



INVITATION TO BID

NAME OF BIDDER:	
BID NUMBER:	EKZNW 03/2026/27
DESCRIPTION OF GOOD/SERVICE/WORK REQUIRED:	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSPITALITY PROPERTY MANAGEMENT SYSTEM FOR A PERIOD OF FIVE (5) YEARS) AT EZEMVELO KZN WILDLIFE
MS TEAMS BRIEFING SESSIONS DATE & ADDRESS:	Date: 14 October 2026 Time: 11:00am Venue: Microsoft Teams – Please find the meeting link below. Meeting Link: https://teams.microsoft.com/meet/35883810634246?p=ajCbivHkUlj7tluoFI
CLOSING DATE AND TIME:	29 October 2026 11:00am
BID VALIDITY PERIOD:	180 calendar days (commencing from the Closing Date)
BID DOCUMENTS DELIVERY ADDRESS:	Tenders/Bids Box Ground Floor Entrance/ Main Reception Ezemvelo KZN Wildlife, Head Office Queen Elizabeth Park No. 1 Peter Brown Drive Montrose, Pietermaritzburg 3202 NB: Bidders must submit both hard copies and electronic documents in the form of a USB. Bidders must ensure that the envelopes containing bid documents are appropriately marked, clearly identifying the bid number, bid description, closing date and time, bidder contact person and contact details. Bidders must personally, or in the case of third-party delivery, i.e. Courier, ensure that the bid submission is deposited in the bid box marked "Tenders/Bids."

TABLE OF CONTENT

Description	Page No.
Special instructions and notices to bidders regarding the completion of bidding forms	3
Registration on the Central Suppliers Database	4
Authority to sign a bid	5
SBD 1: Invitation to Bid	6-7
SBD 3.3: Pricing Schedule – Refer to annexure C.	8
SBD 4: Bidder's disclosure	9-10
SBD 6.1: Preference points claim form in terms of the preferential procurement regulations 2022	11-14
General Conditions of Contract	15-25
Terms of reference	26-41
Special Conditions of Bid	42-56

SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF BIDDING FORMS

PLEASE NOTE THAT THIS BID IS SUBJECT TO TREASURY REGULATIONS 16A ISSUED IN TERMS OF THE PUBLIC FINANCE

Report any Unethical Activity Without Fear of Victimization – Whistle Blow **0800 701 701** anytime

MANAGEMENT ACT, 1999, THE KWAZULU-NATAL SUPPLY CHAIN MANAGEMENT POLICY FRAMEWORK, EZEMVELO KZN WILDLIFE SUPPLY CHAIN MANAGEMENT POLICY AND ALL OTHER PRESCRIPTS THAT REGULATE PUBLIC PROCUREMENT IN THE REPUBLIC OF SOUTH AFRICA.

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and visa versa and with words importing the masculine gender shall include the feminine and the neuter.
2. Under no circumstances whatsoever may the bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies. Bidders are free to complete the bid documents electronically, as long as no changes are made to the terms and conditions of the bid document.
3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
4. **Bids submitted must be accurately completed. Bidders must ensure that all questions are answered. If questioned are “not applicable”, bidders must ensure that “N/A” is indicated in the relevant space. It is not permissible to leave blank spaces or unanswered questions. Bidders will only be considered if the bid document is accurately completed and accompanied by all relevant certificates and other necessary applicable information. Original signature must appear on all relevant Sections of the bid document. Failure to comply with the same will invalidate your bid.**
5. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.
6. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the bid number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.
7. All bids received in sealed envelopes with the relevant bid numbers on the envelopes are kept unopened in safe custody until the closing time of the bids.
8. A specific box is provided for the receipt of bids, and no bid found in any other box or elsewhere subsequent to the closing date and time of bid will be considered.
9. No bid sent through the post will be considered if it is received after the closing date and time stipulated in the bid documentation, and proof of posting will not be accepted as proof of delivery.
10. No bid submitted by telefax, telegraphic or other electronic means will be considered.
11. Bidding documents must not be included in packages containing samples. Such bids may be rejected as being invalid.
12. Any alteration made by the bidder must be initiated.
13. Use of correcting fluid is prohibited.
14. Bids will be opened in public as soon as practicable after the closing time of bid.
15. Where practical, prices are made public at the time of opening bids.
16. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.
17. **For compulsory briefing sessions - Bidders must ensure that during a briefing session, the certificate is stamped and signed, also ensure that the attendance register is signed. Failure to comply with any of these will result to disqualification.**
18. Bidders may submit requests for clarification and/or comments on the bid documents up to five (5) calendar days prior to the bid closing date. No clarification requests received after this deadline will be considered.

REGISTRATION ON THE CENTRAL SUPPLIERS DATABASE

1. In terms of the National Treasury Instruction Note, all suppliers of goods and services to the State are required to register on the Central Suppliers Database.
2. Prospective suppliers should self-register on the CSD website www.csd.gov.za
3. If a business is registered on the Database and it is found subsequently that false or incorrect information has been supplied, then the Ezemvelo KZN Wildlife may, without prejudice to any other legal rights or remedies it may have;
 - 3.1 cancel a bid or a contract awarded to such supplier, and the supplier would become liable for any damages if a less favorable bid is accepted or less favorable arrangements are made.
4. **The same principles as set out in paragraph 3 above are applicable should the supplier fail to request updating of its information on the Central Suppliers Database, relating to changed particulars or circumstances.**
5. IF THE SUPPLIER IS NOT REGISTERED AT THE CLOSING TIME OF BID, THE SUPPLIER WILL BE DISQUALIFIED AT THE BID EVALUATION PROCESS.

THIS IS TO CERTIFY THAT I (name of bidder/authorized representative)

WHO REPRESENTS (state name of bidder)CSD Registration

Number.....

AM AWARE OF THE CONTENTS OF THE CENTRAL SUPPLIER DATABASE WITH RESPECT TO THE BIDDER'S DETAILS AND REGISTRATION INFORMATION, AND THAT THE SAID INFORMATION IS CORRECT AND UP TO DATE AS ON THE DATE OF SUBMITTING THIS BID.

AND I AM AWARE THAT INCORRECT OR OUTDATED INFORMATION MAY BE A CAUSE FOR DISQUALIFICATION OF THIS BID FROM THE BIDDING PROCESS, AND/OR POSSIBLE CANCELLATION OF THE CONTRACT THAT MAY BE AWARDED ON THE BASIS OF THIS BID.

.....
SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE

DATE:

AUTHORITY TO SIGN A BID

1. Members of the enterprise must complete this form in full according to the type of enterprise, authorizing the signatory to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.
2. In the case of a Sole proprietor, a director may appoint himself/herself if they are the one signing all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.
3. The bidder must indicate the enterprise status by indicating **(ticking)** the appropriate box hereunder:

(I) CLOSE CORPORATION	(II) COMPANIES / (PTY) Limited	(III) SOLE PROPRIETOR	(IV) PARTNERSHIP	(V) CO-OPERATIVE	(VI) JOINT VENTURE / CONSORTIUM	(VII) NON-PROFIT COMPANY
					Incorporated	
					Unincorporated	

4. I/We, the undersigned, being the Member(s) of Cooperative/ Sole Owner (Sole Proprietor)/ Close Corporation/ Partners (Partnership)/ Company (Representative) or Lead Partner (Joint Venture / Consortium),
 - i. in the enterprise trading as: **(Company name)**
 - ii. hereby authorise Mr/Mrs/Ms **(Name & Surname)**
 - iii. acting in the capacity of **(Position)**
 - iv. whose signature is **(Affix signature)**to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

NAME	ADDRESS	SIGNATURE	DATE

(if the space provided is not enough please list all the director in the resolution letter)

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENTS OF THE EZEMVELO KZN WILDLIFE					
BID NUMBER:	EKZNW 03/2026/27	CLOSING DATE:	22 OCTOBER 2026	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSPITALITY PROPERTY MANAGEMENT SYSTEM FOR A PERIOD OF FIVE (5) YEARS) AT EZEMVELO KZN WILDLIFE				
BID RESPONSE DOCUMENTS MUST BE DEPOSITED AT THE FOLLOWING ADDRESS:					
Ezemvelo KZN Wildlife, Head Office					
Queen Elizabeth Park					
No. 1 Peter Brown Drive, Montrose					
Pietermaritzburg, 3202					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Sthabiso Sithole		CONTACT PERSON	Ebrahim Mulla	
TELEPHONE NUMBER	033 845 1225		TELEPHONE NUMBER	0338451999/1236	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	Sthabiso.Sithole@kznwildlife.com		E-MAIL ADDRESS	Ebrahim.Mulla@kznwildlife.com	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER.3 BELOW.					

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

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

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

PRICING SCHEDULE
(PROFESSIONAL SERVICES)

BID NUMBER: EKZNW 03/2026/27	CLOSING DATE: 29 OCTOBER 2026
DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSPITALITY PROPERTY MANAGEMENT SYSTEM FOR A PERIOD OF FIVE (5) YEARS) AT EZEMVELO KZN WILDLIFE	CLOSING TIME: 11:00am

OFFER SHALL REMAIN VALID FOR A PERIOD OF ONE HUNDRED AND EIGHTY (180) CALENDAR DAYS FROM THE CLOSING DATE OF THE BID.

Refer to Annexure C for the price schedule.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

2.2.1. If so, furnish particulars:

.....

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

2.3.1 If so, furnish particulars:

.....

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

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.
- I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
- I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature	 Date
..... Position	 Name of bidder

² 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.

PREFERENTIAL PROCUREMENT REGULATIONS 2022

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

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

1. GENERAL CONDITIONS

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

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and;
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- (a) The applicable preference point system for this tender is the 80/20 preference point system.
- (b) 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

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

1.4 **To be completed by the organ of state:**

The maximum points for this tender are as follows:

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

1.5 Failure on the part of a Bidder to submit proof or documentation required in terms of this Bid to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20	or	90/10
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$

Where:

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

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

80/20	or	90/10
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$

Where:

Ps = Points scored for price of tender under consideration

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Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the Service Provider will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

80/20 preference point system is applicable, corresponding points must also be indicated as such. Note to Service Providers: The Service Provider must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Weight	Number of points claimed (80/20 system) (To be completed by the Service Provider)	Proof to be attached to substantiate points
At least 51% owned by black people	10		Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD report must be attached as a proof.
At least 51% owned by black people who are women	05		Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD report must be attached as a proof.
At least 51% owned by black people who are youth	02		Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD report must be attached as a proof.
At least 51% owned by black people with disabilities.	03		Proof of disability letter from medical document from a doctor or other healthcare professional that confirm a person has a disability

DECLARATION WITH REGARD TO COMPANY/SPV

- 4.3. Name of company/SPV.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

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

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

GOVERNMENT PROCUREMENT GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

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

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

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

GENERAL CONDITIONS OF CONTRACT

GCC 1	Definitions - 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 anything of value to influence the action of a public official in the procurement process or in contract execution. 1.5. "Countervailing duties" 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 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" mean 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 if 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. "Contract 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.
GCC 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 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.
GCC 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 (National Treasury's eTender website), 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
GCC 4	Standards
	4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
GCC 5	Use of contract documents and information
	5.1. The supplier shall not disclose, without the purchaser's prior written consent, 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 made to any such employed person is in confidence and shall extend only as far as may be necessary for purposes of such performance. 5.2. The supplier shall not make, without the purchaser's prior written consent, 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.
GCC 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.
GCC 7	Performance security
	7.1. Within thirty days (30) 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: 7.3.1. 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 7.3.2. a cashier's or certified cheque 7.4. The performance security will be discharged by the purchaser and returned to the supplier within 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.
GCC 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 purchaser or an organization acting on behalf of the purchaser. 8.3. If there are no inspection requirements indicated in the bidding documents and contract makes no mention, 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 supplier shall defray the cost in connection with these inspections, tests, or analyses. 8.6. Supplies and services 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 analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are 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 because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
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.
GCC 10	Delivery and Documentation
	10.1. The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier. 10.2. Documents submitted by the supplier are specified in SCC.
GCC 11	Insurance
	11.1. The goods supplied under the contract are 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.
GCC 12	Transportation
	12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.
GCC 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: 13.1.1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods; 13.1.2. Furnishing of tools required for assembly and/or maintenance of the supplied goods; 13.1.3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods; 13.1.4. 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 13.1.5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted 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.
GCC 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: 14.1.1. 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 14.1.2. In the event of termination of production of the spare parts: 14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and 14.1.2.2. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
GCC 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 those 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.
GCC 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 fulfilment 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
GCC 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.
GCC 18	Contract amendment
	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.
GCC 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.
GCC 20	Subcontract
	20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract 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
GCC 21	Delays in 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 cancelling 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.
GCC 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.
GCC 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: 23.1.1. 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; 23.1.2. If the Supplier fails to perform any other obligation(s) under the contract; or 23.1.3. 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 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: 23.6.1. The name and address of the supplier and / or person restricted by the purchaser; 23.6.2. The date of commencement of the restriction 23.6.3. The period of restriction; and 23.6.4. 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.
GCC 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
GCC 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.
GCC 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.
GCC 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, 27.5.1. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and 27.5.2. The purchaser shall pay the supplier any monies due the supplier.
GCC 28	Limitation of liability
	28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6; 28.1.1. 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 28.1.2. 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.
GCC 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.

GCC 30	Applicable law
	30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC 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
GCC 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 Entity 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
GCC 33	National Industrial Participation 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.
GCC 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.

TERMS OF REFERENCE

1. BACKGROUND

Ezemvelo KZN Wildlife is a South African state-owned conservation agency established in terms of the *KwaZulu-Natal Nature Conservation Management Act (Act No. 9 of 1997)* with the mandate of conserving; protecting; controlling, and managing protected areas and their biological diversity, which represents the indigenous fauna, flora, landscapes and associated cultural heritage of the KwaZulu-Natal (KZN) province. As a public entity, Ezemvelo is also governed by the *Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999)* and listed as a Schedule 3 Part C public entity.

As one of the leaders in global biodiversity conservation, the organization manages more than 110 protected areas in the KZN province. Ezemvelo nature reserves house some of the rare and most valuable biodiversity species and cultural heritage sites in the World that are spread across 110 protected areas (of which 34 have tourism facilities or resorts) in a total land surface area amounting to more than 800,000 ha. Some of Ezemvelo tourism facilities are situated in the World Heritage site in the province, namely the Maloti-Drakensburg that draws a number of local and foreign tourists to drive Hospitality growth and creates both local economic and rural development. Thus, promoting tourism destination development and contribute towards the transformation of national, provincial, and local tourism sectors.

Ezemvelo KZN Wildlife has a number of Hospitality destinations within the KwaZulu Natal province only and these destinations are linked to its Head Office situated in Pietermaritzburg. The above is also where its reservation office is and it is central for coordinating all bookings and then disseminates them to our various Destination facilities (Resorts).

2. PURPOSE

Ezemvelo KZN Wildlife invites prospective bidders to submit Requests for Proposals to supply, implement, and support a Hospitality Property Management System for Ezemvelo KZN Wildlife. The aim is to appoint a qualified service provider that can deliver a comprehensive solution designed to streamline our reservations, inventory management, and payment processes across our Hospitality properties. We are dedicated to enhancing operational efficiency and guest experiences while simultaneously improving our reporting and decision-making capabilities through effective data management. The proposed system must meet security requirements and comply with relevant industry standards. Based on the information contained in the responses to this document, Ezemvelo will enter negotiations with the preferred bidder(s) to conclude binding contracts with supporting services and associated Service Level Agreements.

The contract period will be five (5) years, with an option to extend for an additional five (5) years based on performance and mutual agreement.

3. OVERVIEW PROPOSED SOLUTION, IMPLEMENTATION APPROACH, AND VALUE PROPOSITION

In response to Ezemvelo KZN Wildlife's Request for Proposal, we propose a fully integrated, cloud-based Hospitality Property Management System (PMS), Central Reservation System (CRS), and Point-of-Sale (POS) solution.

Our solution is specifically designed to modernize operations, eliminate current system limitations, and unlock revenue optimization opportunities across all Hospitality properties.

4. UNDERSTANDING OF CURRENT CHALLENGES

We acknowledge the key challenges currently faced by Ezemvelo:

4.1 Contractual Limitations

- Existing vendor constraints restricting system flexibility and scalability
- Annual operational dependencies limiting long-term planning

4.2 Outdated Infrastructure

- Legacy hardware and on-premises systems across 26 resorts
- High maintenance costs and increased downtime risks

4.3 Limited System Functionality

- Fragmented systems across reservations, PMS, POS, and financials
- Limited automation, reporting, and analytics capabilities

4.4 Operational Inefficiencies

- Restricted user capabilities due to system limitations
- Manual processes affecting service delivery and revenue capture

5. PROPOSED FUTURE-STATE SOLUTION

We propose a **unified, cloud-native platform** that consolidates all Hospitality systems into a single ecosystem:

Core Components

- Central Reservation System (CRS) – Real-time synchronisation, multi-channel booking
- Online Booking Platform – Public-facing web interface
- Property Management System (PMS) – Multi-property operations
- Point-of-Sale (POS) – F&B, retail, gate control
- Payment Gateway Integration – Secure and multi-channel payments
- Ezemvelo KZN Wildlife seeks to appoint a suitably qualified and experienced service provider to provide a cloud-based solution for its central reservations, including public facing online bookings, property management, point of sale and including the hosting, support and maintenance thereof. The RFP is looking for the bidders to submit bids for the solution and present the overall scope and projected costs of the proposed implementation. The RFP should include a brief summary of the plan which should include reason stating why their proposal should be considered.

6. DETAIL SCOPE OF WORK

6.1 Central Reservations and Property Management functionality

Hosting of EKZNW Central Reservations, public facing online bookings platform and Property Management modules.

The hosting environment must be compliant with Tier 1 Enterprise Class Data Centre standards, and a Disaster Recovery solution must be available and employed.

The system must have a minimum up-time of 99.8% and be available 24x7x365 and the security controls must be compliant with General Data Protection Regulation and the POPI Act.

System must cater for all reservation channels via applicable APIs and manage the inventory across all portals and access points in real time.

Management of inventory must cater for the ability to make inventory available via unit types as well as via individual unit numbers if required.

System must allow for different booking/guest status in the reservations process (e.g. Provisional, Wait-Listed, Cancelled and Confirmed) as well as the property management process (e.g. No Show, IN, OUT etc)

System must provide rate management capability that allows for the configuration of multiple rate types to cater for various business rules e.g.

- Multiple guest groups (public, travel trade, staff, contractors etc)
- Multiple package types (rack, room only, B&B, DBB, DBB & game drive etc)
- Multiple discounts on single bookings (pensioner, complementary, loyalty specials etc)
- Multiple discounts regarding validity dates (High, STD and Low seasons etc)
- Ability to apply different rates to different booking channels (online and travel trade portals etc) as well as the ability to charge based on either a unit base rate and a per person rate or a combination of both.

System must cater for the configuration of multiple deposit rules in terms of the amount/percentage required by different due dates. The ability to assign different deposit rules to channels and guest types is also required. Functionality that allows for the cancellation and notification of bookings that have overdue deposit amounts is required.

System must cater for the booking of multi-itinerary bookings in accordance with the current business rules and the ability to pre-assign rooming lists and unit numbers.

System must cater for the configuration of refund business rules and allow for the automation and approval of this process as far as possible.

System must allow for the configuration of multiple reservations and guest document templates for different guest types, location and inventory types.

System must allow for the assigning of a unique Guest Code to a guest and cater for multiple search criteria e.g. by guest code, name, tour operator, reservation number, resort, date etc.

The public facing online bookings must allow guests to register and be assigned a guest code with further

functionality to allow them to log on in future with the guest code, be able to reset passwords and have the Forgot Password functionality and the ability to update their personal details securely.

System must allow for the adding of memo/comments/special requests onto bookings via multiple channels.

The public facing online bookings site must allow registered guests to select inventory, rates, make payments and amendments in accordance with the business rules.

System must cater for the configuration of multiple user profiles with differing user rights as per the business rules (e.g. Booking consultant, Deposit controller, Receptionist, Front Desk Manager etc)

System must cater for the charging of daily conservation fees and compulsory community levies either prior to arrival or on check in and it needs to distribute the charges internally to the correct charge codes.

System must provide for payment capabilities for advanced deposits and payments on arrival for methods such as EFT, Credit Cards, Cash and for public facing online bookings, via a Payment Gateway. Full banking reconciliation reports must be provided for the multiple channels, payment types, locations etc.

System at a property level, must cater for room layout charts and allow for the allocation and amendments to allocations of group bookings or individual bookings to units as well as the control of units in terms of housekeeping functions and Maintenance and offline functionality.

System must cater for the application of advance deposits at check in and the charging of the calculated rate, as well as the ability to add extra charges (e.g. late departure, game drives, special requests etc) and must be able to distribute the rate elements and other charges and payments to specified charge and payment codes for financial reporting. Must also cater for charge routing of certain elements to group accounts for the management of tour groups, debtors or other groups.

System must cater for the management of credits on No Show accounts as per the business rules (e.g. either the refunds process, forfeiture and utilisation or ability to transfer to new booking)

System must cater for Room charges from the Point-of-Sale system (e.g. Food and Beverage or Curio sales) if required.

At property management level, the system must cater for the standard night audit functions and individual cash up and banking process and reconciliation.

System must cater for full audit trails of all transactions and actions by users. Reporting for bookings, advance deposits, statistical analysis, full financial summaries, monitoring and performance reports etc. must be standard.

System must cater for the integration of daily revenue, payment and Deposit Ledger, Guest ledger and Debtors Ledger transactions to the centralised financial system (SAP)

The provision of a call logging process that caters for general calls as well as after-hours emergency support 24/7/365 is required.

6.2 Point of Sale module functionality

Point of Sale and stock control functionality is required at multiple sites for curio, fuel, food and beverage outlets and gate access points. The system or module can either be cloud based or run on premise. However, if its cloud based, the ability for it to run in offline mode when connectivity is lost, is required. If it is run on premises, then the ability to integrate room charging and daily revenue and payments to the property management module is required.

System must be configurable for the different sales outlets and allow for multiple shifts to be set up. The ability to add sales amounts as room charges onto in house guest accounts is required.

Food and Beverage outlets need the ability to open tables and run tabs on these tables and also cater for tips, gratuities and the splitting or consolidation of tables.

Gate access points need the functionality of being able to record and report on guest and vehicle details.

For stock control module, multiple stores are required for stock holding and the standard functionality of stock checking and reconciliation, standardisation of stock codes and mark ups are required.

The provision of a call logging process that caters for general calls as well as after-hours emergency support 24/7/365 is required.

6.3 Payment Gateway Requirements

The proposed reservation system must include integration with a 3D secure, reliable, and compliant payment gateway. The gateway shall meet the following requirements:

Integration

Provide seamless API or SDK integration with the reservation system. Support multiple acquiring banks and financial institutions.

Payment Methods

Accept major credit and debit cards (Visa, MasterCard, American Express).

Enable EFT/ACH transfers and mobile wallet payments (Apple Pay, Google Pay).

Support local payment options relevant to South Africa (e.g., Pay Fast, Snap Scan).

Security & Compliance•

Be fully PCI DSS compliant.

Implement encryption, tokenization, and fraud detection mechanisms.

Provide two-factor authentication for sensitive transactions.

Settlement & Reconciliation

Ensure settlement of funds within agreed timelines.

Provide automated reconciliation with reservation system records.

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Offer detailed reporting dashboards for finance teams.

User Experience• Deliver a mobile-friendly, multilingual, and multi-currency checkout process. Allow secure storage of customer payment details for repeat bookings.

Provide transparent error handling and retry options.

Vendor Support & SLAs

Guarantee 99.9% uptime with redundancy and disaster recovery measures.

Provide 24/7 technical support with defined escalation procedures.

Cost Structure

Clearly outline transaction fees, setup costs, and monthly charges.

Define policies for chargeback handling.

Allow scalability as transaction volumes increase.

7. LIST OF SITES

<i>Sites</i>	<i>Property Management</i>	<i>POS (Curio)</i>	<i>POS (Fuel Resale)</i>	<i>POS (F&B)</i>	<i>POS (Gate Access)</i>
Chelmsford	1	1	0	0	1
Didima	1	1	0	2	1
Giants	1	1	1	2	1
Hilltop	1	1	1	2	1
Kamberg	1	1	0	0	0
Midmar	1	0	0	0	1
Monks Cowl	1	1	0	1	0
Mpila	1	1	1	0	1
Ndumo	1	1	0	0	0
Ntshondwe	1	1	1	3	1
Oribi Gorge	1	1	0	0	0
RNNP - Mahai	1	1	0	0	1
RNNP - Thendele	1	1	0	0	0
Umlalazi	1	1	0	0	1
Crocodile Centre	0	1	0	0	0
Cobham	1	1	0	0	0
Spioenkop	1	1	0	0	0
Garden Castle	1	1	0	0	0
Centenary Centre	0	0	0	1	0
Wagendrift	1	1	0	0	0
Lotheni	1	1	0	0	0
Injesuthi	1	1	0	0	0
Highmoor	1	0	0	0	0
Ntsikeni	1	0	0	0	0
Vernon Crookes	1	0	0	0	0
Weenen	1	0	0	0	0
Harold Johnson	1	0	0	0	0
Mount Currie	1	0	0	0	0
TOTAL	26	20	05	11	9

8. TECHNICAL REQUIREMENTS

The solution must be cloud-based or hosted and must provide a web-enabled interface that is native to the solution with multiple portals that serve the purposes of all user groups, amongst which system administrators, call centre agents, web clients and business partners.

The solution must be able to operate in a high latency network environment or low bandwidth environment.

The database associated with the proposed solution must be a single database system and is fully accessible through an appropriate open database connectivity or normally available database access tools.

The proposed solution must have user security authorisation through Active Directory and Azure AD.

The system should be able to integrate with payment card industry data security standard validated service providers' solutions. It should not store, process, or transmit any cardholder data and support full redirect of the payment process to a PCI DSS validated third-party gateway service provider. The security controls of the solution must be compliant with General Data Protection Regulation (GDPR), the POPI Act and other equivalent international regulations. The hosting environment used in that both the OS, database backend and web service needs to be kept up to date with the latest version of each of these:

8.1 Security

- Define forced User Login and / or Password Changing
- User rights and functionality controls to be defined within role/admin definitions and rights.
- Reports must be generated showing details of who allocated what rights in the system.
- Central authentication interfacing with active directory
- System to allow password audit against a system set policies.
- Any data at rest should be encrypted.
- The database be properly secured and encrypted.
- All data in transit should be encrypted using secure encryption protocols and strong ciphers
- Azure Multifactor Authentication should be provisioned for
- The system should be penetration tested at least Bi-annually.

8.2 Customer Feedback

The system should automatically send out customer satisfaction surveys within 48 hours of visitors having left a reserve after their stay. Survey questions should be editable by the Ezemvelo KZN Wildlife.

8.3 Training & Support

Service providers provide training on the system to all relevant Ezemvelo KZN Wildlife staff. Provide support for a period in line with the contract (five years for any issues that may arise after the deployment of the live system).

9. SPECIFIC CONDITIONS OF THE CONTRACT

The following are the special conditions applicable to this tender:

- The appointment of the service providers will be linked to a Service Level Agreement with Ezemvelo KZN Wildlife which will guide how the Parties should work together.
- All materials including intellectual property used by/made available to Service Provider shall remain the property of Ezemvelo KZN Wildlife and shall be handed over immediately on termination of the contract.
- All information obtained as a result of undertaking the assignment shall be treated in strict confidence and a confidentiality agreement needs to be signed by the successful service provider in connection herewith.
- The team assigned to the respective projects should possess the necessary knowledge, skills, and experience to ensure effective execution of the project and skills transfer, the usage of junior staff should be kept at a minimal level.
- The successful service provider will be expected to utilize their own software and other tools of trade relevant to this project.
- Any change to the team that has been appointed must be approved by the Project Manager of Ezemvelo KZN Wildlife or their delegated personnel.
- The successful service provider must be able to manage the system administrator functions.
- The proposal must specify a methodology on how capacity is built, and skills transfer to all the end-users on how to operate the system.
- Point of Sale (POS) Access Clause Ezemvelo KZN Wildlife may, at its sole discretion, exclude any other resorts from accessing or utilising the point-of-sale (POS) system where such exclusion is required for operational purposes. This provision shall apply specifically to resorts and operations participating under the Public-Private Partnership (PPP) project, and any access to the POS system shall be strictly subject to the terms and conditions as determined and prescribed by Ezemvelo KZN Wildlife from time to time.
- This contract shall be subject to an annual review to assess performance, compliance, service quality, and value for money. The outcome of the review may result in the renewal, amendment, or termination of the contract.

Extension of Contract

- The contract period shall be five (5) years, commencing on the Effective Date. The Parties may, by mutual written agreement, extend the contract for a further period of five (5) years, subject to satisfactory performance by the Service Provider, continued operational requirements, compliance with applicable laws, regulations and procurement policies, and the availability of budgetary provision.
- This Agreement shall not renew or extend automatically. Any renewal or extension shall be valid only if documented in a written agreement signed by duly authorised representatives of both Parties before the expiry of the initial term. Failing such agreement, this Agreement shall terminate automatically on its expiry date.

10. SPECIAL CONDITION: CYBERSECURITY, LIABILITY INSURANCE, AND GO-LIVE SUPPORT

Cybersecurity Requirements

The successful bidder shall implement and maintain appropriate cybersecurity controls, policies, procedures, and technologies to protect Ezemvelo KZN Wildlife Hospitality's data, systems, and users against unauthorized access, cyberattacks, malware, ransomware, data breaches, and other cybersecurity threats.

The proposed solution must comply with industry best practices and applicable data protection legislation, including the Protection of Personal Information Act (POPIA), where applicable.

Cyber Liability Insurance

The bidder shall maintain adequate Cyber Liability Insurance and Professional Indemnity Insurance for the duration of the contract. The insurance shall provide cover for, but not be limited to:

- Data breaches and unauthorized disclosure of sensitive information;
- Cyberattacks, including ransomware and malware incidents;
- Costs associated with data recovery and system restoration;
- Business interruption resulting from cybersecurity incidents;
- Third-party claims arising from security breaches;
- Regulatory investigations, fines, and penalties where insurable by law; and
- Incident response, forensic investigation, and notification costs.

The successful bidder shall submit proof of valid insurance cover prior to contract award and throughout the contract period.

Liability for Data Protection and System Security

The successful bidder shall be fully responsible for the security and integrity of the system and any data processed, stored, transmitted, or hosted as part of the proposed solution.

Where a cybersecurity incident, system compromise, or data breach is attributable to the bidder's negligence, failure to implement adequate security measures, non-compliance with contractual obligations, or actions of its employees, or agents, the bidder shall be liable for all reasonable costs associated with remediation, recovery, and restoration of services.

Go-Live Readiness

The system shall not proceed to Go-Live unless:

- User Acceptance Testing (UAT) has been successfully completed;
- All critical and high-risk security vulnerabilities have been remediated;

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- Data migration has been completed and verified;
- Disaster recovery and backup procedures have been tested successfully;
- Security testing and validation have been completed; and
- Ezemvelo KZN Wildlife Hospitality has formally approved the Go-Live readiness assessment.

Post Go-Live Support

The successful bidder shall provide enhanced support during the post-implementation stabilization period of not less than ninety (90) days following Go-Live and shall promptly respond to any cybersecurity incidents, service disruptions, or system failures in accordance with the agreed Service Level Agreement (SLA).

Right to Audit

Ezemvelo KZN Wildlife Hospitality reserves the right to conduct or commission independent security audits, vulnerability assessments, and compliance reviews of the proposed solution before and after Go-Live, at reasonable intervals, to ensure continued compliance with contractual and cybersecurity requirements.

11. IT Services

- 1 IT Risk and Control Framework – The service provider should have developed framework that defines the enterprise's overall approach to IT risk and control and that aligns with the IT policy and control environment and the IT risk and control framework.
- Establishment of Roles and Responsibilities - Establish and communicate roles and responsibilities for the Service provider IT personnel and end users that delineate between IT personnel and end-user authority, responsibilities and accountability for meeting the organisation's needs.
- Assignment of responsibility for the IT Quality Assurance with regards to the Controls according to ISO/IEC 27001
- Data and System Ownership - Provide the Ezemvelo with procedures and tools, enabling it to address its responsibilities for ownership of data and information systems. Ezemvelo should make decisions about classifying information and systems and protecting them in line with this classification.
- Segregation of Duties – Implement a division of roles and responsibilities that reduces the possibility for a single individual to compromise a critical process.
- Relationships - Establish and maintain an optimal co-ordination, communication and liaison structure between the Service Provider and Ezemvelo (communication effectiveness).
- Benefit management - Implement a process to monitor the benefits from providing and maintaining appropriate IT capabilities since the service provider's contribution to Ezemvelo will be in the form of two components: namely, IT-enabled investment program as well as part of a regular operation support.
- IT Standards and Quality Practices - Identify and maintain standards, procedures and practices for key IT processes to guide the organisation in meeting the intent of the quality management system.

- Development and Acquisition Standards - Adopt and maintain standards for all development and acquisition that follow the life cycle of the ultimate deliverable and include sign-off at key milestones based on agreed-upon sign-off criteria. These are standards applicable for changes to existing IT resources e.g., software coding, file formatting, interoperability, etc.
- Event Identification - Identify events (an important realistic threat that exploits a significant applicable vulnerability) with a potential negative impact on Ezemvelo including business, regulatory, legal, technology, trading partner, human resources and operational aspects.
- Risk Assessment - Assess on a recurrent basis the likelihood and impact of all identified risks, using qualitative and quantitative methods.
- Risk Response - Develop and maintain a risk response process designed to ensure that cost-effective controls mitigate exposure to risks on a continuing basis. The risk response process should identify risk strategies such as avoidance, reduction, sharing or acceptance; determine associated responsibilities; and consider risk tolerance levels.
- Maintenance and Monitoring of a Risk Action Plan - Priorities and planning the control activities at all levels to implement the risk responses identified as necessary.
- Integrated Project Plan - Establish a formal, approved integrated project plan (covering business and information systems resources) to guide project execution and control throughout the life of the project. It should be understood and documented.
- Definition and Maintenance of Business Functional and Technical Requirements - Identify, prioritise, specify Ezemvelo's functional and technical requirements covering the full scope of all initiatives required to achieve the expected outcomes of the proposed information system.
- Risk Analysis Report - Identify, document and analyse risks associated with Ezemvelo requirements and solution design, to support increased management awareness of potential risks.
- Feasibility Study and Formulation of Alternative Courses of Action - Develop a feasibility study that examines the possibility of implementing the requirements. Assess the feasibility and alternative courses of action and make a recommendation to Ezemvelo.
- Detailed Design - Prepare detailed design and technical software application requirements. Define the criteria for acceptance of the requirements.
- Application Security and Availability - Address application security and availability requirements in response to identified risks and in line with Ezemvelo's data classification, information architecture, information security architecture and risk tolerance.
- Applications Requirements Management - Track the status of individual requirements (including all rejected requirements) during the design, development and implementation, and approve changes to requirements through an established change management process.

- Infrastructure Resource Protection and Availability - Implement internal control, security and auditability measures during configuration, integration and maintenance of hardware and infrastructural software to protect resources and ensure availability and integrity.
- Infrastructure Maintenance - Develop a strategy and plan for infrastructure maintenance and ensure that changes are controlled in line with the industry standards (ISO 27001/ CobiT) for changing management procedure. Include periodic reviews against business needs, patch management, upgrading strategies, risks, assessment of vulnerabilities and security requirements.
- Feasibility Test Environment - Establish development and test environments to support effective and efficient feasibility and integration testing of infrastructure components.
- Change Standards and Procedures - Set up formal change management procedures to handle in a Standardised manner all requests (including maintenance and patches) for changes to applications, procedures, processes, system and service parameters, and the underlying platforms.
- Emergency Changes - Establish a process for defining, raising, testing, documenting, assessing and authorising emergency changes that do not follow the established change process.
- Implementation Plan - Establish an implementation and fallback/backout plan.
- Test Environment - Define and establish a secure test environment representative of the planned operations environment relative to security, internal controls, operational practices, data quality and privacy requirements, and workload.
- Service Level Agreements - Define SLA for all critical IT services based on Ezemvelo requirements and IT capabilities. This should cover customer commitments, service support requirements.
- IT Resources Availability - Provide the required capacity and performance, considering aspects such as normal workloads, contingencies, storage requirements and IT resource life cycles. Risk management should further consider nondisclosure agreements (NDAs), escrow contracts, continued supplier viability.
- IT Continuity Framework - Develop a framework for IT continuity to support Ezemvelo business continuity management using a consistent process. The objective of the framework should be to assist in determining the required resilience of the infrastructure and to drive the development of disaster recovery and IT contingency plans.
- IT Continuity Plans - Develop IT continuity plans based on the framework and designed to reduce the impact of a major disruption on key business functions and processes.
- Testing of the IT Continuity Plan - Test the IT continuity plan on a regular basis to ensure that IT systems can be effectively recovered, shortcomings are addressed, and the plan remains relevant.
- Offsite Backup Storage - Store offsite all critical backup media, documentation and other IT resources necessary for IT recovery and business continuity plans.
- Management of IT Security - Manage IT security at the highest appropriate organisational level, so the management of security actions is in line with business requirements. These should include, amongst others, firewall policy and compliance with Information Security policies.

- Identity Management - Ensure that all users (internal, external and temporary) and their activity on IT systems (business application, IT environment, system operations, development and maintenance) are uniquely identifiable.
- 34 User Account Management - Address requesting, establishing, issuing, suspending, modifying and closing user accounts and related user privileges with a set of user account management procedures. Include an approval procedure outlining the data or system owner granting the access privileges.
- Security Testing, Surveillance and Monitoring - Test and monitor the IT security implementation in a proactive way. IT security should be recredited in a timely manner to ensure that the approved IT enterprise's information security baseline is maintained.
- Security Incident Definition - Clearly define and communicate the characteristics of potential security incidents so they can be properly classified and treated by the incident and problem management process. This considers the computer emergency response team (CERT).
- Malicious Software Prevention, Detection and Correction - Put preventive, detective and corrective measures in place (especially up-to-date security patches and virus control) across the organisation to protect information systems and technology from malware (e.g., viruses, worms, spyware, spam).
- Service Desk - Establish a service desk function, which is the user interface with the service provider, to register, communicate, dispatch and analyse all calls, reported incidents, service requests and information demands. There should be monitoring and escalation procedures based on agreed-upon service levels relative to the appropriate SLA that allow classification and prioritisation of any reported issue as an incident, service request or information request.
- Problem Tracking and Resolution - Ensure that the problem management system provides for adequate audit trail facilities that allow tracking, analysing and determining the root cause of all reported problems considered:
 - All associated configuration items
 - Outstanding problems and incidents
 - Known and suspected errors
 - Tracking of problem trends
- Media Library Management System - Define and implement procedures to maintain an inventory of stored and archived media to ensure their usability and integrity.
- Disposal - Define and implement procedures to ensure that business requirements for protection of sensitive data and software are met when data and hardware are disposed or transferred.
- Backup and Restoration - Define and implement procedures for backup and restoration of systems, applications, data and documentation in line with business requirements and the continuity plan. Adequate policies and procedures for the backup of systems, applications, data and documentation exist and consider factors including encryption, security and access rights to mention a few.

- Monitoring Method - Deploy a performance monitoring method (e.g., balanced scorecard) that records targets; captures measurements; provides a succinct, all-around view of IT performance; and fits within the enterprise monitoring system.
- Performance Assessment - Periodically review performance against targets, analyse the cause of any deviations, and initiate remedial action to address the underlying causes. At appropriate times, perform root cause analysis across deviations.
- Performance Measurement – Develop a mechanism for ensuring that agreed-upon IT objectives have been met or exceeded, or that progress toward IT goals meets expectations
- Independent Assurance: Obtain independent assurance (internal or external) about the conformance of IT with relevant laws and regulations; the organisation's policies, standards and procedures; generally accepted practices; and the effective and efficient performance of IT.
- Audit Trail – Be able to provide audit for the following:
 - System uptime and downtime (trend).
 - Calls logged, resolved and unresolved.
 - User account management: User accounts created/ re-instated, suspended/ terminated, deactivated, and password resets.
 - System administrator activity report on user account management.
 - Program change/ updates
 - Backup reports and their status (failed/ successful)
 - User login reports (failed and successful)
 - System security settings: Password complexity and enabled system login features.
 - PCI Data Security
 - Build and Maintain a Secure Network and Systems
 - Install and Maintain Network Security Controls.
 - Apply Secure Configurations to All System Components.
 - Protect Account Data
 - Protect Stored Account Data.
 - Protect Cardholder Data with Strong Cryptography During Transmission Over Open, Public Networks
 - Maintain a Vulnerability Management Program
 - Protect All Systems and Networks from Malicious Software.
 - Develop and Maintain Secure Systems and Software.
 - Implement Strong Access Control Measures
 - Restrict Access to System Components and Cardholder Data by Business Need to Know.
 - Identify Users and Authenticate Access to System Components.
 - Restrict Physical Access to Cardholder Data.
 - Regularly Monitor and Test Networks

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- Log and Monitor All Access to System Components and Cardholder Data
- Test Security of Systems and Networks Regularly.
- Maintain an Information Security Policy
- Support Information Security with Organizational Policies and Programs.

SPECIAL CONDITIONS OF BID

1. INTRODUCTION

This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations, 2022; the General Conditions of Contract (GCC) and the following applicable other Special Conditions of Contract.

2. PURPOSE

The purpose of this bid is to invite prospective bidders to submit a request appointment of a service provider for the provision of hospitality property management system for a period of five (5) years) at Ezemvelo KZN Wildlife.

3. CONTRACT PERIOD

This contract shall be for a period of six (6) months.

4. BID PUBLICATION AND VALIDITY PERIOD

It is the responsibility of the bidder to keep tracking any information updates on the original tender adverts (e-Tenders Portal) throughout bidding process (adverts till award stage). The tender proposal must remain valid for the period of one hundred and eighty (**180**) calendar days after closing date.

5. PRICING

The offered total of the prices should be inclusive of Value Added Tax (VAT). The Bidders pricing is to remain firm for **180 days** from the closing date of this tender; Ezemvelo KZN Wildlife reserves the right to negotiate with the recommended bidder prior to signing of the contract.

6. TWO-ENVELOPE BIDDING PROCESS

This bid will be evaluated using a Two-Envelope Bidding Process, whereby Technical Proposals and Financial Proposals will be submitted separately and evaluated in different stages.

7.1 Two-Envelope Bidding Process

7.1.1 Submission of Proposals

Bidders shall submit two (2) separate sealed envelopes submissions, clearly marked as follows:

- Envelope 1: Technical Proposal
- Envelope 2: Financial Proposal

The Technical Proposal shall not contain any pricing information. Likewise, the Financial Proposal shall contain only pricing and commercial information and shall not include any technical information.

Only Technical Proposals will be opened at the initial opening session.

7.1.2 Technical Proposal (Envelope 1)

The Technical Proposal shall contain all information necessary to demonstrate the bidder's capability to supply, implement, commission, train, support and maintain the Tourism and Hospitality Property Management System. The Technical Proposal shall include all documents required for the administrative compliance assessment and functionality evaluation.

No pricing information shall be included in the Technical Proposal.

7.1.3 Financial Proposal (Envelope 2)

The Financial Proposal shall remain sealed and unopened until the completion of the technical evaluation.

Only Financial Proposals submitted by bidders who achieve the minimum functionality threshold will be opened for further evaluation.

Financial Proposals submitted by bidders who fail to meet the minimum qualifying thresholds shall not be considered for further evaluation.

7.1.4 Clarifications

Ezemvelo KZN Wildlife reserves the right to request written clarifications from bidders during the evaluation process. Such clarifications shall not alter the substance of the proposal or result in any change to the bid price.

7.1.5 Confidentiality

Financial Proposals shall remain confidential throughout the technical evaluation process and will only be opened for bidders that have successfully met the minimum functionality requirements.

This process ensures that technical capability is evaluated independently from price, thereby promoting fairness, transparency and value for money.

7. EVALUATION CRITERIA

The evaluation process will be conducted in phase as follows:

Phase 1: Compliance and completeness screening

i. Standard Bid documents:

You are requested to complete and sign the below attached Compulsory Returnable Standard Bidding Document (SBD) Forms:

- a) Authority to Sign Bid
- b) Registration on the Central Supplier Database
- c) SBD 1: Invitation to Bid
 - Part A: Invitation to Bid
 - Part B: Terms and conditions of the bid
- d) SBD 4: Bidders Disclosure

- e) SBD 6.1 Preferential Procurement regulations 2022
- f) General conditions of contract
- g) Failure to complete and sign the above Compulsory Returnable Standard Bidding Document (SBD) Forms shall result in the tender being considered non-responsive and rejected.

ii. **Compliance:**

- a) The bidder must be fully registered on the National Treasury Central Supplier Database (CSD) at the closing time of the bid.
- b) The bidder or any of its directors/shareholders is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector.
- c) The bidder or any of its directors/shareholders are not restricted from doing business with government in terms of SCM Practice Note 05 of 2006.
- d) Forging of documents/certificates Ezemvelo KZN Wildlife has observed that prospective bidders are allegedly submitting fraudulent and forged documents when participating in tenders. Bidders are advised against committing fraudulent activities and creating forged documents. Ezemvelo KZN Wildlife will ensure compliance with this Act by reporting all offenders of the SCM system to the SAPS and registering them on the Register of Tender Defaulters as stipulated in section 29 of the Prevention and Combating of Corrupt Activities Act 12 of 2004. Offenders of the SCM system may face various penalties, including being barred from conducting business with any public institutions for a period not exceeding 10 years (see section 28 of this Act).
- e) For Compulsory briefing sessions, bidders must ensure that the certificate is stamped and signed during the session, and the attendance register is signed as well.

N.B Failure to comply with the above requirement will result in the tender being deemed non-responsive and rejected.

f) General Conditions for Joint Ventures / Consortiums

1. Joint Venture or Consortium Agreement

- A signed JV/Consortium agreement must be submitted with the bid.
- The agreement must clearly indicate the participating entities, their roles, responsibilities, and ownership/participation percentages.

2. Central Supplier Database (CSD) Registration

- All JV/Consortium partners must be registered on the Central Supplier Database (CSD).
- A valid CSD report for each partner must be submitted and will be used for verification purposes. The CSD serves as the government's source of verified supplier information.

3. Specific Goals and Preference Points

- Where specific goals are applicable, points will be allocated according to the ownership or participation percentage of qualifying JV/Consortium partners.
- Calculations must be based on the percentages reflected in the signed JV/Consortium agreement and supported by CSD information.

4. Tax Compliance

- Each JV/Consortium member must be tax compliant and verifiable through SARS and/or the CSD.

5. SBD 4: Declaration of Interest

○ Purpose

- To disclose any relationships, interests, or potential conflicts between the bidder and employees or officials of the institution.
- Must be completed fully and signed by the bidder or authorised representative.

○ For Joint Ventures/Consortiums

- Each JV/Consortium partner should complete and sign a separate SBD 4 unless the bid document states otherwise.
- The information provided must correspond with the entities forming part of the JV/Consortium.

6. Authority to Sign

- The person signing the bid must have legal authority to bind the company.

○ Acceptable Proof of Authority

○ Company

- Board Resolution authorising the individual to sign the bid; or
- Resolution of Directors; or
- Proof that the signatory is the sole director/member with signing powers.

○ Joint Venture/Consortium

- Signed JV/Consortium Agreement.
- Resolution from each participating member authorising participation in the JV/Consortium.
- Joint resolution appointing the lead partner and authorised signatory.

7. Specific Goals for Joint Ventures and Consortiums

- Points will be allocated based on the percentage ownership and participation of qualifying members within the Joint Venture or Consortium. Ownership and participation percentages must be clearly reflected in the submitted bid documentation and verified against the Central Supplier Database (CSD).

Phase 2: Functionality Evaluation

The bid functionality will be evaluated out of a total of 100 points based on the following weighted criteria:

company experience, personnel expertise and technical expertise and knowledge. Only bids that achieve a **minimum score of 70 out of 100 points** will qualify for further evaluation. Bids scoring below 70 points will be disqualified and will not be considered in the subsequent stages of the evaluation process.

No.	Functionality Evaluation
1.	Company Experience (45 points)
	1.1 POINT OF SALE (15points) The bidder shall provide evidence for complete or currently in progress, providing services of point-of-sale (POS) for retail or food and beverage facility e.g. Restaurant or Coffee Shop or Bar for minimum of five (5) years 'operational experience Means of verification: The bidder must provide three (3) reference letters demonstrating their role and involvement in rendering services for point-of-sale POS, reference letter must have but not limited to: - The client's official letterhead or Company Stamp & clearly state the client/company name; - Scope of work include stage of contract (initiation, implementation, operational, or completion stage Operational Capacity - Include contactable references and contact details; Specify the duration (start date and end date/ estimated ended date) <u>Sub-Points:</u> i. 0 points = non-submission/noncomplying documents and Reference letters with less than five (5) years' experience ii. 05 points = one (1) Reference letter with minimum of five (5) years 'operational experience iii. 10 points = two (2) Reference letters with minimum of five (5) years' operational experience iv. 15 Points = three (3) Reference letters with minimum of five (5) years' operational experience
	Hospitality Property Management System) (30 points) The bidder shall provide documentary evidence demonstrating that it has successfully completed, or is currently engaged in, the provision, implementation, management, and support of a Hospitality Property Management System. The bidder must demonstrate a minimum of five (5) years of operational experience in providing, implementing, managing, and supporting such solutions and related services, and must demonstrate a minimum capacity of 500 beds across the relevant hospitality establishments. . Means of verification: The bidder must provide three (3) reference letters demonstrating their role and involvement in rendering services for Hospitality Property Management System, reference letter must have but not limited to: - The client's official letterhead or Company Stamp & clearly state the client/company name; - Scope of work include stage of contract (initiation, implementation, operational, or completion stage Operational Capacity - Include contactable references and contact details; Specify the duration (start date and end date/ estimated ended date).

	<u>Sub-Points:30</u> I. 0 points = Disqualification= No reference letter submitted, submission of a non-compliant reference letter, submission of only one (1) reference letter where more are required, or submission of a reference letter indicating less than five (5) years of operational experience. II. 20 points = two (2) Reference letter with minimum of five (5) years 'operational experience III. 30 Points = three (3) Reference letter with minimum of five (5) years 'operational experience N.B.: Bidders must submit at least two (2) reference letters or attain a minimum score of 20 points under this criterion to qualify for further consideration. Failure to meet either of these requirements will result in the bidder being disqualified and excluded from the subsequent stage of the evaluation process.
2.	PERSONNEL EXPERTS – QUALIFICATION, SKILLS AND EXPERIENCE (45 POINTS) A proposed project team, accompanied by curriculum vitae (CVs) and certified copies of qualifications for each team member, demonstrating extensive experience in the provision of Hospitality Property Management Systems. NB: Points will only be allocated to bidders who submit both the Curriculum Vitae (CV) and certified copies of the relevant qualifications for the proposed personnel. Failure to submit either the CV or the qualification certificates will result in no points being allocated. Certified copies of qualification certificates must have been certified within six (6) months prior to the tender closing date. Qualification certificates that were certified more than six (6) months before the tender closing date will not be considered. 2.1 Project Manager, 15 points Proven Experience in Managing Property Management Systems (PMS) The bidder must demonstrate proven experience in the management, operation, support, and maintenance of Property Management Systems (PMS) within the hospitality industry. Relevant qualification i. 0 points = non-submission ii. 05 points = NQF level 7 or higher qualification in Degree: Computer Science or Software Engineering or Information Technology, or Information Systems or Equivalent qualification <u>Working experience in years</u> i. 10 points = 5 years and above. ii. 05 points = 3– 4 years. iii. 03 points =1– 2 years 2.2 Senior Developer, 15 points: Proven Experience in Managing Property Management Systems (PMS) The bidder must demonstrate proven experience in the management, operation, support, and maintenance of Property Management Systems (PMS) within the hospitality industry. Relevant qualification: Software Development qualification and/or professional certification, or an equivalent qualification in Software Development, obtained from an accredited institution. - (0 points = non-submission

	- 05 points = Software Development qualification and/or professional certification, or an equivalent qualification in Software Development, obtained from an accredited institution. <u>Working experience in years</u> i. 10 points = 5 years and above. ii. 05 points = 3 – 4 years. iii. 03 points = 1 – 2 years
	2.3 Implementation Specialist,15 points Proven Experience in Managing Property Management Systems (PMS) The bidder must demonstrate proven experience in the management, operation, support, and maintenance of Property Management Systems (PMS) within the hospitality industry. Relevant qualification: Software Development qualification and/or professional certification, or an equivalent qualification in Software Development, obtained from an accredited institution. - 0 points = non-submission - 05 points = bachelor's degree: Computer Science or Software Engineering or Information Technology, or Information Systems or relevant qualification i. Working experience in years System installation, configuration, deployment on-site iv. 10 points = 5 years and above. v. 05 points = 3 – 4 years. vi. 03 points = 1 – 2 years
3.	3.4 Location Of the System and the Offices' Location. 10 points The bidder must demonstrate the ability to provide local maintenance and support services within South Africa in order to reduce downtime, ensure business continuity, improve response times, and comply with applicable local requirements and regulations. <u>Sub-Points:</u> i. 0 points = non-submission/noncomplying documents ii. 05 points = outside South African Footprint address of local office or lease agreement iii. 10 points= South African Footprint address of local office or lease agreement Means of Verification: • Official proof of office location (e.g., lease agreement, title deed, or utility bill); • Any valid documentation confirming operational presence at the stated location. NB: Only verifiable documentary evidence will be considered for scoring. Claims without supporting documentation will not be evaluated.
Total Points	
100 Points	

Phase 3: Presentation of the Proposal

Only bidders who successfully pass Phase 02: Functionality Evaluation will be invited to participate in the Presentation Stage. The presentation will be evaluated out of a total of 100 points. Bidders must achieve a **minimum score of 75 points** in the Presentation Stage to qualify for further evaluation. Any bidder scoring less than 75 points will be deemed non-responsive and will not be considered for the subsequent stages of the evaluation process.

No.	Work scope: Provide a demo management system in-line with the EKZNW terms of reference and further enhancements.	Maximum Points per Criterion	Total Points
1.	Demonstrate the cloud-based Reservations and Property Management system and include the following.		
	Inventory Management functionality, including channels and APIs and ability to manage inventory via unit types as well as via individual unit numbers if required.	05	40
	Rate Management functionality, including ability to configure multiple rate types e.g. guest groups and package types and allowing for multiple discounts on single bookings and validity dates.	05	
	Agent Management functionality, including assigning agent commissions and contracted rates.	05	
	Deposit and payment management functionality, and reconciliation methods. Include deposit rules and notifications and/or cancelations of bookings with overdue deposits and refund functionality.	05	
	Guest management functionality, including managing unique guest codes and guest preference and history information.	05	
	Property management functionality, including group bookings, rooms management, activities and sundry items management, night audit functionality and cash up, banking and reconciliation functionality, as well as integration to financial systems.	05	
	Reporting functionality, including statistical, financial and performance reporting.	05	
	Advanced management and security functionality, including audit trails, exceptions reporting, and user account management.	05	
2.	Demonstrate the public facing online booking site and include the following Points		
	Inventory Management functionality between Reservations and online bookings, including channels and APIs.	06	30
	• Rate Management functionality on various APIs.	06	
	• Deposit and payment management functionality via online payment gateways and reconciliation methods.	06	
	• Tour Operators and Agents portal if available.	06	

	User and guest management controls public facing online booking sites, including any administration and security controls.	06	
3.	Demonstrate the Point of Sale, Stock Control and Gate Access systems, which include the following:		20
	Demo regarding integration into cloud-based Property Management and whether the proposed system is also cloud-based or will run on premises.	04	
	Functionality for curio sale outlets, food and beverage outlets and stock control functionality.	04	
	Functionality for gate access points.	04	
	Functionality of integration of room charges and charges and payments from the multiple POS and Gate Access terminals/sites and the reconciliation and management in the Property Management System	04	
	POS and Stock control reporting functionality, including gate access guest details, statistical, financial and performance reporting.	04	
4.	Project Plan and Training Plan to Roll Out the Hospitality Property Management System		10
	Project Methodology and Approach Demonstrates a clear and structured implementation approach, including project governance, stakeholder engagement, communication strategy, milestones, deliverables, and reporting mechanisms.	03	
	Project Schedule and Rollout Plan Provides a realistic rollout plan with timelines, resource allocation, key dependencies, risk identification, mitigation strategies, and contingency measures.	02	
	Training Methodology Includes a comprehensive training strategy covering training needs analysis, training delivery methods, user competency assessment, and adoption management.	02	
	Training Materials and Knowledge Transfer Provides user manuals, quick reference guides, standard operating procedures, administrator guides, and a structured knowledge transfer plan to internal staff.	02	
	Post Go-Live Support Details post-go-live support, help desk arrangements, issue resolution procedures, system stabilization activities, and ongoing user assistance.	01	
TOTAL		100	

Financial Proposal (Envelope 2)

- The Financial Proposal (Envelope 2) shall remain sealed and unopened until the completion of the technical evaluation process.
- Only the Financial Proposals of bidders who have achieved the minimum qualifying thresholds for the preceding evaluation phases will be opened and evaluated.
- Bidders who fail to meet the requirements at the Administrative Compliance, Functionality, or Presentation Evaluation stages may collect their submitted proposals within ninety (90) days of notification of the bid outcome. Proposals not collected within this period may be disposed of by Ezemvelo KZN Wildlife in accordance with its records management and disposal procedures.
- However, all proposals submitted by bidders whose Financial Proposals are opened and evaluated shall become the property of Ezemvelo KZN Wildlife and will be retained for audit, record-keeping, governance, and regulatory compliance purposes. Such proposals will not be returned to bidders.

Phase 4: Price and preference

- The applicable preference point system for this tender is the 80/20 preference point system.
- Points shall be awarded for price is (80) and (20) for specific goals.
- The specific goals for the tender and points claimed are indicated per the table below:

8. TENDER SUBMISSION

Bids must be submitted in both hard copies and electronic documents in the form of a USB. Bids must be deposited in the bid box:

EZEMVELO KZN WILDLIFE,

Queen Elizabeth Park,

01 Peter Brown Drive,

Montrose,

Pietermaritzburg,

3202

by envelopes clearly marked: "appointment of a service provider for the provision of hospitality property management system for a period of five (5) years) at Ezemvelo KZN Wildlife

9. SUPPORTING DOCUMENTS FOR FUNCTIONALITY

9.1 CAPACITY OF THE BIDDER: POINT OF SALE (POS)

The bidder shall provide evidence for complete or currently in progress, providing services of POS for retail or food and beverage facility [e.g. Restaurant or Coffee Shop or Bar] for minimum of five (5) years 'operational experience.

No.	Name of the Institution/ Client	Service Provided	Type of Facility (Hotel/Lodge/Resort)	Project Status (Completed/Ongoing)	Years of Operation		
1.					Start date		
					End date		
2.					Start date		
					End date		
3.					Start date		
					End date		
4.					Start date		
					End date		

9.2. CAPACITY OF THE BIDDER: PROPERTY MANAGEMENT SYSTEM

CAPACITY OF THE BIDDER: The bidder must demonstrate a minimum of five (5) years 'operational experience in providing, implementing, managing, and supporting such solutions and related services and must demonstrate a minimum capacity of 500 beds across the relevant hospitality establishments.

No.	Name of the Institution/ Client	Service Provided	Type of Facility (Hotel/Lodge/Resort)	Project Status (Completed/Ongoing)	Number of Beds	Years of Operation		
						Start date		
						End date		
						Start date		
						End date		
						Start date		
						End date		
						Start date		
						End date		

9.3. Non-Compulsory REFERENCE FORM 1

NB: The bidder may duplicate this template where more than one reference letter is required, with each reference letter to be completed separately.

POINT OF SALE

1. REFERENCE DETAILS	Information To Be Completed by Client		
Client Name			
Contract Number			
Description of Services Rendered			
Contract Start & End Date (Duration of service)	Start date		
	End date		
Client Contact Person			
Telephone Number			
Email Address			
CLIENT REPRESENTATIVE DETAILS			
Project Manager / Authorized Representative Name			
Designation			
Signature			
Date			
Place			

This serves to confirm that _____ (Bidder Name) has rendered/has been rendering point of sale (POS) services to _____ (Client Name). The services were performed satisfactorily and covered a period of at least one (1) year. The contract was completed or is currently ongoing and falls within the last ten (10) years from the bid closing date.

Affix Company Stamp

9.4. Non-Compulsory REFERENCE FORM 2

NB: The bidder may duplicate this template where more than one reference letter is required, with each reference letter to be completed separately.

HOSPITALITY PROPERTY MANAGEMENT SYSTEM

1. REFERENCE DETAILS	Information To Be Completed by Client		
Client Name			
Contract Number			
Description of Services Rendered			
Contract Start & End Date (Duration of service)	Start date		
	End date		
Client Contact Person			
Telephone Number			
Email Address			
CLIENT REPRESENTATIVE DETAILS			
Project Manager / Authorized Representative Name			
Designation			
Signature			
Date			
Place			

This serves to confirm that _____ (Bidder Name) has rendered/has been rendering hospitality property management system services to _____ (Client Name). The services were performed satisfactorily and covered a period of at least one (1) year. The contract was completed or is currently ongoing and falls within the last ten (10) years from the bid closing date.

Affix Company Stamp

10. KEY PERSONNAL EXPERIENCE:

10.1 PROJECT MANAGER (Name & Surname): _____

INSTITUTION NB: Personal Curriculum Vitae (CV) must be submitted to be used to verify attached information.	Number of experiences						
	Start date			End Date			Total experience
	Day	Month	Year	Day	Month	Year	

10.2 SENIOR DEVELOPER (Name & Surname): _____

INSTITUTION NB: Personal Curriculum Vitae (CV) must be submitted to be used to verify attached information.	Number of experiences						
	Start date			End Date			Total experience
	Day	Month	Year	Day	Month	Year	

10.3 IMPLEMENTATION SPECIALIST (Name & Surname): _____

INSTITUTION NB: Personal Curriculum Vitae (CV) must be submitted to be used to verify attached information.	Number of experiences						
	Start date			End Date			Total experience
	Day	Month	Year	Day	Month	Year	