



**nhc**

National Heritage Council  
SOUTH AFRICA

an agency of the  
Department of Arts and Culture

# TERMS OF REFERENCE

## IT DESKTOP SUPPORT AND SERVER MAINTENANCE



## SUMMARY OF TENDER

1. Assignment:	The National Heritage Council (NHC) requires suitably qualified and experienced service providers to submit proposals for rendering IT Desktop Support and Server Maintenance Services for a period of three (3) years.
2. Name of the responsible office:	Supply Chain Management
3. Address for submitting proposals & other correspondence:	The Supply Chain Manager, National Heritage Council, Room 201, No 57 Kasteel Road, Domus Building, Lynwood Glen, Pretoria
4. Telephone:	012-3481663/8223
5. Email:	procurement@nhc.org.za
6. Attention:	Ms Zimbini Mtimde
7. Closing Date & Time for submission of proposals:	22 September 2015 at 11H00
8. Bid Description:	Appointment of a suitably qualified and experienced service provider to render IT Desktop Support and Server Maintenance services for a period of three (3) years.
9. Bid Number:	NHC/02/2015/2016
10. Briefing Meeting	None

## Contents

1.	BACKGROUND .....	4
2.	GENERAL GUIDELINES .....	4
3.	INSTRUCTION FOR PROPOSALS .....	7
4.	SCOPE OF SERVICE .....	9
5.	STANDARD REQUIREMENTS OF THE BID .....	11
6.	EVALUATION CRITERIA.....	13
7.	PRICES .....	19
8.	PAYMENT TERMS .....	19
9.	VALIDITY.....	19
10.	SIGNATORIES.....	19
11.	SPECIAL TERMS AND CONDITIONS .....	19
12.	SUBMISSION OF BID DOCUMENTS .....	20
13.	LATE SUBMISSION.....	20
14.	CLARIFICATIONS / ENQUIRIES .....	21
15.	ANNEXURES .....	22

# 1. BACKGROUND

## 1.1. Introduction to the National Heritage Council

The National Heritage Council of South Africa (NHC) is a Schedule 3(A) Public Entity that is responsible for the preservation of the country's heritage. The important areas that the NHC focuses on is policy development for the sector to meet its transformation goals, public awareness and education, knowledge production in heritage subjects that were previously neglected, and making funding available to projects that place heritage as a socio-economic resource. The NHC came into existence through an amendment of the Cultural Laws Second Amendment Act 69 of 2001, and was officially constituted through the National Heritage Act of 1999.

## 1.2. Background to the Bid

- 1.2.1. The NHC, as a Public Entity, is subject to the Public Finance Management Act (PFMA) and Public Service Corporate Governance of Information and Communication Technology Policy Framework (PGICTPF), issued by the Department: Public Service and Administration (DPSA).
- 1.2.2. The PFMA requires that Public Entities enter into Tender Contracts with suppliers of Goods and Services, over specific thresholds.
- 1.2.3. The PGICTPF prescribes minimum standards of Governance in Information and Communication Technology (ICT), and informs policies, frameworks and plans of the NHC.
- 1.2.4. This document outlines the General Guidelines and Instructions for Tender Bid Submission, Terms of Reference (ToR) for technical specifications, and Evaluation Criteria.

# 2. GENERAL GUIDELINES

Completed Tender submissions should be hand-delivered in sealed envelopes to the NHC at the address on page 1 of this document. All envelopes should be sealed and clearly marked.

All enquiries should be in writing and must be directed to: [procurement@nhc.org.za](mailto:procurement@nhc.org.za) for the attention of Ms Z Mtimde. Enquires will be allowed from the date of invitation until seven working days before the closing date for submission of proposals.

## 2.1. Purpose of the Terms of Reference (ToR)

The purpose of this bid is to provide information that will enable the bidder to develop a scope and comprehensive proposal for IT Desktop Support and Server Maintenance Services for a period of three (3) years. Since not all services and requirements can be fully defined, the ToR provides an environmental sketch for Bidders to enable them to formulate their proposal for the NHC.

## 2.2. Objectives

The primary objective of this request for proposal is to invite suitably qualified and experienced ICT service providers to submit proposals to the NHC to render IT Desktop Support and Server Maintenance Services for a period of three (3) years.

The secondary, but no less important, objective is to give expression to the general precepts of all ICT Policies and Procedures of the NHC and DPSA.

### 2.3. Submission of Proposals

- 2.3.1. The bid should be hand delivered or couriered to the address specified on Page 1 in six (6) sets each. The original, four copies of the proposals plus one CD (i. e. six sets in total) should be clearly marked:

**“IT DESKTOP SUPPORT AND SERVER MAINTENANCE SERVICE,  
REFERENCE NUMBER: NHC/02/2015/16”**

- 2.3.2. Bidders are requested to indicate clearly on the cover page of each document, whether it is the original or copy 1, copy 2, copy 3 etc.

- 2.3.3. Bidders should adhere to the following:

- 2.3.3.1. The CD containing BID documents costs R200.00

- 2.3.3.2. All proposals must be costed in South African Rand, inclusive of VAT.

- 2.3.3.3. If the bid does not include all the information required or is incomplete, the bid will be non-compliant and thus be invalidated;

- 2.3.3.4. Any bid received after the closing date and time, will be rejected;

- 2.3.3.5. All costing must remain valid and open for evaluation for a period of at least ninety (90) days from the time of submission.

### 2.4. Infrastructure

It is expected that Bidders will be able to provide all necessary facilities, systems, equipment, personnel needed for effective and efficient delivery of the ToR requirements and Service Level Agreement (SLA), without any upfront payment by the NHC.

### 2.5. Cost to be borne by Service Provider

All costs and expenses incurred by the Bidder, in any way associated with the development, preparation and submission of bid documents, responses and providing any additional information required by the NHC, will be borne entirely and exclusively by the Bidder.

### 2.6. No Legal Relationship

No binding legal relationship will exist between any of the Bidders and the NHC until the execution of a signed contractual SLA. The ToR document will not form part of any such contract or arrangement. The SLA will be based upon the Successful Bidder's Technical Bid document.

The NHC reserves the right to split the award, or award the tender to more than one Bidder where no Bid satisfies all the requirements or the ToR document.

## 2.7. Evaluation of Offers

Each Bidder acknowledges and accepts that the NHC may, at its absolute discretion apply selection criteria, specific in this document for the evaluation of proposals for shortlisting/selection of eligible bidders(s), in a phased approach.

### 3. INSTRUCTION FOR PROPOSALS

#### 3.1. Format of your proposal

The proposal should be presented in two sections – Technical Proposal and Financial Proposal including Preference points claimed.

Each proposal must be clearly marked in separate sealed envelopes.

##### 3.1.1. Technical Proposal

Bidders are at liberty to structure their Proposals according to any format, as long as it covers all areas specified in the ToR document. The technical proposals will be evaluated against the criteria details below.

3.1.1.1. Bidders should adhere to the ToR by elaborating on the services required, the Bidders proposed methodology and approach, demonstrating whether the proposed process meets the requirements of the ToR.

3.1.1.2. Bidders must as a minimum, cover the under mentioned in their technical approach and return as part of their submission:

3.1.1.2(a) **Proposed methodology and activity plan** that clearly depicts understanding of the ToR and ICT requirements of the NHC. The proposal must reflect how the bidder is going to treat , manage, monitor, control the deliverables as detailed under functional requirement (see table 6.2).Bidders should also demonstrate how the proposed methodology is in line with the applicable standards, rules, regulations and best practice, inter alia:

3.1.1.3.(i) Legislative Requirements: Public Finance Management Act and Treasury Regulations, South African Revenue Services minimum data and information backup and retention requirements; (i)

3.1.1.3 (ii) Val-IT and COBIT as a set of best practice frameworks for ICT;

3.1.1.3.(iii) Information Technology Infrastructure Library (ITIL) – A set of concepts and techniques for managing ICT infrastructure, development and operations.

3.1.1.3.(v) The ICT technicians directly involved in service delivery in terms of the SLA and in the overall management of the work must be provided in a tabulated format:

Name	Position	Qualifications	Experience	Grade/Level	Duties	Rate per Hour

### 3.1.2. Financial Proposal

- 3.1.2.1. All prices quoted must be inclusive of VAT and net of any discounts;
- 3.1.2.2. Where variable hourly rates for ICT consultants are quoted;
  - 3.1.2.2.1. The qualifications, experience, grade or other criteria of such consultants should be provided; and
  - 3.1.2.2.2. Bidders should indicate the estimated number of hours per consultant in order to arrive at a maximum fixed cost for the bid.
- 3.1.2.3. Bidders must indicate the maximum fixed cost for the scope of services provided.
  - 3.1.2.3.1. Per Month
  - 3.1.2.3.2. Per Year, including estimated increase and
  - 3.1.2.3.3. Full contract price.
- 3.1.2.4. Where the successful bidder wishes to include hardware, software and/or consumables, a detailed price list of such products must be included in tabulated format.

### 3.2. **Experience and Capacity**

- 3.2.1. Company Experience
  - 3.2.1.1. Bidders are required to provide documentary proof that they have performed similar services. Letters of reference from at least three contactable referees must be submitted.
  - 3.2.1.2. Failure to submit at least three letters of reference for similar services will lead to a score of Zero for references.
- 3.2.2. Individual Experience
  - 3.2.2.1. Bidders are required to submit abridged CV's of all key listed personnel that demonstrates prior experience and qualifications.

## 4. SCOPE OF SERVICE

### 4.1. Deliverables

The NHC wishes to invite proposals for the appointment of an ICT consultant or service provider in accordance with the terms and conditions set out herein.

- 4.1.1. Maintenance services and Offsite-backup storage. The successful Bidder shall:
  - 4.1.1.1. provide maintenance services to the NHC in respect of the computer hardware and software as and when necessary;
  - 4.1.1.2. provide equipment, software and consumables including but not limited to the supply of computers, notebooks, network equipment, parts, software licences and related consumables as and when necessary; and
  - 4.1.1.3. Provide off-site storage for backup media containing a monthly backup.
- 4.1.2. Desktop Support Services (Personal Computers). The successful Bidder shall:
  - 4.1.2.1. Provide support services to the NHC in respect of network and computer hardware; and
  - 4.1.2.2. End User Training on elementary software and hardware induction
- 4.1.3. Disaster Recovery and Business Continuity planning and support
- 4.1.4. A proposed Virtual Storage and Backup facility integration complementary to the current IT Infrastructure ( See annexure A: Network Layout Diagram)
- 4.1.5. Apply a secure onsite limited wifi access for non NHC staff (guests, board members etc)
- 4.1.6. Annual IT Preliminary Audit Report: Assess and report on the state of IT with recommendation for enhancement.

For additional information please refer to Functional Requirements set out in Section 6.1.2. Phase 2 Evaluation Criteria.

### 4.2. Services Out of Scope

Save for where specifically otherwise mentioned, the following ICT elements are Out of Scope:

- 4.2.1. Data Services - Transmission and connectivity
- 4.2.2. Bespoke Library Database
- 4.2.3. iConnect VoiP Telephony
- 4.2.4. Leased Printers

### 4.3. Expected outcomes and Deliverables

The successful bidder will be required to sign an SLA which will outline the expected outcomes and deliverables with the NHC. The successful bidder will be required to sign a confidentiality and secrecy agreement. To assure the NHC that all the staff on the project has passed the security clearance.

#### 4.4. Duration of the Project

The expected duration of the contract is three (3) years, which will commence upon the counter signing of a SLA between the NHC and the successful Bidder.

## 5. STANDARD REQUIREMENTS OF THE BID

### 5.1. Disclosures

The bidder must disclose:

- 5.1.1. If they are or have been the subject of any proceedings or other arrangement relating to bankruptcy/insolvency.
- 5.1.2. If they have been convicted or, or are the subject of any proceedings, relating to:
- 5.1.3. A criminal offence or other offence, involving the activities of a criminal nature in its organization or found by any regulator or professional body to have committed professional misconduct.
- 5.1.4. Corruption, including the offer or receipt of any inducement or any kind in relation to obtaining any contract with any contracting authority.
- 5.1.5. Failure to fulfil any obligation in any jurisdiction relating to the payment of taxes and other legal obligations.
- 5.2. If a bidder or related company or any individual discloses details of any previous misconduct or complaint, the NHC will seek an explanation and background details from them. At the sole discretion of the NHC, an assessment as to whether the bidder will be allowed to continue to the next phase of the evaluation phase will then be made.
- 5.3. Disclosure extends to any company in the same group of the bidder, including but not limited to parent, subsidiary and sister companies, companies with common shareholders (whether direct or indirect) and parties with whom the Bidder is associated in respect of this tender.

### 5.4. Disclaimer

The NHC reserves the right not to appoint a service provider. The NHC also reserves the right to:

- 5.4.1. Award the contract or any part thereof to one or more service providers;
- 5.4.2. Reject all bids;
- 5.4.3. Decline to consider any bids that do not confirm to any aspect of the bidding requirements;
- 5.4.4. Request further information from any Bidder, after the closing date for clarity purposes;
- 5.4.5. Cancel this tender or any part thereof at any time; and
- 5.4.6. Should any of the above occur, it will be communicated in writing to the Bidders.

### 5.5. Confidentiality

- 5.5.1. Bids submitted will not be revealed to any other Bidders and will be treated as contractually binding;
- 5.5.2. All information pertaining to the NHC obtained by the Bidder as a result of participation in this Request for Bid (RFB) is confidential and must not be disclosed without written authorization from the NHC; and
- 5.5.3. The successful Bidder will be expected to sign a SLA with the NHC.

5.6. Disqualification

- 5.6.1. Any form of canvassing/lobbying/influencing regarding the short listing will result in disqualification;
- 5.6.2. Any non-disclosure of any information pertaining to this bid will result in disqualification;
- 5.6.3. Non-compliance with the bid requirements will invalidate the bid; and
- 5.6.4. Non-compliance with all the applicable Acts, Regulations and by-laws will result in the disqualification of the bid.

## 6. EVALUATION CRITERIA

The bid will be evaluated in three (3) phases:

### 6.1. Phase 1 – Evaluation on Compliance (Minimum qualification requirements)

This entails screening of all bid responses received at the close of the bid. During this phase, bid responses are registered to ascertain the number of bid responses received before the closing date and time, and to verify if the Bidders have submitted all mandatory requirements. The following mandatory documents should be submitted to qualify for the next phase of evaluation:

- 6.1.1. Standard Bid Document 1 – Invitation to Bid:
- 6.1.2. SBD 2- Tax Clearance Certificate Requirement
- 6.1.3. Original and valid Tax Clearance Certificate;
- 6.1.4. Certified Copy of BBBEE Status level certificate;
- 6.1.5. Any other registration Certificate pertaining to the ICT Industry;
- 6.1.6. Certified Copy of Company Registration;
- 6.1.7. Vat Certificate;
- 6.1.8. Joint Venture Certificates or Agreement signed (*if applicable*);
- 6.1.9. SBD 4 - Declaration of Interest
- 6.1.10. SBD 6.1- PPFA Regulations claim form
- 6.1.11. SBD 8 - Declaration of Service providers past supply chain management practices and
- 6.1.12. SBD9 - Certificate of Independent Bid Determination
- 6.1.13. SBD 3.3- Pricing Schedule – Professional Services

6.2. **Phase 2** – Technical Requirements (Functional Specifications, skills and experience, references and resources)

This evaluation will be based on the responses provided in the Bidders bid documents, using the functional requirements in the ToR document. The threshold values set for qualification of a bid is 80/100 for weight and all bidders who score below this score will be eliminated.

The functional requirements provided below are provided as an environmental sketch of the NHC's ICT requirements, and is not exhaustive. The successful Bidder will be expected to use this information to formulate their own proposals based on their experience and ICT best practice.

**TABLE 6.2**

Functional Requirements	Experience, Ability and Bid Content Score
<b>Maintenance</b> (Refer to 4.1.1)	
Server 1 – Microsoft Server 2012 <ul style="list-style-type: none"> <li>• Domain controller (Active Directory) for network logon and file security;</li> <li>• Domain DNS Records, hosting and maintenance.</li> <li>• File and Application Server</li> <li>• Symantec Backup Exec (to manage backups to the LTO drive)</li> <li>• Central Anti-Virus Management (Trend Worry Free Business Security Advanced)</li> <li>• Vulnerability tests (intrusion detection)</li> </ul> Server 2 – Exchange Server Office 365 Hosted Solution.	15
Personal Computers (≥35 Internal and 20 External/Off-site Users) <ul style="list-style-type: none"> <li>• Setup and periodic maintenance</li> <li>• Application systems Administration</li> <li>• Provision of IT tools and office systems to NHC users</li> <li>• User Security and Network Administration per Information Security Policy</li> </ul>	10
Peripherals <ul style="list-style-type: none"> <li>• Printers – NHC owned printers:               <ul style="list-style-type: none"> <li>○ Minolta Magicolor 2300 DL (1)</li> <li>○ Various HP Printers (8)</li> <li>○ Lexmark C530DN (3)</li> </ul> </li> <li>• FAX – Panasonic (1)</li> <li>• Scanner – HP (1)</li> <li>• Management of Leased Devices:               <ul style="list-style-type: none"> <li>○ Konica Minolta B250 (2)</li> </ul> </li> </ul>	10

<ul style="list-style-type: none"> <li>○ Konica Minolta C200 (2)</li> <li>● Cabling</li> <li>● Network Switches (2)</li> <li>● Wireless Network</li> <li>● UPS Devices – Preventive maintenance, testing and replacement</li> </ul>	
<p><b>Software</b></p> <ul style="list-style-type: none"> <li>● Delivering security patches</li> <li>● Anti-Virus software and virus definition updates and activity monitoring</li> <li>● Hosted/Cloud Exchange, management of Exchange organization, saleable up to 200 users, 55 mailboxes.</li> <li>● Licence Management</li> </ul>	10
<p><b>Desktop Support – Call Centre and Onsite</b></p> <ul style="list-style-type: none"> <li>● Single Point of Contact or Call Centre with Call Tracking, telephone, email or online logging;</li> <li>● Call Resolution, First Level, Second Level</li> <li>● Escalation Process</li> <li>● Telephonic Support – immediate, 8am to 6pm</li> <li>● Onsite Support – Same Day, 8am to 4pm</li> </ul>	15
<p><b>Systems Backup, Disaster Recovery and Business Continuity:</b></p> <ul style="list-style-type: none"> <li>● Remote Server and UPS Monitoring</li> <li>● Local Backup and Storage per Disaster Recovery Plan</li> <li>● Off-site storage of system and data backup</li> <li>● Provision of an alternative processing facility</li> <li>● Provision of Alternative hardware recovery facilities</li> <li>● Participation in Disaster Recover Team</li> <li>● Experience in conducting DR and BC assessment and post event recovery.</li> </ul>	15
<p><b>Annual Preliminary IT Audit</b></p> <ul style="list-style-type: none"> <li>● Assess and report on IT infrastructure, enterprise wide software usage.</li> <li>● Report on risk incidents and interventions as well as corrective measures</li> <li>● Recommend hardware, software or systems or systems integration as well as upgrade with estimated costs</li> </ul>	10
<p><b>Value Add services:</b></p> <ul style="list-style-type: none"> <li>● Project Management of other related service providers and projects ie Neotel Data Services</li> <li>● VoIP iConnect and IP phones via Network – Coordination and liaison for technical issues</li> <li>● Pastel Evolution – Coordination and liaison for technical issues.</li> <li>● User Training</li> <li>● Procurement Planning Support</li> </ul>	5

<ul style="list-style-type: none"> <li>• Attending meetings of related functions with other service providers for technical advice</li> </ul>	
Three letters of Contactable References and Recommendations.	5
Warrantees	5
Total Score	100

*Note that all IT Desktop Support and Maintenance parameters will be contained within a detailed SLA which the successful Bidder will be required to sign.*

**6.3. Phase 3 – Evaluation in terms of the PPPFA Regulations 2011 (Preference Points: BBEE contribution)**

6.3.1. The value of this bid is estimated not to exceed one million Rand (R1 000 000), including all applicable taxes, and therefore the 80/20 system shall apply.

6.3.2. This bid will be evaluated and adjudicated according to the 80/20 preference point system, in terms of which a maximum of 80 points will be awarded for price and 20 points will be allocated based on the B-BBEE status level certificate.

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

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

B-BBEE Status Level of Contributor	Number of Points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-Compliant Contributor	0

6.3.3. Preference Points for this bid will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

Breakdown of points:

80/20 Preference Point Component	Points
Pricing	80
B-BBEE Level Contribution	20
Total	100

6.3.4. The Bidder obtaining the highest number of total points will be awarded the tender.

- 6.3.5. Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 6.3.6. Points scored must be rounded off to the nearest two decimal places.
- 6.3.7. In the event that two or more bids have scored an equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 6.3.8. However, when functionality is part of the evaluation process, and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality, documented in Phase 2.
- 6.3.9. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 6.3.10. Failure on the part of the bidder to fill in and/or sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 6.3.11. The NHC 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.
- 6.3.12. Bidders wishing to claim preference points must complete the Annexure 5: SBD6.1 - Preference Point Claim form in terms of Preferential Procurement Regulations 2011

## 7. PRICES

- 7.1. All services pricing should be inclusive of all taxes and payment shall be made in South African Rand;
- 7.2. Service Provider to provide rates per person, per hour on human resources that will be providing services to NHC;
- 7.3. The NHC may require a breakdown of rates on any of the items priced and the Bidders are to provide same without any additional costs and also provide a “Pricing Guide” or “Transaction Fee Schedule”; and
- 7.4. The total amount should be carried out on the Standard Bidding Form SBD1 – Annexure 1.
- 7.5. PRICE ADJUSTMENTS

Prices submitted for this bid will be regarded as non-firm subject to the following price adjustments:

- 7.5.1. Annual price adjustment; and
- 7.5.2. Application for price adjustments must be accompanied by documentary evidence in support of any adjustment on an annual basis.

## 8. PAYMENT TERMS

- 8.1. The NHC undertakes to pay valid tax invoices in full within thirty (30) days from statement date for services rendered; and
- 8.2. All supporting documents for services rendered should be submitted together with the tax invoice as and when a service has been rendered.

## 9. VALIDITY

- 9.1. A Proposal shall remain valid for ninety (90) days after the closing date of the submission for proposals. A Proposal which is valid for a shorter period may be rejected by the NHC for non-responsiveness.
- 9.2. In exceptional circumstances, the NHC may solicit the Bidder’s consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing. A Bidder that has been granted the request will neither be required nor permitted to modify the Proposal.

## 10. SIGNATORIES

All responses to this RFP should be signed off by the authorised signatories of the Bidder.

## 11. SPECIAL TERMS AND CONDITIONS

- 11.1. The NHC reserves the right to accept or reject any submission in full or in part, and to suspend this process and reject all proposals or part thereof, at any time prior to the awarding of the contract, without thereby incurring any liability to the affected bidders.
- 11.2. This bid and the contract will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the PFMA. The special terms and conditions of contract are supplementary to that of the general conditions of the contract.

- 11.3. Where, however, the special conditions of contract are in conflict with the general conditions of contract, the general conditions of contract will prevail.
- 11.4. The NHC is the sole adjudicator of the suitability of the Backup / Business Continuity facility for the purpose for which it is required. Therefore, the NHC's decision in this regard will be final.
- 11.5. No bids sent by the facsimile or email will be accepted.
- 11.6. Bids must only be submitted at the NHC Office in Pretoria by the specified date and time.
- 11.7. Bidders are welcome to be present at the opening of bids.
- 11.8. The annexures are part of the bid documentation and must be signed by the bidder and attach to the bid document.
- 11.9. The bid forms must not be retyped or redrafted but copies may be used.
- 11.10. Additional offers may be made but only photocopies of the original supporting documents are required. Additional offers/submissions are regarded as separate and must be treated as such by the bidder. The inclusion of various offers as part of a single submission in one envelope is not allowed and will not be considered. Additional bid offers must be submitted separately in separate sealed envelopes.
- 11.11. The original valid Tax Clearance Certificate should be submitted together with the completed bid.
- 11.12. Failure to comply with the above-mentioned conditions will invalidate the bid.
- 11.13. Certified copies of the company registration documents or proof of ownership of the company or agency i.e. Shareholders Certificates must be submitted.
- 11.14. Certified copy of B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the founding documents of a CC must be submitted.
- 11.15. Subcontracting of all or any part of this contract will not be permitted.

## **12.SUBMISSION OF BID DOCUMENTS**

Responses to this bid must be submitted to the NHC by no later than:

Date: 22 September 2015

Time: 11H00

Address: NHC Offices, 57 Kasteel Road, Domus Building, Room 201, Lynwood Glen, Pretoria.

## **13.LATE SUBMISSION**

- 13.1. A response to this RFB shall be late if it is received by the NHC at any time after the closing date and time indicated in Paragraph above.
- 13.2. A late submission shall be clearly marked as late and shall not be admitted for consideration by the NHC.

## 14. CLARIFICATIONS / ENQUIRIES

Telephonic request for clarification will not be considered. Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference or any other aspects concerning the bid is to be requested in writing (letter or e-mail) from the below contact persons. The bid reference number should be mentioned in all correspondence.

14.1. Bid Enquiries:

Ms Zimbini Mtimde

Email: [procurement@nhc.org.za](mailto:procurement@nhc.org.za)

14.2. Enquiries received will be responded to within three (3) working days.

## **15.ANNEXURES**

- 15.1. Annexure 1: SBD 1 – Invitation to Bid
- 15.2. Annexure 2: SBD 2 – Tax Clearance Certificate Requirements
- 15.3. Annexure 3: SBD 4 – Declaration of Interest
- 15.4. Annexure 4: SBD 8 – Declaration of Service Provider's past supply chain management practices
- 15.5. Annexure 5: SBD 9 – Certificate of Independent Bid Determination
- 15.6. Annexure 6: SBD 6.1 – Preference Point Claim form in terms of Preferential Procurement Regulations 2011
- 15.7. Annexure 7: SBD 3.3 Pricing Schedule – Professional Services