

Request for Information (RFI)

for an Enterprise Architecture (EA) tool, implementation and support services for CSIR ICT Services.

RFI No. 7042/29/01/2025

Date of Issue	Thursday, 12 December 2024					
Closing date for enquiries	Wednesday,22 January 2025					
RFI Closing Date	Wednesday, 29 January 2025 @ 16:30					
Place for submission	Online only submission at tender@csir.co.za If the size of the documents exceeds 25MB, respondents must send multiple emails. Use the RFI number and description as the subject on the email.					
Enquiries	Supply Chain Management	E-mail: tender@csir.co.za				
Category	ICT Services					

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Glossary

Abbreviation	Term	Description
CSIR	Council for Scientific and Industrial Research	A statutory body established in terms of Scientific Research Council Act 46 of 1988, as amended.
ICC	International Convention Centre	A convention centre located in Pretoria, South Africa. Situated on the grounds of the CSIR.
RFP	Request for Proposal	A request for proposal (RFP) is a business document that announces a project, describes it, and solicits bids from qualified bidders to complete it.
RFI	Request for Information	A request for information (RFI) is a document used to collect written information about the products, services and capabilities of various suppliers.
RFx		Refers to any official request by businesses to get information or proposals from potential suppliers.

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

One of the few constants in the over 79-year history of the CSIR is the awareness of, and commitment to, the value that science and technology can deliver to the development of our country.

The CSIR has an annual turnover in excess of R 2bn and ensures that the annual grant received from Parliament through the Department of Science and Innovation, which accounts for some 30% of its total income, is invested in knowledge generation, scientific infrastructure and enhancing skills. Additional income is generated from contract research for the public and private sectors, locally and abroad, as well as from royalties, licences and dividends from intellectual property management and commercial companies created by the CSIR.

Throughout the years, the organisation has demonstrated significant growth in its research output, transformation of over 2000 staff complement, and added value to society.

2 BACKGROUND

The Information and Communications Technology (ICT) landscape in the CSIR is complex and dynamic, requiring robust strategies and tools to manage evolving needs, resources and technologies. As a research-focused institution, our ICT environment supports both general administrative functions and specialised research activities. The infrastructure includes a blend of on-premises, cloud and hybrid technologies that cater to a diverse range of stakeholders, from researchers and administrative staff to external collaborators and partners.

The ICT Services Centre is tasked with enabling efficient technology decision-making and governance, ensuring security and compliance, supporting innovation and managing technical integrations across departments. These demands necessitate a cohesive approach to

Enterprise Architecture (EA) to ensure that ICT resources are optimally aligned with the CSIR's Strategic Objectives (SOs).

Currently, our ICT governance and architectural processes are limited by the tools and methods we use, impacting our ability to streamline workflows, capture insights and make informed decisions. An EA tool will be instrumental in addressing several key challenges; complex technology decision-making, alignment with strategic goals, efficient change management, enhanced compliance and risk management and knowledge management and collaboration.

To address these needs the EA tool should as a minimum address the following:

- o Enterprise transformation and portfolio management.
- Advanced road mapping.
- Solution architecture design and delivery.
- Enterprise architecture governance.
- o Innovation and sustainability.

CSIR ICT is embarking on a programme to acquire and implement an EA tool, the programme may consist of various phases:

Phase 1: Request for Information (RFI) to gather detailed information regarding available Enterprise Architecture (EA) tools and the associated services required to implement them effectively.

Phase 2: Request for Proposal (RFP) or any other suitable procurement method to appoint a qualified service provider. This phase will aim to appoint a vendor to provide an EA tool and deliver associated implementation services.

Note:

- Phase one (1) requirement is for budget estimates, therefore the CSIR will not be acquiring any EA tool(s) at this stage.
- Subsequent phase(s) of the programme will be dependent on the outcomes of phase one (1).

3 REQUEST FOR INFORMATION

The purpose of this RFI is purely for estimate purposes and to know the present market rates and under no circumstances, shall it be construed as a formal process to contract any service provider(s).

The RFI pricing are for assistance from service providers specialising in the provision, implementation and support of EA tools to enable the CSIR to:

- **3.1** Assess the number of service providers available within the market, showcasing their capabilities and specialisation.
- **3.2** Obtain estimates related to the anticipated costs.

These estimates will amongst others; aid in budgetary planning, and resource allocation for a possible RFP as the next phase of the programme.

4 RFI SPECIFICATIONS

4.1 Technical requirements

Respondents are requested to provide the following details for an EA tool, implementation and support services.

4.1.1 EA tool use cases

Respondents must include details on how their EA tool addresses the following usecases:

- Enterprise transformation and portfolio management Support strategic planning, alignment and execution of transformation initiatives.
 - Strategic alignment Align transformation initiatives with business goals and Key Performance Indicators (KPIs).
 - Portfolio visualisation Map and track investments, projects and outcomes.
 - Impact analysis Assess the impact of changes on business capabilities, processes and technology.

- Resource management Track resource allocation across projects and initiatives.
- Advanced road mapping Create and manage detailed roadmaps for technology, capabilities and initiatives.
 - Multi-layer roadmaps Support for different types of roadmaps (e.g., technology, business capability and application).
 - Dynamic updates Manage and visualise roadmap changes over time.
 - Dependencies and milestones Map dependencies between projects and track key milestones.
 - Scenario planning Compare different future-state scenarios and impacts.
- Solution architecture design and delivery Enable solution architects to design,
 validate and deliver solutions aligned with enterprise standards.
 - Modelling capabilities Support for creating detailed solution models (e.g., ArchiMate, Business Process Management Notation (BPMN), Unified Modelling Language (UML)).
 - Reference architectures Use or customise industry reference models.
 - Traceability Maintain traceability from requirements to solutions ensuring that all design decisions align with business needs.
 - Validation and compliance Check solutions against enterprise architecture standards, principles and policies.
- Enterprise architecture governance Ensure compliance with architectural principles, standards and frameworks.
 - Governance framework support Support frameworks like TOGAF, Zachman or custom frameworks.
 - Policy enforcement Set and enforce architectural policies.
 - Review and approval workflows Support for formal review processes for new solutions or changes.
 - Audit and reporting Generate compliance reports and audit trails.
 - Stakeholder engagement Involve stakeholders in governance processes and decision making.

- Innovation and sustainability Foster innovation while ensuring sustainability and alignment with organisational goals.
 - Innovation management Capture, evaluate and track innovative ideas.
 - Technology trends Analyse emerging technologies and their impact on the enterprise.
 - Sustainability metrics Tracking sustainability goals or ESG (Environmental, Social and Governance) initiatives.
 - Scenario analysis Assess the feasibility and impact of innovative solutions.
 - Collaboration and ideation Cross-functional collaboration on innovation projects.

4.1.2 Scalability and performance requirements

- Respondents must include details on cloud-based, Software as a Service (SaaS)
 models or on-premises installations of their solutions, including details on the
 locations of the cloud-based and SaaS solutions, segregation etc.
- Respondents should include details on future support for on-premises solutions.

4.1.3 Integration and data requirements

Respondents must include as a minimum detail on:

- o Integration methods.
- Application Programming Interface (API) access for custom integrations with enterprise tools and systems.
- Integration with ITSM solutions.
- Integration with Configuration Management Database (CMDB): Data synchronisation, out-of-the-box integrations and configuration item mapping.
- o The ability of the respondent to create or built APIs in their EA solution.
- Standard data format for importing and exporting of data.

4.1.4 Security requirements

Respondents must include details on security. Include as a minimum detail on:

- Data encryption at rest.
- Data encryption in transit.
- Access control and user authentication: Role Based Access Control (RBAC), Multi Factor Authentication (MFA) and Single Sign On (SSO).
- o Auditing.
- Security certifications.
- Breach reporting: Where third-party services are utilised, include details on the accountability in case of third-party breaches.

4.1.5 Privacy requirements

Respondents must include details on privacy. Include as a minimum detail on:

- Data residency: Data storage location, compliance to Protection of Personal Information Act (POPIA) or General Data Protection Regulation (GDPR).
- Data anonymisation and masking.
- Data retention and deletion policies.
- Vendor privacy practices: Privacy policy reviews, "Do not sell my data" clauses etc.
- Data expunging.

4.1.6 Vendors requirements

Respondents must include details on their Global and South African footprint. Include the number of offices and their location, the support personnel and implementation personnel globally and in South Africa.

4.1.7 Training requirements

Respondents must include details on training. Include as a minimum detail on:

• Help documentation and training materials available in the solution.

Training courses available to system administrators, architects, other technical

specialists, viewers etc.

4.1.8 Implementation and support requirements

Respondents must include details on implementation and support services. Include

as a minimum detail on:

o Implementation services provided.

Professional support service levels to assist with troubleshooting, loading of data

and quality assurance.

o Periodic assessments of the EA practice including monitoring of the maturity

roadmaps and best practice guidance.

Continuous support and empowerment to use the tool to the maximum including

workshops, webinars and user community etc.

4.2 **Pricing Schedule**

4.2.1 Respondents to provide a detailed costing including rand estimates and hours for

the items as per section 4.1. These estimates will aid in budgetary planning.

Number of users: 3x Enterprise Architects, 1x Solutions Architects and 1x System

Designer, 4x Systems Analysts, 3x IT Project Managers, 5x Stakeholders (view-

only access to dashboards, presentation and overviews for making decisions).

Number of employees in organisation: Approximately 2 500.

Number of businesses applications: Approximately 50.

Respondents to include any:

Flexible licensing options, such as user-based or usage-based (floating license)

consideration for different types of users (architects, business users and

executives).

o Enterprise-wide licensing models that may reduce costs as the CSIR grows in size

or as more features are used.

Enterprise or site licensing.

- o Organisation size licensing.
- o Model-based licensing.
- o Costs of tool acquisition, implementation, integration and onboarding.
- Annual maintenance, support fees, software upgrades and any costs associated with training and continuous learning.
- Any hidden costs for additional modules, connectors, or increased usage (e.g., API call limits).
- **4.2.2** Pricing must be provided in South African Rand (including all applicable taxes less all unconditional discounts).
- **4.2.3** Prices that are subject to escalation and exchange rate fluctuations are to be clearly indicated, with the currency and Rate of Exchange (RoE) used in the quotation must be clearly indicated.

SECTION B - TERMS AND CONDITIONS

5 PLATFORM FOR PROPOSAL SUBMISSION

- **5.1** RFI are to be submitted electronically to <u>tender@csir.co.za</u>. No late proposals will be accepted.
- **5.2** RFI will only be considered if received by the CSIR before the closing date and time (as indicated on the cover page).
- 5.3 RFI submissions are to be clearly subject-referenced with the **RFI number and RFI**Description.
- **5.4** RFI submitted must be signed by a person or persons duly authorised.
- 5.5 RFI submitted at incorrect location and/or address, will not be accepted for considerations and where practicable, will be returned unopened to the Respondent(s).
- **5.6** All dates and times in this bid are South African standard time.
- 5.7 Any time or date in this bid is subject to change at the CSIR's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the CSIR to take any action or create any right in any way for any respondent to demand that any action be taken on the date established. The respondent accepts that, if the CSIR extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.
- **5.8** Documents submitted via cloud solutions such as: WeTransfer, Google Drive, Dropbox, etc. will not be considered.
- **5.9** The naming / labelling syntax of files or documents must be short and simple.
- **5.10** Should the submission file size exceed 25MB, respondents must submit in multiple emails. Use RFI No. 7042/29/01/2025 and the description of the RFI as the subject of the email.

6 RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below.

7 DEADLINE FOR SUBMISSION

RFI submissions shall be submitted to <u>tender@csir.co.za</u> no later than the closing date of **Wednesday**, **29 January 2025** at 16:30.

Where the CSIR does not receive a submission by the due date and time via the stipulated email address, it will be regarded as a late submission. Late submissions may not be considered.

8 REVIEWING PROCESS

There is no preferential point system for this RFI as this is not a tender however, respondents are requested to provide or indicate their B-BBEE status for information purposes.

9 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFI shall be submitted in writing to CSIR at <u>tender@csir.co.za</u> with "RFI No. 7042/29/01/2025 – Request for Information for an Enterprise Architecture (EA) tool, Implementation and support services for CSIR ICT Services."

10 MEDIUM OF COMMUNICATION

Any other contact with CSIR personnel involved in this RFI is not permitted during the RFI process other than as required through existing service arrangements or as requested by the CSIR as part of the RFI process.

All documentation submitted in response to this RFI must be in English.

11 COST OF SUBMISSION

Respondents must fully acquaint themselves with this RFI's conditions, requirements, and specifications before submitting. Each respondent assumes all risks for resource commitment and expenses, direct or indirect, of their submission preparation and participation throughout the RFI process. The CSIR is not responsible directly or indirectly for any costs incurred by the respondents of this RFI.

12 CORRECTNESS OF RESPONSES

- **12.1** The respondent must confirm satisfaction regarding the correctness and validity of their submission and that all prices and rates quoted cover all the work/items specified in the RFI.
- **12.2** The respondent accepts that any mistakes regarding the solution, budgetary pricing, and calculations will be at their own risk.

13 VERIFICATION OF DOCUMENTS

13.1 Respondents should check the numbers of the pages to satisfy themselves that none are missing or duplicated. The CSIR will accept no liability regarding anything arising from the fact that pages are missing or duplicated.

14 ADDITIONAL TERMS AND CONDITIONS

- **14.1** A respondent shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- **14.2** Copies of affiliations, memberships and/or accreditations supporting submission can be included at the respondent's discretion.

15 CSIR RESERVES THE RIGHT TO

- **15.1** Extend the closing date;
- **15.2** Verify any information contained in a submission;
- **15.3** Cancel or withdraw this RFI as whole or in part;
- 15.4 Request documentary evidence regarding any response issue; and/or

16 DISCLAIMER

This RFI is a request for budgetary quotations only and not an offer document. Submissions to this RFI must not be construed as an acceptance of an offer or imply the existence of a contract between the parties. By submitting, respondents shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFI. The CSIR makes

no representation, warranty, assurance, guarantee or endorsements to respondents concerning the RFI, whether regarding its accuracy, completeness or otherwise and the CSIR shall have no liability towards the respondent or any other party in connection therewith.

Annexure A Standard Bidding Document (SBD) 1

PART A: INVITATION TO BID

YOU ARE HE	EREB'	Y INVITED TO BID FOR		REMENTS				
BID NUMBER:		lo. 7042/29/01/2025	NG	, IIME:			16H30	
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FACSIMILE		-					-	
NUMBER E-MAIL				FACSIMI	LE NUMBER			
ADDRESS		tender@csir.co.za		E-MAIL A	DDRESS	ten	nder@csir.co.za	1
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QUESTIONN	IAIRE	TO BIDDING FOREIGN	SUPPL	JERS				
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 IS A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SA AND IF NOT REGISTER AS PER 2.3 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 reso	lution)
DATE:	

Annexure B Standard Bidding Document (SBD) 4

BIDDER'S DISCLOSURE

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decisions of the enterprise.

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.

2.1.1	Is the bidder, or any of its directors / trustees / shareholders / members / partner any person having a controlling interest ¹ in the enterprise, employed by the state? If so, furnish particulars of the names, individual identity numbers, and, if applica state employee numbers of sole proprietor/ directors / trustees / shareholder members/ partners or any person having a controlling interest in the enterprise, in the below.								
	Full Name	Identity Number	Name of institution	State					
2.2		connected with the bidde e procuring institution?	r, have a relationship YES	with any perso					
2.2.1	If so, furnish particula	rs:							

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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:
3 I	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.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

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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.

	COMBATING ABUSE IN THE SUPPLY SHOULD THIS DECLARATION PROVE	_
FALSE.		
Signature	Date	
Position	Name of bidder	

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