system.

(m) The proposed ticket sale system must be POPIA compliant and integrity of information must be not comprised. PCI DSS compliant; secure online card transactions.

(n) The Service provider must have a dedicated service support line that operates seven days a week from 08:00 am until 17:00 pm, including peak season hours. Service Provider must provide details for emergency number after operating hours.

(o) Service provider will be required to have a remote office site within 60 km from Robben Island Museum Offices located in V&A Waterfront. Physically human resource to provide onsite support within 30 minutes will be required to reside in Cape Town within the proximity that meets the 30 minutes response time.
(p) The Service provider must be able to respond within half an hour for all incidents reported to their service desk by RIM.
(q) At the end of the contract RIM will have access to ticket sales system and database for data migration at no cost.

### 3.1 Ticket Sale System Functionality Requirement

<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
</thead>
</table>
| 1     | Selling of tickets                     | System to allow a user to buy a ticket either at the counter or online.  
- System to allow a user to select/enter number of tickets to be purchased.  
- System to allow a user to capture personal details.  
- System to have mandatory fields to capture information such as:  
  - Full names of the purchaser  
  - Contact details such as; email and cell number of the purchaser.  
  - Capture full names of the visitor  
  - Full Identity Number or passport number of the visitor.  
  - Next of kin's full names of the visitor  
  - Contact details of the next of kin  
  - Nationality of the visitor.  
- System must be able to allow back office ticket sales staff to upgrade/downgrade tickets of the visitors.  
- Ticket sale system must have a function to charge administration fee for any changes such as; update of the visitor details, ticket upgrade/downgrade, transferring of the ticket, or any changing of the ticket information made by the purchaser or ticket holder.  
- System must have functionality for selling of private tours.  
- Authorised Tour Operators must be able to access system to sell tickets via their portal.  
- System must have a functionality to allow backend users to monitor demand and selling of tickets. Functionality to release tickets or increase tickets, if required.  
- Ticket sales manager must be able to adjust quantity of tickets for Tour Operators, if required.  
- System must have a function to suspend a Tour Operator who fails to comply to all | Ticket sales |
<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>booking requirements, as prescribed by RIM. &lt;br&gt;- Tour Operators must be able to register themselves on the system and approval must granted by RIM. &lt;br&gt;- System must allow Tour Operators to do bulk booking of tickets and be given 24 hours before the tour to capture all details of the visitors. System must send a reminder to capture missing information on the system. &lt;br&gt;- If the Tour Operator fails to capture information before 24 hrs., then the system must automatically make ticket available online for reselling within 24 hours before the tour. A reminder sent to the Tour Operator via the system. &lt;br&gt;- System must allow uploading for bulk booking by the end users. The service provider will be responsible to design a form and make it available via the system online.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Ticket booking/purchase on system (either online or at the counter) &lt;br&gt;- System must ensure a visitor captures all compulsory information during the booking of a ticket. &lt;br&gt;- System must not allow the ticket purchaser to complete a transaction, if compulsory information is not captured. Mandatory fields must be marked either with asterisk * or field marked in red color. &lt;br&gt;- System must prompt a purchaser to accept terms and conditions of a ticket. &lt;br&gt;- Purchase of a ticket cannot be completed, if the purchaser declines to accept terms and conditions. &lt;br&gt;- Terms and conditions of a ticket must be printed at the back of the tickets. &lt;br&gt;- Terms and conditions must be also available via the ticketing system whereby the purchaser can opt to view T&amp;C's before accepting them. &lt;br&gt;- System must prompt a ticket purchaser to confirm that all captured information is true and correct. &lt;br&gt;- System must allow the ticket purchaser to choose an option to receive a ticket- either via e-mail or mobile ticket. &lt;br&gt;- A client will then be automatically notified via SMS or email. The audit trail of this will show the transaction details (ref no, customer, tour and amount) and the validation details (operator, date and time).</td>
<td>Manage booking of tickets</td>
<td></td>
</tr>
<tr>
<td>ID no</td>
<td>Business and functionality Requirement</td>
<td>Function</td>
<td>Process Name</td>
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</tbody>
</table>
| 3     | Refunds of tickets                     | -Ticketing system must be able to do refunds for all tour cancellations.  
- Ticket system must provide a functionality for all voluntary refunds.  
- System must have an option to either refund through; cash, credit card, debit card or EFT.  
- A system should have an option for bulk refund for credit cards.  
- System must indicate a refund status (both online and counter) whether a refund was successful, pending or failed.  
- System must be able to produce refunds report either per transaction, tour, daily, weekly, monthly or yearly refunds.  
- All system refunds must be done through the original method of payment. | Refunds management |
| 4     | Rescheduling of tickets                 | -Ticketing system should allow a ticket purchaser to be able to reschedule their ticket, provided they meet rescheduling criteria. An administration fee shall apply for all rescheduling.  
- An exception must be provided for none admin fee for all tours cancelled by RIM.  
- Admin fee must be applicable to all voluntary rescheduling. | Reschedule management |
| 5     | Update of ticket information            | -Ticketing system must have a functionality to allow the update of ticket information such as visitor’s details; next of kin, contact details and an administration fee should be automatically required before issuing of the ticket to the purchaser, for individual ticket purchasers. | Ticket sales management |
| 6     | Transferring of tickets                 | -Ticketing system must have a functionality to allow a ticket purchaser to transfer a ticket to other person, seamlessly via an online channel.  
- A new ticket holder must produce a physical identification when changing a ticket at the counter for identification.  
- Administration fee must be charge for such changes. All ticket transfers must adhere to the approved Ticket Transfer Guidelines for RIM. | Transfer ticket |
<p>| 7     | Tickets discounts                       | -System must be able to issue discounted tickets as defined by Robben Island Museum such as; Tour Operator discount, concession rate (such as; staff discount, schools, pensioners) and the system must have unique discount code per category that qualifies for discounts. | Ticket sales discount management |</p>
<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-System should only allow the discount codes to be entered and validated via Tour Operator portal.</td>
<td>Ticket differentiation</td>
<td>Standardize tickets</td>
</tr>
</tbody>
</table>
| 8     | -All tickets issued must have the following written on it:  
  -Visitor information  
  -Nationality of the ticket holder  
  -These are the current types of type of the ticket and the system must be able any future amendments:  
  -Business guest  
  -Visitor  
  -Private tour  
  -Adult (None SA, Tour Operator, SA Citizen)  
  -Child (None SA, Tour Operator, SA Citizen)  
  -Pensioner  
  -Special events  
  -Return ticket  
  -Resident and Resident Visitor  
  -Infants  
  -EPP’s  
  -Complimentary tickets  
  -Each ticket must have a unique barcode to be used for scanning during the departures.  
  -Ticketing system must be able to recognise invalid tickets and display the message that the ticket is invalid.  
  -System must have a built-in intelligence to scan a ticket once at a particular location, tour, time and date. This should avoid the reuse of the same ticket to grant boarding. | Passenger List | Passenger reporting |
| 9     | -Ticket system must be able to produce passenger list per boat.  
  -The passenger list should reflect the following details of each passenger:  
    -Full names  
    -Contact details  
    -Next of kin  
    -Nationality  
    -Name of the ferry/boats carrying passengers.  
    -Barcode number of each ticket  
    -Total number of passengers on-board  
    -Time stamp for each ticket scanned to board a ferry.  
    -Scanning location of all guests (these locations will be either NMG (Mainland) or Murray's Bay harbour (Robben Island) |
<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-Passenger report summary during scanning- whereby live count is displayed on the screen during the scanning. -Detailed, exportable, downloadable, e-mailed and printable passenger list must be access once the boarding scan is completed and to be issued to a ferry Skipper, and file at Information. -Passenger list must indicate passenger status type as follows:  - Business guest  - Staff  - Resident visitor  - Visitor  - Private Tour  - Infant</td>
<td>Visitor Check-in requirement</td>
<td>Visitor Management</td>
</tr>
<tr>
<td></td>
<td>-The system must allow a Supervisor (Ticket Sales or Information) must allow visitor to check in at least 50 minutes before ferry departure at NMG. -The system must allow a Supervisor to close the check-in, 10 minutes before departure time. -System must automatically display a message saying check-in has closed. -Hand held scanners are required to scan tickets for check-in at the Main Entrance door. -System must only allow tickets to be scanned for that particular tour. Message must be displayed indicate that a ticket is not valid for a tour. -System must provide information regarding the number of visitors checked-in and the number of visitor who did not show-up under check-in summary. -System must be able to produce exportable and printable reports about check-in information. -However, system must have an exception/permit certain back-end users/roles who have super user permission to check in visitors during the 10 minutes before departure. -System must have an exception for business guests and staff to be excluded from the check-in process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Visitor Boarding requirement</td>
<td>-Only checked-in tickets must be allowed to scan for boarding, excluding business guest and staff. Message should indicate that the ticket is not checked in during boarding, if the ticket is not checked in. That's visitor must be not allow to board at the NMG.</td>
<td>Boarding management</td>
</tr>
<tr>
<td>ID no</td>
<td>Business and functionality Requirement</td>
<td>Function</td>
<td>Process Name</td>
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<tr>
<td></td>
<td>-System must read tickets barcodes or barcode numbers for scanning.</td>
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<tr>
<td></td>
<td>-Upon scanning for boarding- a ticket must reflect the full names of the ticket holder and the nationality.</td>
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<tr>
<td></td>
<td>-System must also says access granted in green, for all valid tickets.</td>
<td></td>
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<tr>
<td></td>
<td>-Ticketing system must deny all invalid tickets during the scanning- red screen should reflect, if the access is denied.</td>
<td></td>
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<tr>
<td></td>
<td>-Ticketing system must indicate with a message that, the infant is being scanned, so that adults are prevented to use infant tickets for boarding. A pop up message should reflect and indicate that it's a minor or infant ticket holder.</td>
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<td></td>
<td>-A message is required to be reflected on the screen when scanning pensioners as well.</td>
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<tr>
<td></td>
<td>-System must able to validate tickets using a ticket barcode number, if the barcode is tempered and the system can't be able to read a barcode.</td>
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<tr>
<td></td>
<td>-Ticket must only grant access once in order to avoid duplication of usage by more than one person.</td>
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<tr>
<td></td>
<td>-System must automatically count number of all passengers being scanned at real-time.</td>
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<tr>
<td></td>
<td>-Ticket system must be able to have a customisable list of all boats and maximum capacity to be selected during boarding.</td>
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<tr>
<td></td>
<td>-Ticket system must not allow scanning of tickets to the boat once the capacity of the boat has been reached. A red message must reflect on the screen with a message says &quot;Boat capacity has been reached&quot;.</td>
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<td></td>
<td>-Biometric scanning of boarding for the following shall be provided by the service provider:</td>
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<td></td>
<td>-Staff</td>
<td></td>
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<tr>
<td></td>
<td>-Contractors</td>
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<td></td>
<td>-Residents and long term resident visitors.</td>
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<td></td>
<td>-Service provider must provider two biometric scanners for both Mainland and the Island.</td>
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<td></td>
<td>-Service provider is responsible to install, configure and test the biometric system for the registration of all biometric access users.</td>
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<td></td>
<td>-RIM will be custodian to register and management all users access.</td>
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<td></td>
<td>-Biometric report shall be available on the system reflecting the following: staff full</td>
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<td>ID no</td>
<td>Business and functionality Requirement</td>
<td>Function</td>
<td>Process Name</td>
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<td></td>
<td>names, department, time scanned for both locations, date, ferry and scanning location. -All employees must have unique barcodes for secondary scanning in the event when the biometric system is dysfunctional. Search functionality must be provided to use staff full names.</td>
<td></td>
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<tr>
<td>12</td>
<td>Ticket system compatibility requirement</td>
<td>-System must be compatible with the use of any barcode scanners. -System must be compatible with portable barcode scanners. -System must be compatible and work on Windows, Android and Apple devices. -System must be compatible to use tap and go payments speed points. -System must be compatible to use scan payments. -System must be compatible to use any types of credit and debit cards. -System must be compatible to use handheld scanners, smart phones and other mobile devices.</td>
<td>Usability of the system</td>
</tr>
<tr>
<td>ID no</td>
<td>Business and functionality Requirement</td>
<td>Function</td>
<td>Process Name</td>
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<tr>
<td></td>
<td>Performance reporting on daily basis.</td>
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<td></td>
<td>System to auto-generate weekly stats for all sales</td>
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<td></td>
<td>Customer break-down report; by country, ticket types category.</td>
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<tr>
<td></td>
<td>Report on types of payment: EFT, Credit Cards, Debit Card and cash.</td>
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<tr>
<td></td>
<td>Reports on reconciliation payments</td>
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<td></td>
<td>Admin/penalty fee per day transactions and ticket details</td>
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<td></td>
<td>System shall provide custom built reporting that provide average sales, total sales per day, week, month and yearly. These report should be exportable to PDF, Excel, MS Word.</td>
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<td></td>
<td>A report should be available which provides all sales for tours occurring in a selected period. A report which provides total sales/tickets sold in a selected period, i.e. See all sales made in March which relate to March tours and future tours. See all sales made in March which relate only to tours to occur in March. Reports which indicate total sales for the month and breakdown sales value into periods as to when tours will occur.</td>
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<tr>
<td></td>
<td>Be able to view all transactions for a selected period/dates. Detailing the date, time, reference number, tour, type, units and amount.</td>
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<tr>
<td></td>
<td>All categories for refunds made between two selected periods in time. Detailing the date, time, reference number, customer, tour, units and amounts.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>All rescheduled transactions between selected periods in time. Detailing the date, time, reference number, type and amount.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>All tours cancelled between two selected periods in time. Detailing the tour, date, time, units outstanding, reason for cancelling and value of total outstanding.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Breakdown of each ticket type per tour and per selected period/dates. Detailing the performance tour date and time, ticket type, ticket price, sales units, and total value.</td>
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<tr>
<td></td>
<td>Visitor summary per tour showing the capacity of the ferry, the amount of</td>
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</table>

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<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
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</thead>
</table>
|      |                                        | tickets purchased, reserved and available and the total revenue for that tour. Tours should be displayed for any given period.  
  ○ A report showing all the sales, refunds and rescheduling for a specific tour. Detailing the date, time, reference number, customer, tour, type, units and amount.  
  ○ Sales summary for all operators and online sales transactions between financial years in time, for all tours up until a certain date.  
  ○ Daily transaction totals between two selected periods in time.  
  ○ Transactions between selected periods/financial years in time by a value entered by operators. Detailing the date, time, reference number, customer, tour, ticket type and units.  
  ○ Able to have search functionality per reference number or barcode, or per customer name or email.  
  ○ Report showing EFT transactions that need to be validated or should not be validated between financial years in time. For transactions to be validated, the report should show the date, the reference number, the customer, the tour and the amount. There should also be a search function incorporated on the report to locate specific transactions that need to be validated. When clicking on the transaction, the system should prompt the operator to either partially or completely validate the tickets. A report showing a breakdown of customers per country and the ratio to the other countries.  
  ○ Report showing the penalty fees per day, between selected periods in time.  
  ○ Summary report per operator, between two periods selected in time, detailing sales and refunds per method of payment, as well as the net cash. Then when clicking on an operator, cash up sheet pops up detailing all their transactions for the period selected with totals. As well as place for the operator and supervisor to sign. Also blocks for the operators |
<table>
<thead>
<tr>
<th>ID no</th>
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<th>Function</th>
<th>Process Name</th>
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<tbody>
<tr>
<td></td>
<td>to fill in their total cash deposited and any shortage or surplus. Rescheduled transactions should be displayed at the end of this report and there should be an option to print.</td>
<td></td>
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<td></td>
<td>o Also a report showing all credit card transactions that go through the system that are either valid or invalid.</td>
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<tr>
<td></td>
<td>o A report of scanned tickets that were refunded. Detailing the date, time, reference number, customer, performance date and time, units and amount.</td>
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<tr>
<td></td>
<td>o Report showing details of tours done per ferry used.</td>
<td></td>
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<tr>
<td></td>
<td>o NOTE - All reports to have a sum total at the end.</td>
<td></td>
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<tr>
<td></td>
<td>o NOTE - Different reports and functions need to be assigned to different employees based on a pre-designed matrix. Thus user names need to be assigned to each employee using the system as well as assigning an access matrix to apply different user profiles to each user name.</td>
<td></td>
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<tr>
<td></td>
<td>o The system must also be able to search for barcode numbers, transaction ticket reference numbers by inputting relevant detail for reporting and finance purpose.</td>
<td></td>
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</tr>
</tbody>
</table>

**Exception reports:**

The exception reports should include but not limited to:

- o Listing of tickets printed twice.
- o Identification of reduced ticket prices for the various ticket categories.
- o Identification of duplicate ticket reference numbers.
- o Refunded transactions of scanned tickets.
- o Identification of refunded and rescheduled transactions which do not relate to "no boat" days or rather were tickets are refunded which is not in line with policy in terms of automatic refunds.
- o Run a report for tours with blank fields.
- o Waiver of admin fees report.
- o Boat capacity/usage exception reports linked to a pre-determined
<table>
<thead>
<tr>
<th>ID no</th>
<th>Business and Functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>acceptable level of capacity to achieve.</td>
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</tr>
</tbody>
</table>
| 14    | System integration with Finance System | -System must be able to integrate with current Finance system (Sage ACCPAC) in order to produce the following exportable and downloadable reports;  
|       |                                        | o Gross sales tickets summary  
|       |                                        | o Ticket refunds summary  
|       |                                        | o Gross admin fee summary  
|       |                                        | - The ticket sales system must be integrated with a selected banking system for point of sales and online transactions.  
|       |                                        | - System must have a functionality to allow Ticket Sales Operators to do electronic refunds (credit cards, cash, debits and EFT refunds.  
|       |                                        | - System shall be integrated/access via RIM’s website and customised to have RIM’s branding.  
|       |                                        | - System must not take ticket purchaser to other website. The front end of the system must depict Robben Island Logo and information. Not service provider’s information. | Ease of access to ticket sales system |
| 15    | System security requirement | -System must authenticate user access through usernames and passwords. System must have one role that has Super user access rights. This role must allow more than one user to have super access rights to the system.  
|       |                                        | - Only super user can created usernames for system administrators.  
|       |                                        | - System must allow System Administrators to create, deactivate, enable, suspend or revoke access to the system.  
|       |                                        | - System must only allow backend users to setup passwords that meet minimum requirement for password like; $Something$9.  
|       |                                        | - System must allow end users to reset their passwords after 30 days.  
|       |                                        | - System must have an audit trail for all transaction made on the system. Audit trail report must be exportable to Excel, PDF and Word format.  
<p>|       |                                        | - All user’s passwords with more than 30 days lifespan must automatically expire. | System segregation of roles |
|       |                                        | Detailed user access matrix will be provided to the successful service provider. |          |</p>
<table>
<thead>
<tr>
<th>ID</th>
<th>Business and functionality Requirement</th>
<th>Function</th>
<th>Process Name</th>
</tr>
</thead>
</table>
| 16  | User account management requirement  | - Point of Sale system (POS) must only allow authorised users to access information through the use of usernames and passwords.  
- POS system must alert the user five-days prior to expiration of the password.  
- POS system must allow the users to reset their password.  
- POS system must lock user account if the password has expired.  
- System must locked out the user after three unsuccessful log in attempts. | System access management |
| 17  | Ticket Cancellations                  | - System should allow the visitor to reschedule or get refund when tours are cancelled.  
- System must be able to send SMS and e-mail notifications when the tours are cancelled.  
- System must track and generate reports for outstanding tickets that require refunds i.e. tickets for cancelled trips that have not rescheduled or not yet received refunds. |                                                                      |

4 COMPULSORY REQUIREMENTS

Failure to meet the minimum requirements mentioned below may result in bidders being disqualified.

(a) The service provider must submit a company profile reflecting a minimum of five years experience in the supplying, installation and support of ticket sale system.

(b) Service provider must provide three or more contactable reference letters from the previous clients where similar service was implemented. All letters must be on the company letter head of the referee and signed by the referee.

(c) Service provider must provide a project team leader with a minimum of three years in commissioning the similar service. At least two similar projects must be provided or listed on the CV of the Project Team Leader.

(d) The Service provider must provide a project implementation plan (list of items to be included, but not limited; project milestone, time frame per milestone, approach for training, approach for system support, approach for change management) indicating the following:
• Project milestones and timelines (must not exceeding three months) to complete each implementation of ticket sale system.
• Migration plan – to migrate existing ticket sales information to the new service provider portal.
• Training approach of RIM Staff,
• Approach to conduct testing of the new system,
• Approach to go live with new system.

5 SERVICE MANAGEMENT AND REPORTING

(a) A Service Level Agreement (SLA) will be signed between a successful Service Provider and RIM.
(b) The service provider must provide monthly report pertaining service management of ticketing system. This report should include, but not limited to the number of incidents reported, response times, number of deviations or none compliance to the agreed turnaround times and escalations, if any.
(c) Monthly reports must be presented during the compulsory monthly meetings to be held at RIM’s offices in Waterfront. Service provider is required to e-mail quarterly reports two working days before quarterly meetings.
(d) A penalty fee (0.05 % of sales commission fee per month) may apply for none compliant to SLA and a penalty fee shall be % of sales commission fee less penalty fee.

6 EVALUATION CRITERIA

All tender bids proposal will be evaluated in the following manner:
(a) Phase 1: Evaluation process – Submission of compulsory proposal requirements by bidders and compliance to the specification requirements

(i) The first phase of evaluation is checking and verification of all the mandatory documents to be submitted by the bidders and compliance to specification.
(ii) Bidders are required to comply by the bidder requirements mentioned above.
(iii) Certified copies or original documents will be accepted.
(iv) Companies that do not comply with the compulsory bid requirements specification, technical and mandatory requirements, and scope of work may be regarded as non-responsive and may be disqualified.

(b) Phase 2: Price and Preference Procurement Points System

Application of price and preference points (Please attach an updated BEE certificate/affidavit stating the BEE status level in order to claim points for BEE status level)

The new Preferential Procurement Policy Framework Act 2000 (PPPFA) Regulations were gazetted on 20 June 2017 (No. 40553) and effective from 1 April 2017. These regulations require the bidder to submit valid original or certified copies of their B-BBEE Status Level Certificate from SANAS accredited verification agency and accredited Auditing firm. The 80/20 preference point (80 for price and 20 for B-BBEE status contribution) system will be applied in accordance with the formula and applicable points provided for in the perspective status level contributor table in the Regulations.

<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of points (80/20 system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>18</td>
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<tr>
<td>3</td>
<td>16</td>
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<tr>
<td>4</td>
<td>12</td>
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<td>5</td>
<td>8</td>
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<td>6</td>
<td>6</td>
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<tr>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Non-compliant contributor</td>
<td>0</td>
</tr>
</tbody>
</table>

a. Failure to capture the required status level on the SBD 6.1 and to submit the required B-BBEE status level certificate will lead to a zero (0) B-BBEE Status level contribution.
b. The points scored by the bidder in respect of the points indicated above will be added to the points scored for price.
c. Bidders are requested to complete the various preference claim forms in order to claim preference points.
d. Only bidders who have completed and signed the declaration part of preference claim form will be considered for B-BBEE status.
e. Supply Chain Management may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regards to B-BBEE status.
f. Points scored will be rounded off to the nearest 2 decimals.
g. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for B-BBEE status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.

h. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

The following breakdown and weighting will apply with regards to application of point for price and points for BEE status level:

<table>
<thead>
<tr>
<th>BREAKDOWN</th>
<th>WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Points for BEE status level</td>
<td>20</td>
</tr>
<tr>
<td>(ii) Points for Price</td>
<td>80</td>
</tr>
<tr>
<td>Total Points</td>
<td>100</td>
</tr>
</tbody>
</table>

7 PRICING SCHEDULE

The proposal should include a pricing schedule which clearly sets out the cost of providing the services together with any other charges. Other charges should be explained. Prices quoted must be valid for at least 90 (ninety) days from the closing of the tender. All assumption made in drawing up the proposal, including factors such as travelling, must be detailed.

The proposal must indicate total costs including VAT in rands. Table 1 serves as cost breakdown and guidelines for bidders to cost the tender, bidders are permitted to include any other costs they deem necessary during compiling their proposals. The total costs must include any annual price escalation, if applicable.

<table>
<thead>
<tr>
<th>DELIVERABLES</th>
<th>VARIOUS COST BREAKDOWN FOR 60 MONTHS</th>
<th>Once-off (VAT inclusive)</th>
<th>Estimated Commission fee for the period of 60 months (VAT inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customization of ticketing system</td>
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<tr>
<td>Configuration and testing of the system</td>
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<tr>
<td>Migration of existing information to the new service provider platform</td>
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<tr>
<td>Training of system users</td>
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<tr>
<td>System user manuals</td>
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<td>---------------------</td>
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</tr>
<tr>
<td>Average costs for maintenance and support of ticketing system for the period of 60 months: Calculation to be based on fixed % of Commission fee on an annual average revenue sales of R 110 859 741.54*</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Other costs, if any</td>
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<td></td>
<td></td>
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</tbody>
</table>

**SUBTOTAL**

<table>
<thead>
<tr>
<th>Once-off costs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable cost of commission fee based on average sales revenue of 60 months</td>
<td></td>
</tr>
<tr>
<td>VAT 15%</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL**

NOTE: * service provider to calculate average costs of fixed % commission fee based on R 110 859 741.54 average revenue per annum.

**8 ENQUIRIES**

a. For any ICT technical enquiries please contact Senior Manager ICT:
   
   Mr. Thabani Kunene at 021 413 4271 or email at: ThabanIK@robben-island.org.za

b. For any SCM enquiries please contact Senior Manager SCM:
   
   i. Ms. Pat Madikane at 021 413 4265 /email at: PatM@robben-island.org.za

**9 BRIEFING SESSION & CLOSING DATE**

Briefing Session and site visit is compulsory and will be virtual: 30 October 2020@11:00 am

Venue: **Remote locations via zoom**, please confirm attendance by replying via email to velisab@robben-island.org.za by no later than 28 October 2020, 11h00 am so that a zoom link will be sent to the attendees before 30 October 2020

Closing Date: 13 November 2020 by 11h00 a.m.

NB: Bidders that did not attend the compulsory briefing session and site visit will not be considered.

**10 SUBMISSION**

Tender documents must be deposited in the tender box situated as follows:

*Robben Island Museum, Nelson Mandela Gateway, Tender Box, situated next to Information Desk, V & A V&A Waterfront, Cape Town.*
Companies are required to also submit the soft copies of their tender document/proposals. To note that the soft copies will be considered only if a company's tender document/proposal was deposited on the closing date and time at the tender box situated in Nelson Mandela Gateway as indicated in paragraph 10. These soft copies can be forwarded to patm@robben-island.org.za and vellisab@robben-island.org.za.
GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT

July 2010
NOTES

The purpose of this document is to:

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

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

• The General Conditions of Contract will form part of all bid documents and may not be amended.

• Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.
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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

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

29. Governing language

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

30. Applicable law

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

31. Notices

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

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

32. Taxes and duties

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

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

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

33. National Industrial Participation (NIP) Programme

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

34. Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.