

SOL PLAATJE MUNICIPALITY BID DOCUMENT

LATE SUBMISSION OF BIDS WILL NOT BE ACCEPTED.

Original bid documents must be submitted in a sealed envelope marked
" ENVELOPE 1 ORIGINAL "

A duplicate of the Original Bid document must be submitted in a sealed separate envelope marked
'ENVELOPE 2 DUPLICATE'

If bids are submitted in one envelope containing one original and one duplicate it must be clearly stated.
The duplicate must be a true reflection of the original Bid Document and supporting documents must be certified.

I hereby declare that the copy submitted is a true reflection of the original bid.

Bidder Signature: _____ Date: _____

CONTRACT NUMBER:	FIN/REV01/2025
DESCRIPTION:	PROVISION OF PREPAYMENT VENDING SERVICES WITH THIRD PARTY VENDING MANAGEMENT AND REVENUE ENHANCEMENT SERVICES.
THE OFFER CONTAINS	MBD1, MBD 2, MBD3.1, MBD 3.4, MBD 4, listing criteria, MBD8, MBD 9 and General Conditions of Contract
ALL PAGES MUST BE SIGNED AND WITNESSED BY TWO WITNESSES, WHERE REQUIRED.	
NAME OF BIDDER	
PHYSICAL TRADING OFFICE ADDRESS	
CSD NUMBER	MAAA
BID PERIOD: For the period commencing	
PREPARED FOR: R Mogoje SOL PLAATJE MUNICIPALITY PRIVATE BAG X5030 KIMBERLEY 8300	PREPARED BY: B. Nkoe
CLOSING DATE: 08th December 2025	TIME: 10H00

BIDDER CHECKLIST

CONTRACT NUMBER: FIN/REV01/2025 - PROVISION OF PREPAYMENT VENDING SERVICES WITH THIRD PARTY VENDING MANAGEMENT AND REVENUE ENHANCEMENT SERVICES FOR SOL PLAATJE LOCAL MUNICIPALITY.

Hereunder is a checklist to ensure that the bid documentation is complete in terms of administrative compliance. The bidder is to indicate that the documentation is complete and included in the bid document by completing the table below. **(Tick to indicate whether the information has been included and the originals signed and witnessed as required.)**

ITEM	DESCRIPTION	YES/NO
1	Cover letter front page	
2	Invitation to Bid (MBD1) must be completed & signed	
3	Tax Compliance requirements	
4	Pricing Schedule and Specifications to be completed (MBD 3.1), no correctional fluid to be used	
5	Method of Pricing and Price Adjustments to be fully and correctly completed (MBD 3.2)	
6	Professional Indemnity Insurance, where applicable	
7	Functionality Evaluation Schedule: (MBD 3.3) applicable for 2 stage bidding process	
8	Declaration of interest (MBD 4) Original to be completed and signed. No bid will be accepted from persons in the service of the state¹.	
9	Submit the Central Supplier database report (CSD).	
10	Submit valid certified BBBEE certificate (MBD 6.1) or Sworn affidavit	
11	Submit a current Municipal Account or Lease Agreement	
12	Submit Medical Certificate where specific goal for disability is applicable	
13	Did you comply to DTI standards (local content) as indicated (MBD 6.2) if required	
14	Declaration of bidder's past supply chain management practices (MBD 8)	
15	Certificate of Independent Bid Determination – (MBD9)	
16	Did you submit one (1) original and one (1) copy of the bid documents?	
17	Take note and understand the Special Conditions, where applicable?	
18	Did you complete and sign the Listing Criteria as included in the bid document?	
19	Did you initial every page of your original submission?	
20	Did you comply to all pre-conditions as stated in bid document? (MBD 1)	
21	Did you attend the compulsory briefing session where required?	
22	Did you attach, Annual Financial Statements attached if project > R10 million, where applicable?	

N.B.: - THIS FORM MUST BE SIGNED BY THE BIDDER AND TWO WITNESSES

SIGNATURE OF BIDDER: _____

NAME OF COMPANY: _____

ADDRESS: _____

CELL TELEPHONE NO: _____ FAX NO. _____

E-MAIL ADDRESS: _____

AS WITNESSES: 1. _____ NAME&SIGNATURE _____

2. _____ NAME&SIGNATURE _____

DATE: _____

**SOL PLAATJE MUNICIPALITY
INVITATION TO BID
PART A
INVITATION TO BID**

THE FOLLOWING PARTICULARS MUST BE FURNISHED

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF THE SERVICES INFRASTRUCTURE

BID NUMBER:	FIN/REV01/2025	CLOSING DATE:	08 th December 2025	CLOSING TIME:	10H00
DESCRIPTION	PROVISION OF PREPAYMENT VENDING SERVICES WITH THIRD PARTY VENDING MANAGEMENT AND REVENUE ENHANCEMENT SERVICES.				
	To render services on behalf of the Sol Plaatje Municipality, as may be required for 36 months as indicated on this bid document, from the time of the award. The services shall commence on the date of signing the contract, with an option to extend as may be agreed upon by both parties upon expiry. One complete set of documents is available at http://www.etenders.gov.za or http://www.solplaatje.org.za at no cost. One complete set of documents is available from SCU Contracts Section, Municipal Stores Complex Abattoir Road, Ashburnham, Kimberley upon payment of an amount of R500-00 (Five hundred rand), which is non-refundable. Payment must be made at the cashiers on a "NO 10-deposit slip" using the following mSCOA vote no 2112 142 4510 SG ZZZZZ WM				

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO COMPLETE AND SIGN A WRITTEN CONTRACT FORM (MBD7).

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT

SOL PLAATJE MUNICIPALITY

SCM UNIT – MUNICIPAL STORES COMPLEX

ABATTOIR ROAD, ASHBURNHAM

KIMBERLEY

8301

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
PHYSICAL TRADING ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		AND	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		☐ Yes ☐ No

[B-BBEE CERTIFICATE / SWORN AFFIDAVIT (FOR EMES & QSEs) / MEDICAL CERTIFICATE/ MUNICIPAL ACCOUNT OR LEASE AGREEMENT / CSD MUST BE SUBMITTED IN ORDER QUALIFY FOR SPECIFIC GOALS POINTS]

In line with the Preferential Procurement Regulation of 2022 and SPM Preferential Procurement Policy, the following Specific Goals is applicable:

Locality as a Specific Goal

#No	Criteria	80/20 Points allocation	90/10 Points allocation
1.	Offices within the jurisdiction of SPM	20	10
2.	Offices within the jurisdiction of Francis Baard District	5	3
3.	Offices within the Northern Cape Province	3	2
4.	Offices within the Republic of South Africa	1	1

Objective Criteria (Section 2(1)(f) of the PPPFA) – In terms of **section 2(1)(f)** of the Preferential Procurement Policy Framework Act, the Municipality reserves the right not to award the bid to the highest scoring bidder if objective criteria justify such a decision.

These criteria may include, but are not limited to:

- Proven poor performance on previous municipal contracts
- Failure to deliver on similar projects
- Unresolved disputes or litigation with the Municipality

Performance concerns confirmed by project managers or end-user departments

Companies or bidders bidding as **Joint venture must** include **the following:**

- Joint Venture Agreement** (must clearly stipulate the name of the lead partner)
- Tax compliance status pin for Joint Venture**
- VAT number for Joint Venture**
- CSD report for Joint Venture**
- Bank Account for Joint Venture**
- Separate Municipal accounts for both Companies/Valid lease agreement**
- MBD 4,8 & 9 must** be completed respectively by both parties and submitted as part of the bid document

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 PART B:3]
SIGNATURE OF BIDDER		DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED			
SIGNATURE OF WITNESS NO 1	NAME PRINT		
SIGNATURE OF WITNESS NO 2	NAME PRINT		
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:		TECHNICAL INFORMATION MAY BE DIRECTED TO:	
DEPARTMENT	FINANCE: SUPPLY CHAIN UNIT	DEPARTMENT	REVENUE MANAGEMENT
CONTACT PERSON	Betty Nkoe	CONTACT PERSON	Ramotseki Mogoje/Thabiso Moiloa
TELEPHONE NUMBER	053 830 6172	TELEPHONE NUMBER	053 830 6505/0844322552
E-MAIL ADDRESS	bnkoe@solplaatje.org.za	E-MAIL ADDRESS	rmogoje@solplaatje.org.za thabiso@mattha.co.za

PART B
TERMS AND PRE-CONDITIONS FOR BIDDING

- (1) **NO BIDS WILL BE CONSIDERED FROM BIDDERS WHO ARE NOT REGISTERED ON THE CENTRAL SUPPLIERS DATABASE (CSD) ON THE NATIONAL TREASURY WEBSITE www.csd.gov.za**
- (2) **THE LISTING CRITERIA MUST BE COMPLETED IN THE DOCUMENT**
- (3) **NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE**

1. BID SUBMISSION:

- 1.1. Bids must be submitted within the stipulated date and time to the correct address. **Late submission of bids will not be accepted.**
- 1.2 All bids must be completed and submitted on the official tender document provided, and no correction tape or fluid may be used on the tender document. Bidders who have purchased the bid documents from the Municipality **MUST** include the proof of payment.
- 1.3 This bid is subject to the Preferential Procurement Regulations 2025, SPM Preferential Procurement Policy, SCM Policy General Conditions of Contract (GCC), and, if applicable, any other special conditions of contract.
- 1.4 The following is **APPLICABLE ON COMPETITIVE BIDDING ABOVE R10 MILLION**

If the value of the transaction is expected to exceed R10 million (Vat Included), require bidders MUST provide the following documents with the bid documents.

- If the bidder is required by law to prepare annual financial statements for auditing, their audited annual financial statements
 - For the past three years or
 - Since their establishment if established during the past three years
- Particulars of any contracts awarded to the bidder by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract
- A statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic:

Please attach all annexures on the pages as indicated on the bid document

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 **Bidders must ensure compliance to their Tax obligations.**
- 2.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the Municipality to view the taxpayer's profile and tax status.
- 2.3 Application for the 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 Foreign suppliers must complete the pre-award questionnaire in Part B Paragraph 5.
- 2.6 Bidders are required to submit the **current** Central Suppliers Database (CSD) registration report (NOT the summary report) together with the bid document.

3. MUNICIPAL ACCOUNTS

- Copies of all municipal accounts, not older than 3 months or 90 days to be submitted with the bid.
- If the entity or any of its directors/shareholders /partners/members, etc. rents/leases premises a copy of the rental/lease agreement must be submitted with this bid.
- In cases where bidders use a lease premise for conducting their business, a valid lease agreement signed by both parties, which clearly stipulated who is responsible for municipal services, rates and taxes must be attached to the bid document.
- If the lessee (Bidder) is responsible for municipal services, municipal account or tax invoice of the leased premises that is not in arrears must be submitted.

NB: It is the responsibility of bidders to visit the municipal website in order to obtain details of successful/ unsuccessful information within 120 days after closure of bid. The municipal website is www.solplaatje.org.za

4. COMPULSORY CLARIFICATION MEETINGS/ CIDB GRADINGS (IF APPLICABLE)

4.1 LOCAL CONTENT: **N/A**

4.2 A BRIEFING SESSION: A Virtual Briefing Meeting (Microsoft Teams) will be held on Monday, **17 November 2025 at 10H00**. Potential bidders must submit their email address to **Ms. Mandy Nagel at mnagel@solplaatje.org.za**, clearly referring to the tender number, before or on **Friday, 14 November 2025, at 15H00**.

Bidders must be represented by a Technical Member / Project Manager assigned to this project.

Bidders are encouraged to attend the briefing session, which will be beneficial to all service providers.

The following information must be submitted to the above email address:

- Email address
- Company name
- Cellphone number
- Tender number

All Bidders who submitted their email addresses will receive a link for the site meeting. Confirmation of virtual meetings will be recorded.

4.3 CIDB: **N/A**

5. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- | | | |
|-----|---|--|
| 5.1 | IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | ☐ YES ☐ NO |
| 5.2 | DOES THE ENTITY HAVE A BRANCH IN THE RSA? | ☐ YES ☐ NO |
| 5.3 | DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | ☐ YES ☐ NO |
| 5.4 | DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | ☐ YES ☐ NO |
| 5.5 | IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | ☐ YES ☐ NO |

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

In terms of section 13 of the Municipal Supply Chain Management Regulations No. 27636 of 30 May 2005, the Municipal Manager shall reject all bids that do not comply with the following preconditions: -

1. Bidders that have not furnished the Municipality with his/her full names, identification number or company or other registration number and tax reference number and vat registration number, if any.
2. Bidders that have not submitted a valid tax clearance certificate from SARS or provided their tax compliance status pin number
3. Bidders that have not indicated: -
 - a. Whether he/she is in the service of the state or has been in the service of the state in the previous twelve months.
 - b. If the bidder is not a natural person, whether any of its directors, managers, principal shareholders or stakeholder is in the service of the state or has been in the service of the state in the previous twelve months, **or**
 - c. Whether a spouse, child or parent of the bidder or of a director, manager, shareholders or stakeholder has been in the service of the state in the previous twelve months.
4. Any special conditions as contained in the bid documents.

Bidders scoring the highest points or any bid will not necessarily be accepted, and the Municipality reserves the right to Sub-divide the contract and accept any portion of any bid or determine a multiple award.

Bids will be evaluated in terms of the approved point system (**80/20**) **80 points for price and 20 for specific goals or (90/10) 90 points and 10 for specific goals**. Tender validity period should be for **120 days**.

NO BIDS by FAX or by E-MAIL WILL BE ACCEPTED.

Sealed bids must be clearly marked with the following bid number and description:

CONTRACT NUMBER: **FIN/REV01/2025**

DESCRIPTION: **PROVISION OF PREPAYMENT VENDING SERVICES WITH THIRD PARTY VENDING MANAGEMENT AND REVENUE ENHANCEMENT SERVICES.**

DROP AT THE TENDER BOX (OPPOSITE SECURITY)

ADDRESSED TO: THE MUNICIPAL MANAGER

MUNICIPAL STORES COMPLEX

ABATTOIR ROAD

ASHBURNHAM

KIMBERLEY

8300

Closing date: 08th December 2025 Time: 10H00am

IT IS THE PROSPECTIVE BIDDERS' RESPONSIBILITY TO OBTAIN BID DOCUMENTS IN TIME TO ENSURE THAT RESPONSES REACH SPM, TIMEOUSLY. MUNICIPALITY SHALL NOT BE HELD RESPONSIBLE FOR DELAYS IN THE POSTAL/ COURIER SERVICES.

ANY TENDER WILL NOT NECESSARILY BE ACCEPTED AND THE COUNCIL RESERVES THE RIGHT TO ACCEPT THE WHOLE, OR ANY PART OF THE QUOTE.

Bids will be opened in public in the SCM OFFICES, STORES COMPLEX, ABATTOIR ROAD, Kimberley, immediately after closing time and date.

INVITATION FROM: MUNICIPAL MANAGER
CIVIC OFFICES, SOL PLAATJE DRIVE
PRIVATE BAG X5030
KIMBERLEY, 8300

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: _____

CAPACITY UNDER WHICH THIS BID IS SIGNED: _____

DATE: _____

Certificate of Attendance of Clarification Meeting on Site (If applicable)

NOTE: If the attendance register was signed at the clarification meeting held at the SCM Boardroom, the name of the signatory shall be inserted on this page and the authorized signatory shall sign this page.

If attendance register has been signed at the clarification meeting:

Name of person appearing on attendance register: _____

Representative organization name on attendance register: _____

If the attendance register has not been signed at the clarification meeting.

This is to certify that I, _____

representative of (Tenderer) _____

of (address) _____

telephone number _____

e-mail _____

attended the bid clarification meeting (date) _____

in the company of (Employer's Line Manager / Engineer's representative) _____

EMPLOYER'S LINE MANAGER / ENGINEER'S REPRESENTATIVE: _____

THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)

NAME OF BIDDER_____

POSTAL ADDRESS_____

STREET ADDRESS_____

TELEPHONE NUMBER CODE_____NUMBER_____

CELLPHONE NUMBER_____

EMAIL ADDRESS_____

FACSIMILE NUMBER CODE_____NUMBER_____

VAT REGISTRATION NUMBER_____

HAS A VALID TAX COMPLIANCE STATUS PIN CERTIFICATE BEEN ATTACHED OR PROVIDED THEIR TAX COMPLIANCE STATUS PIN NUMBER?

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (MBD 6.1)

YES NO

IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)

☐

A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN NATIONAL ACCREDITATION SYSTEM (SANAS)

☐

A REGISTERED AUDITOR

(Tick applicable box)

(A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE 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?
(IF YES ENCLOSE PROOF)

YES NO

SIGNATURE OF BIDDER_____

DATE_____

CAPACITY UNDER WHICH THIS BID IS SIGNED_____

TOTAL NUMBER OF ITEMS OFFERED_____

ATTACH VALID JOINT VENTURE AGREEMENT HERE (if applicable)

SOL PLATJE MUNICIPALITY

ATTACH VALID TAX COMPLIANCE STATUS PIN CERTIFICATE HERE

SOL PLATJE MUNICIPALITY

ATTACH MUNICIPALITY ACCOUNT 90 DAYS AND OR VALID LEASE AGREEMENT HERE

SOL PLATJE MUNICIPALITY

		SOL PLAATJE MUNICIPALITY, KIMBERLEY **MANDATORY** LISTING CRITERIA		
CENTRAL SUPPLIER DATABASE REGISTRATION NUMBER (CSD): _____				
1	Company name _____			
2	Contact details	Telephone Number: _____	Fax Number: _____	Cell phone number: _____
	Email address Contact person:	_____ _____		
3	Postal Address: _____			
4	VAT registered	Yes ☐	No ☐	If registered, VAT Registration No: _____
5	Settlement discount allowed	_____ %	For payment within	_____ days
6	Bank account details	Account No.: _____		Branch No.: _____
	Bank Name	_____		
	Branch Name	_____		
	Bank account type	_____		
7	Business Municipal Rates and Service Account Number: ** A current (30 days) account, or Lease Agreement in the case of a Landlord responsible for account, must be attached to this document **		_____	
8	Located in Sol Plaatje Municipal Area	Yes ☐		No ☐
9	% owned by black male: _____ %		% owned by black female: _____ %	
	% owned by black youth: _____ %		% owned by white female: _____ %	
	% owned by disabled persons: _____ %			
10	B-BBEE status level of contribution: _____			
11	Indicate main sector. Please select one (1) only: Catering and Accommodation ☐ Cleaning material ☐ Commercial agents (Doctors, Lawyers, Audit firm, booking keeping, Pharmacy, Post,) ☐ Communication and media, Construction- Building material and road works ☐ Electrical services- gas/ Aircon, transformers, cables, poles ☐ Funeral Parlour ☐ Gardening services- Lawnmower ☐ Florist ☐ Information technology (IT services, system, telecommunication ☐ Office equipment ☐ Plant hire ☐ PPE- mask, sanitizer, safety equipment ☐ Repairs, motor parts and retail (accredited agency) ☐ Stationery ☐ Supplier of pumps, pipes, steel and maintenance or installation, and irrigation system ☐ Training services e.g. workshops ☐ Transportation (car rental, flight, and buses and driving school ☐ Uniform ☐ Security services ☐			
12	Amount full time employed staff: _____	Annual Turnover: R _____		Asset Value (Excluding fixed property) R _____
	13 It is the responsibility of the Supplier/Bidder to inform Sol Plaatje Municipality of any changes during the contract period			
	NAME (PRINT) _____ SIGNATURE: _____			
	CAPACITY: _____			
	WITNESS (NAME): _____ SIGNATURE: _____			
	WITNESS (NAME): _____ SIGNATURE: _____			
	DATE: _____			

ATTACH CSD REPORT REGISTRATION HERE

SOL PLATJE MUNICIPALITY

Prepaid Vending System

DETAIL SPECIFICATIONS AND REQUIREMENTS FOR THE MULTI-UTILITY ONLINE VENDING SYSTEM AND THIRD-PARTY VENDING-Part1 of Tender

1. INTRODUCTION

Sol Plaatje Municipality herewith invites proposals for a multi-utility pre-paid vending system / solution that will be fully integrated with the Sol Plaatje Municipalities existing financial system and applications and function on the existing electronic infrastructure. The period of appointment will be for a period of 3 years. (With an option to extend for a period not exceeding an additional 3months).

Bids from suitable Service Providers will be evaluated according to the set criteria as set out in this document.

2. DESCRIPTION OF THE SERVICES REQUIRED

The scope of the contract as detailed in this specification is as follows:

- 2.1. The supply, delivery, installation, training and commissioning of the most optimal vending solution for Electricity and Water STS meters, including a cloud based back-end, billing system integration/interface and distributed 3rd party 24-hour vending services, offered by the tenderer within the framework and performance specification as detailed in this document.
- 2.2. Stand-by and on-site support required as detailed in this document.
- 2.3. Disaster recovery and business continuity as specified.

3. REQUIREMENTS

3.1. USE OF REASONABLE SKILL AND CARE

In applying the scope of work, it is expected of the Service Provider(s) to render services that commensurate with the highest expectations of professionals in the industry and to ensure that all legislative requirements are met.

It is expected of the Service Provider to take ownership of the project and to facilitate a process that commensurate with the integrity of the municipality as a public institution to ensure successful completion of project within budget estimates and time frames.

It will also be required of the Service Provider to report back at project management team meetings and to contribute to reports on the process progress and outcomes to the relevant officials and/or committees if need be.

It will be required of the Service Provider to prepare a detailed phased project program for the project within 2 weeks of appointment. This must include system testing and user acceptance. The Service Providers are required to acknowledge the dynamics of proper planning for the practical completion of the project. The completion of the project will be within three (3) months after allocation of the tender.

4. NORMATIVE REFERENCES

The solution offered must be compliant with the following applicable standards listed below:

SANS 1524-1:2023	Single-phase electricity dispensing systems, Part 1: Electricity Dispensers.
SABS IEC 61036-1:1996	Alternating-current static Watt-hour meters for Active Energy (Classes 1 and 2)
NRS 009-4-2:1994	National electricity meter cards and associated numbering standards section two national electricity meter number. (Replacing MCI57).
MC 115	National electricity meter card specification for ED's (will be replaced by a NRS spec in future)
IEC 62055-41/51/52	Standard transfer specification edition 2, STS600-8-6
ESKOM XMLVend 2.1	Eskom's specification for standardization of vending client/server protocols
NRS 009-6-10:2010	Electricity Sales Systems Part 1: Glossary system overview. Preferred requirements for applications in the electricity supply industry.
ISO 9001	Quality management systems standards
IEC 62055-xx	Electricity Payment Metering Systems
STS Part 1,2 and 3	Standard Transfer Specification
STS 600-4-2	Distributed Key Management System
NRS 009-2-1:1998	Electricity sales systems - Part 2: Functional and performance requirements - Section 1: System master stations
NRS 009-2-2:1995	Electricity sales systems - Part 2: Functional and performance requirements - Section 2: Credit dispensing units.
NRS 009-6-10	(Online XMLVend 2.1) the NRS Standard for on-line communication between Vending Servers and Vending Clients
ISO 8583	Financial transaction card originated messages — Interchange message specifications
IEC 61970-301	CIM (Common Information Model) Standard
IEC 320 C13	Battery Back-up / Surge Protection
NRS 055	Revenue Protection
NRS 096	Meter Seals
SANS 10142-1:2017	SOUTH AFRICAN NATIONAL STANDARD - The wiring of premises Wiring Code
POPIA Regulations	The Protection of Personal Information Act of South Africa.
ISO/IEC 27001	Standard for Information Security Management System (ISMS)
ISO/IEC 27040	Data Protection & Storage Security Techniques/Controls
NIST SP 800-34	Contingency Planning for IT Systems

Additionally, the vending system should be in full compliance to the following legislation:

- Local Government: Municipal Finance Management Act (Act 56 of 2003) Local Government: Municipal Systems Act (Act 32 of 2000). (As Amended from Time to Time)
- Local Government: Municipal Regulations on A Standard Chart of Accounts (mSCOA), Notice 312 Of 2014, Government Gazette No. 37577.
- Tenders are also expected to familiarize themselves with Sol Plaatje's internal Bylaws & Policies as per attached list and published on the Municipal WebSite.

5. DETAILED SPECIFICATION OF VENDING SYSTEM

5.1 SYSTEM CONFIGURATION

- In making an assessment of the hardware, software, network infrastructure availability and requirements at each of the current vending offices, the tenderer shall keep in mind the system configuration required by the Sol Plaatje Municipality and utilize the current infrastructure belonging to the Sol Plaatje Municipality. It remains the responsibility of the tenderer to ensure compliance to the tender's minimum requirements.
- The vending system must be TCP/IP compliant and functional over Ethernet on a LAN/WAN environment. WIFI, GPRS, ADSL and Diginet lines must also be accommodated.
- The vending solution offered by the tenderer must be capable of managing and vending to Electricity and Water STS meters from a common platform and user interface. A single consumer record must have the capacity to have Electricity and Water meters linked to it.
- A hosted database configuration set is required with standby disaster recovery capability for business continuity.
- A disaster recovery plan must be provided with all necessary hardware and infrastructure utilised.
- Assurance of business continuity in the event of a catastrophic systems and / or communications system breakdown in the Municipal environment must be provided. A description of associated redundancies built into the offered solution must also be provided.
- The system should have the capacity provide for a synchronised update of a local database copy in the Sol Plaatje Municipality premises.

5.2 PHYSICAL LOCATION OF SERVERS AND WORKSTATIONS

- The configuration envisaged by the municipality is one where the management and vending server(s) will be located off-site in a high availability environment with redundant power and connectivity.
- Full disaster recovery and business continuity will be provided for on the Municipal Premises.
- Vending workstations (credit dispensing units) will be required at each of the vending offices. The system must not be limited to existing workstations and locations. The tenderer is required to evaluate the existing hardware at each of the current offices and make an optimum solution recommendation to the municipality.

5.3 SYSTEM CAPACITY

- The system shall be designed to ultimately accommodate in excess of 200 000 consumers/meters.
- The system shall have the capacity to retain a five (5) year transaction history (estimated 50 million transactions) in the live database and older transactions in an accessible archive database.
- Any system limitations shall be clearly indicated by the tenderer.

6. SYSTEM PERFORMANCE SPECIFICATION

- A full and detailed functionality description of the system shall be provided by the tenderer.
- The tenderer shall not focus on provisioning of computer hardware since the Sol Plaatje Municipality will use existing infrastructure where possible. For this reason, it is also imperative that tenderers should be quite clear on where the Sol Plaatje Municipality's hardware and/or networks lack the capability and/or capacity to function properly with the system proposed by the tenderer and the tenderer should indicate the cost of additional or replacement infrastructure.
- A detailed graphical drawing depicting the proposed network and system layout must be drafted to clarify and indicate solution functionality. Should changes be required, full specifications and pricing must be provided.
- The system proposed by the tenderer should at least make sure that different servers are utilized for different applications such as:
 - Database functions
 - Management applications
 - Transactions
 - Encryption / Security
 - Disaster recovery
- The vending solution should be designed to use a relational database and run as a client server application on a LAN or a WAN. It should be able to run under the latest Windows Server and at least Windows XP operating systems. The network for the vending solution is Ethernet. The network protocols shall be TCP/IP and be able to operate real-time over GPRS/3G/EDGE/HSDPA/GPRS/WIFI/ADSL/Diginet as available in certain areas.
- In order to simplify the third-party integration process, the system will comply with Eskom XMLVend 2.1 (or later). It would be preferred that the system is native XML i.e., that there is no translation interface between the system and an XML client and that all client/server interfaces are based on the XML standard.
- The system shall be a single database solution from which both management functions and vending take place for all meter and utility types. All updates to customer data must be immediately available at vending terminals and all transactions made at all sales outlets must be immediately available for reporting on.

- The vending terminal solution shall be web based or a web application which automatically updates from the host server should updates be posted. Security and data encryption will be provided by mutually authenticated SSL between the vending terminal and the server.
- The solution should have the capability to provide pre-paid vending services over the internet/intranet. Customers should be able to purchase prepaid electricity & water either via the Internet or a cell phone as follows:
 - A registered service on the web where the customer registers for the service. This includes providing the required financial information and then supply authentication on every transaction. The Sol Plaatje Local Municipality's vending and credit management rules must still be applicable, and transactions must be made against the Sol Plaatje Municipality local vending system.
 - The system should cater for integration to vending mechanisms such as automatic cash handling machines, self-service terminals and other third-party vending networks by providing an API specification to the alternate provider **at no additional cost**. The tenderer shall assist with integration testing as well.
 - The solution shall be able to function on low-bandwidth requirement between remote vending points (credit dispensing units) and the central prepaid system (system master station) and be optimized to run over networks (such as GPRS), with the maximum packet size being minimal and clearly indicated. GPRS/WIFI/ADSL/DIGINET connection points should be created on the Sol Plaatje Local Municipal infrastructure to directly serve transactions on this type of networks.
 - The proposed vending system shall cater for integration with the systems / applications in use at the Municipality. **The Sol Plaatje Municipality currently uses SOLAR as the financial system.** The nature of the integration catered for must include periodic bulk export / import of arrears balances / collections to&from the billing system.
- **STATEMENT on Current Integration vs Future RoadMAP:** Currently SPLM is using FLATFILE Integration but requires the Providers to demonstrate readiness to implement seamless integration between the Vending and Billing System (and any other future system) without any additional costs to the Municipality for such items as IP+Licencing.

- The Service Provider must indicate their approach and compliance to the requirements of mSCOA with respect to data exchange between systems.
- The system must cater for storage of all information to comply with financial services regulations (e.g., the storage of all sales/vending transactions).
- The vending system will provide a web-based interface to allow for management functionality and reporting over the Sol Plaatje Local Municipal Intranet and internet. Connections will be secured by mutually authenticated SSL between the management terminals and the web server. The standard Microsoft Edge / Google Chrome will be used for this. The system must ensure that the program supports the latest version of Microsoft Internet Explorer and always keep up with updates by Microsoft. The currently deployed version is Version 138.0.3351.77 (Official build) (64-bit).
- Tamper monitoring and specific technologies to effect notifications in this regard should be catered for in the proposed solution.

7. SYSTEM / OPERATION REQUIREMENTS

7.1 GENERAL

- The administrator(s) must have the option to link directly into the server from their offices for e.g., management, reports, etc. Maintenance staff must have the option to link into the system over a 5G data connection from remote locations to perform customer maintenance functions.
- All licenses required must be clearly defined and a list provided with license cost included in the offer.
- All limitations must clearly be indicated.
- All current data on the current vending systems used by the municipality must be catered for on the proposed vending system. The last 3 years data (with the backup data) must be migrated into the proposed vending system from the current vending system into the new system in the required/acceptable format. (CSV or Flat file)
- Data (live & backup) Ownership will remain as previously prescribed on the Municipal Side.

7.2 ACCESS

- It must be possible to allocate access rights into the system into users and user groups.
- Access rights allocations shall be transferred during the data migration process and distributed throughout the system.
- The vending system must allow for activation of password ageing functionality. If this function is activated, the password of the particular user shall expire after a definable amount of time.
- Early password expiry warnings must be available.
- In addition, a concurrent log-in limit for log-in attempts is also required.
- User IDs not used or disabled permanently must not be able to be removed from transaction history data.
- A full audit trail on user IDs and movement must be kept.
- Access rights must be configured by the Sol Plaatje Local Municipality.

7.3 ARREARS RECOVERY

- The vending system offered by tenderer shall make it possible for the municipality to deduct arrears from moneys tendered by consumers to purchase pre-paid electricity and / or water.
- The vending system must be able to define within the applicable arrears scheme and/or credit control policy of the municipality's different arrears recovery categories/indexes.
- Within each category/index, the system shall allow for various recovery alternatives.
- This must be included and enforced in all electricity dispensing strategies and/or systems, inclusive of third-party vending systems.

The system shall allow for at least (but not limited to):

- Fixed percentage of transaction recovery.
- Availability charge recovery on a monthly or daily basis.
- Full arrears payment recovery.
- Partial or percentage-based arrears recovery and limited sales.
- Partial arrears recovery (based on amount arranged to pay towards arrears – signed arrangement) and limited sales (sales after payment be limited to the average units used per month).

7.4 BLOCKING

- The vending system offered by the tenderer will allow for profiled blocking of purchases by customers based on arrears balances in specific account types.
- Blocking will be configurable by account type and will allow for either no sales or limited monthly sales to customers with arrears balances.
- Customers with shared service accounts will all be unblocked simultaneously when any one blocked account is paid in full.

7.5 mSCOA

- The Service Provider must indicate their detailed approach to the requirements of mSCOA with respect to data exchange between systems.
- The Service Provider must provide proof of at least one on-line integration with a billing system where arrears balances are updated, and transactions are posted to the billing system in real-time.
- Further, the Service Provider has to provide proof that the system is able to pick up all ownership changes done on the SOLAR Financial system and change the meter details to be that of the new owner of the property as and when integrations are run daily.

7.6 ENGINEERING TOKENS/VOUCHERS

- The system must make provision for the generation of all STS engineering vouchers directly from the management terminal and these vouchers can be printed, viewed (without printing) or sent via SMS.
- An Android smart phone-based Engineering application must be provided (for Field Technicians).
- The application must allow for the issuing of engineering tokens and for field meter replacements with an audit trail including GPS coordinates.

7.7 FREE ISSUES / REPLACEMENT TOKENS

The vending system should allow the issuing of vouchers free of charge and replacement tokens with the requirement to add reasons and free text notes to each issue.

7.8 KEY MANAGEMENT

- The vending system must support the upload of key management files (KMF) into the system database to configure and connect encryption devices, for STS encryption algorithms.

- This can be used to load details of new area keys into the encryption device.
- STS6 certification is required, in the name of the bidding company, to a minimum of STS Edition2: IEC62055-41 Ed3, including Electricity and Water units and currency vending and Key Management and Engineering tokens, conforming to a minimum of Edition 1.9 of the STS standards. Security modules in use must be the Prism STS-6 type module (or Equivalent).

7.9 VENDOR CREDIT MANAGEMENT

- The vending system should allow a limit for the amount of credit that any individual terminal or group of terminals in the system can issue without re-authorization. This amount can be defined per terminal.
- The credit update of a terminal must be done by a supervisor (or another user with appropriate access rights) updating the credit limit via the management interface. All updates will be recorded; the records will include the previous credit balance and the user identity, the date and time of the update and a reference field with free text entry. The update will automatically print for audit purposes.
- Electricity token limits will be set at terminal group level. These limits may be exceeded by operators with the input of a password to confirm the transaction value.

7.10 MESSAGES

The vending system should allow the Municipality to define voucher messages that are printed at the bottom of the printed voucher. The municipality must have the option to change the messages according to its requirements.

7.11 REGISTRATION

The vending system must be able to track any historical connections between the meter, point of connection and the consumer.

7.12 VENDING

Vending to a consumer shall only be possible when a point of connection and meter are linked to the consumer and a tariff has been selected. The customer must still be able to do payments although blocked for pre-paid electricity sales.

Should the information on the database differ from the information on the meter card, no token must be generated.

7.13 SEARCH AND FILTER

The vending system should support full search for the following items in registration:

- Consumer surname, first names, ID number, postal address details, comments, blocking codes, account number, point of connection, meter serial number.
- All of these searches can be incremental searches or full word searches.
- Once the search criteria are entered, the system must display the first record matching the search condition or the closest field at any one time for the search.

7.14 SYSTEM REPORTS

- The vending system should support a set of standard reports and the capability to customize and / or create new Reports.
- The tenderer undertakes to add or alter reports according to the needs of the Municipality (upon request) free of charge for the full duration of the contract.
- Printer selection and formatting according to operating system availability must be supported.
- Exporting of all reports to at least Excel or PDF must be supported.

The standard reports required should include (but not limited to):

7.14.1 Standard operator reports

- Operator actions between dates grouped by date
- List of all users registered on the system
- List of all the user's groups and their functions
- List of all the groups and their respective functions

7.14.2 Standard consumer reports

- Number of consumers registered by town between dates
- List of POC'S grouped by system area code

- List of all STS meters registered on the system
- List of towns registered on the system
- List of disconnected meters by POC between dates
- List of disconnected meters by disconnect reason between dates
- Consumer information for POC'S
- Total new connections per town
- Total installed meters per town
- Meter replacements per town
- All consumers in alphabetic order

7.14.3 Standard transaction reports

- List of transactions grouped by date between dates
- Sum of transactions grouped by transaction type and tariff
- List of credit and debit card transactions between dates
- Total electricity bought between dates by consumer
- Free issues between dates per meter
- Cheque List between dates
- Low purchases of electricity over a specified period
- Total electricity bought in the last 30 and 90 days
- Breakdown of consumer's purchase times between dates
- Balancing report of credit amounts used against physical transactions
- Reversals between dates
- Summary of all end of shifts for a user between dates
- All transactions for a meter between custom dates
- Arrears owed by consumer
- Daily cash reconciliation report
- All transactions for a account between dates
- Low consumption report
- Indigent high purchase report
- Total sales by town
- Total sales by operator
- All transactions for one shift on one user
- Shift details for one user
- IBT customer purchase breakdown with graph
- IBT month sales analysis by Tariff Class

- **Engineering Reports**

- Current power limit for a meter
- Current power limit for all meters
- Audit trail on Amperage changes
- Reports in the vending system must be able to be previewed before printing.

7.15 SOFTWARE

The vending system should be able to use/support the **Windows 11** software/operating systems.

7.16 TARIFFS

- The vending system must support the use of vending-based tariffs.
- The system must cater for pre-defined tariffs by date to be created in advance.
- The tariff structure of current vending systems must be accommodated.
- Meter Tariff Index and Customer Tariff Class must NOT be linked in the system in order to avoid key changes when tariffs are changed, for instance from an Indigent to Domestic tariff.

7.17 BLOCK TARIFFS

A block tariff module or stepped tariffs must be able to be defined.

7.18 VAT

The vending system shall support the use of vending-based VAT where the VAT is calculated at the time of vending.

7.19 SECURITY

- The vending system interconnections shall be secured with mutually authenticated SSL certificates.
- The tenderer must describe the process of issue and management of these certificates.
- Passwords must meet the Auditor General's requirements in terms of complexity and expiry.
- An optional One Time Pin for system administrators must be provided for.

7.20 ACCOUNT PAYMENTS

- In vending, it should be possible to pay off arrears amounts or portions thereof separately from the purchase of actual electricity.
- The solution shall also allow for debtor payments and sundry payments if and when required by the Sol Plaatje Municipality. This functionality will allow and provide Sol Plaatje Municipality the capability of collecting account payments, arrear amounts as well as sell pre-paid services.
- The business rules of the municipality will apply at all times. Current account amounts, arrear amounts, linked account amounts and blocking codes will be transferred from the financial system to the vending system.
- The system must make provision for capturing of debit and credit cards payments and cancellation of payments (not tokens). Cancellation options must be linked to access rights.

NOTE: The debit card and credit card options must be configurable for each workstation.

- The system must work in such a manner that the pre-paid electricity sales as well as the account payment amount be deducted from the credit amount on the dispensing unit.
- The system must make provision for account payments on conventional meter accounts and rates accounts.
- The cashier must be warned before a transaction is finally accepted.

The system must allow the cashier different search options but at least the following:

- Swipe meter card
- Manually key in meter number
- Manually key in billing account number **(to display the meter number linked)**

7.21 VENDING AMOUNTS

For each workstation in a vending system, a list of predefined typical purchase amounts must be able to be setup individually.

7.22 THIRD PARTY VENDING

- The Service Provider must be integrated with third party vending providers in order to provision the Municipality with a broad-based third-party footprint to sell prepaid services locally and nationally.
- The footprint must include retail chain stores, banks, petrol stations web-based sales using credit card and/or EFT, and non-retail vendors.
- The Service Provider must indicate the process of deploying additional footprint with non-retail (informal) vendors to areas where there is deemed to be insufficient coverage.

- The Service Provider should indicate the process that they use to deal with non-retail (informal) vendors that are over-charging customers.
- The Service Provider must describe in detail their remittance process where monies collected are paid across to the municipality. This must include payment schedules and administration requirements.
- A list of vending sites or proposed vending sites, retail stores and banks that will be made available must be provided.
- Only one level of aggregation is allowed; no sub-aggregators shall be enabled in order to control the vending footprint effectively.

Please note: the municipality will not allow voucher-based vending to its customers. A supporting letter from the aggregator(s) is required in this regard.

7.23 SYSTEM IMPLEMENTATION AND COMMISSIONING

The tenderer shall be responsible for the conversion of current Sol Plaatje Municipal live system data, static as well as historical transaction as well as all meter related data to the new system of which the cost must be included in the proposal.

7.24 SYSTEM CHANGES AND ENHANCEMENTS

The tenderer shall indicate corporate policy requirements on system enhancements and changes, including mSCOA compliance.

8. SYSTEM SITE VISIT/DEMONSTRATION

- The Sol Plaatje Municipality retains the right to request, a full on-site system demonstration and reference site visit(s) for qualified tenderers, as part of the evaluation process.
- The tenderer undertakes to arrange as such at own cost.
- A full list of current system users with contact details should be supplied by the tenderer.
- The municipality reserves the right to contact any of these users and the tenderer undertakes to arrange a site visit to any user(s) as indicated by the Municipality within a specified timeframe as agreed on.

9. CUSTOMER REFERENCES

- The tenderer must supply at least three reference letters from other Municipalities confirming that the tenderer provides them with prepayment hosted online-vending services, third party vending via a broad-based footprint and also arrears collection via data exchange with the Municipality billing system.

- The letter must confirm the period that the tenderer has been providing the service to the Municipality.
- The Sol Plaatje Municipality may wish to contact one or more of the tenderer's reference clients during the tender evaluation period.
- Please provide contact names and details of the individuals who should be contacted in this regard.
- Contact with reference clients will be arranged through the tenderer, but Sol Plaatje Municipality reserves the right to conduct these information sharing sessions without representatives from the tenderer being present.

10. COMPLIANCE SCHEDULE

No.	Question	Yes / No	Comments
1	Does the system comply with all the STS specifications as listed in the tender? STS certificate to be supplied. Is the system certified for Electricity and Water vending?		
2	Does the system allow for configuration by the municipality for various system requirements?		
3	Is a list of system limitations attached?		
4	Is a full, detailed functionality description of the system attached?		
5	Is a detailed graphical drawing of the proposed network and system attached?		
6	Is a detailed disaster recovery plan attached?		
7	Is a comprehensive 3rd Party payment remittance process attached?		
8	Are different servers utilized for the different applications? e.g., transaction server, management server, etc.		
9	Is this a single database solution with no data transfer or replication required?		
10	Does the system have the capability to provide pre-paid services to Electricity and Water customers using a single interface? Does a single Customer record have the ability to link to multiple meter account types?		
11	Does the system integrate to other vending mechanics such as automatic cash handling machines, self-service terminals and other third-party options using Eskom XMLVend as an interface language?		
12	Is the system native XML or does it require a translation interface for XML based vending?		
13	Does the system allow for convenience charges to be charged at specific vending outlets over specific periods?		
14	Does the system provide for integration to the other systems in use at the municipality through the following options: periodic bulk export/import/registration of data/meter to and from other business systems, on-line real-time per transaction synchronization of data? Have the requirements of mSCOA been addressed in the offer?		
15	Does the system comply with financial services regulations regarding storage of data?		
16	Does the system provide WEB integration for management functionality and reporting? Specify what standard will be used.		

No.	Question	Yes / No	Comments
17	Can the administrators log into the servers directly from their offices? Can admins log in remotely over the internet?		
18	Is a list of license requirements with limitations attached?		
19	Does the system provide for smart metering?		
20	Does the system provide for access rights into the system for users and groups?		
21	Does the system provide for user ID disabled or removed to remain in history transaction data?		
22	Does the system provide for arrears recovery in line with the credit control policy of the municipality?		
23	Does the system provide for at least the following arrears recovery alternatives: fixed percentage of transaction recovery; service - b a s e d recovery; full arrears payment recovery; partial arrear payment recovery with limited electricity sales?		
24	Does the system provide for "free issues" (EBSST token) to specific customers like indigents?		
25	Does the system allow a "free issue" (EBSST token) to indigents without having to purchase electricity or pay arrear amounts even if system is set to full arrears recovery?		
26	Does the system print "duplicate invoice" or "copy invoice" on a receipt if the "free issues" (EBSST token) is requested more than once in a calendar month?		
27	Does the system allow the generation of all engineering tokens directly from the system master station?		
28	Does the system allow all engineering tokens to be either printed, viewed without printing or sent through SMS?		
29	Does the system support all the different types of engineering vouchers as specified in the tender?		
30	Does the system provide for up-front vending?		
31	Can the abovementioned amount be defined per workstation?		
32	Does the system provide for messages at the bottom of the token voucher which can be changed by the municipality according to the municipality's requirements?		
33	Does the system keep all historical connections between the meter, point of connection and the customer?		
34	Does the system allow vending when a point of connection, meter or tariff is not linked to a customer?		

No.	Question	Yes / No	Comments
35	Does the system allow payment of accounts although a blocking code is active that does not allow the customer to purchase pre-paid electricity tokens?		
36	Does the system provide for at least the standard reports as stipulated in the tender?		
37	Does the system allow for preview of reports before printing?		
38	Does the system support the use of vending-based tariffs?		
39	Does the system provide for pre-defined tariffs by date to be created in advance?		
40	Does the system accommodate the current vending structures of the municipality?		
41	Does the system support IBT (stepped tariffs)?		
42	Does the system support vending-based VAT that is calculated at time of vending?		
43	Does the system provide for batch numbers to follow sequentially and print a breakdown of all money received separately?		
44	Does the system provide for the payment of arrears amounts, current amounts or linked account separately from purchasing pre-paid electricity tokens?		
45	Does the system provide for the cashier to enter the full amount from which the arrear amount will automatically be deducted, and the remainder of the money will then automatically be allocated towards pre-paid electricity sales?		
46	Does the system make provision to warn the cashier before finalizing any transaction?		
47	Does the system provide for integration of historical data?		
48	Is a list of current system users with full contact details supplied?		
49	Was an assessment of current infrastructure done and an optimum solution recommendation attached?		
50	Is the system TCP/IP compliant and be able to operate real-time over Ethernet on a LAN/WAN/WIFI/GPRS/4G/EDGE/HSDPA/ADSL/DIGINET environment as available in certain areas?		
51	Does the system support vending stations running on at least Windows 11 ?		
52	Are all communications between client and server secured by mutually authenticated SSL certificates?		

No.	Question	Yes / No	Comments
53	Is provision made for periodic data synchronization with an off-line database in the municipal environment?		
54	Does the system support the latest version of the standard Microsoft Edge/Google Chrome and always keep up with updates by Microsoft?		
55	Does the system function under low-bandwidth requirements with minimum packet size? Please specify the band-width.		
56	Is there an aggregator support letter attached?		
57	Can the Service provider demonstrate the creation/storage and accessibility of Field Data for SPLM Staff?		

NB: Bidders are encouraged to submit an additional Compliance Schedule to clarify their submission further (if required).

11.FUNCTIONALITY SCORECARD

Tenderers must score a minimum of 65 points for further consideration.

Item	Description	Points			Score
1	Single interface, integrated multi-utility system, vending Electricity and Water from a single interface. STS6 Certificate to be in the name of the bidding company. An on-site demonstration of this will be requested.	15	Full description and STS approval/certificate	15	
			No description and/or STS approval/certificate	0	
2	Broad based third-party vending footprint provided to municipalities including retail, banks, informal sector and web vendors.	15	5 years or more	15	
			3 to 4 years	10	
			1 to 2 years	5	
3	Hosted on-line vending experience including arrears collection provided to municipalities, supported by letters from Municipal Clients with contact information and dates OR list of references and contact information with start dates.	15	5 years or more	15	
			3 to 4 years	10	
			1 to 2 years	5	
4	Disaster recovery and business continuity plan. Key Aspects: -System Availability -Redundancy -Failover (Servers) -Minimum Requirements -Minimum Downtime -Communication Failover	10	Plan included	10	
			No plan	0	
5	Provision for a database hosted at the municipality(Supporting Document Required, i.e.: System Diagram & Declaration Document)	5	Provision	5	
			No provision	0	
6	Letters from municipalities confirming third party vending and arrears collection	5	3 letters	5	
			2 letters	3	
			1 letter	1	

Item	Description	Points		Score	
7	Detailed mSCOA implementation approach included, one letter confirming on-line integration -Demonstration Required with Billing Integration. - BCX Letter confirming FULL integration compliance with SOLAR.	10	2 Ref Site and BCX letter included	10	
			BCX Letter Only	5	
8	Mobile engineering application for field staff, which is used to supply engineering tokens, perform audits, meter exchanges in the field etc. -Demonstration Required.	15	Comprehensive tool	15	
			Basic tool	10	
			No tool	0	
9	Years of Experience in Meter Auditing & Remedial Work, supported by reference letters.	10	5+ years	10	
			3 to 4years	5 Points	
			1 to 2years	2 Points	
TOTAL POINTS		100			

NB: Basic tool only has minimum features(Customer Name+Address;Meter Number; Meter Status Updates)

Comprehensive Features include GPS Coordinates Storage; Photo Capturing; Route Tracking & Capturing

10. FUNCTIONAL EVALUATION

The proposed system will be evaluated against, **but not limited to**, the stated requirements below and a Full Demonstration thereof will be required:

1. **Pre-payment Vending Functions and Operations**
2. **Meter Management**
3. **Customer Management**
4. **Tariff & FBE Management**
5. **Management of Queries and Reports**
6. **System Security & Auditing**
7. **Integration to the Billing System (SOLAR)**
8. **GIS Integration**
9. **Database Management & Platform**
10. **Communication Standards & Protocols**
11. **Vending Capacity & Scalability**
12. **Replication & Disaster Recovery Management**
13. **3rd Party Vending Management**
14. **SPLM Staff Training & Skills Transfer PLAN**
15. **System Customisation & Flexibility**
16. **Any ADDITIONAL Features**

NB: Bidders are required to expand on each of the above functionalities (in detail) in order to expose their Unique Selling Points for a fair evaluation.

The bidder is also required to supply details of the management+support staff that will be assigned to this project on a Full Time Basis including their CV's & Proof of Qualifications.

Provision of Revenue Enhancement Services (Part 2 of Tender)

1. Background

The Sol Plaatje Municipality currently have approximately 60000 Prepayment Meters.

2. Scope

2.1 The successful tenderer will assist Sol Plaatje Municipality with Customer Data Management and provide a Revenue Protection service to eliminate the loss of revenue on Electricity Meters as a result of meter tampering and/or bypassing.

2.2 It will comprise of the provision of Data Management and Revenue Protection Services for the whole Sol Plaatje Municipal jurisdiction area.

2.3 All work to be done for this project shall be in accordance with **SANS 10142(as revised) + NRS 055.**

This will include:

- Data and Revenue protection sweep audits.
- Data and Revenue protection targeted audits + Remedial Actions.
- Data and Revenue protection remedial actions.
- Data analysis and interrogation (where required)
- Financial System Data Integration. (where required).
- Provision of detailed reference database.
- GIS Field management consol for all Municipal Staff.
- Spatial analysis and Geographical presentations of all audits through GIS techniques.

2.4 Service Providers must make use of the latest techniques and technologies when performing of field audits and capturing of data, to eliminate human errors as far as possible through the use of Hand-Held devices (HHU).

2.5 The tenderer must have proven field capacity and a detailed PLAN for providing these services and will be required to demonstrate their solution and provide physical proof of the in-field tools used for these services.

3. Technical Specification

3.1 Full data clean up and mapping of all audited meters and customers in the field to the pre-payment and financial database of the municipality. (A List of Mandatory data to be captured from the field will be issued at the time of the audits).

3.2 Detailed GIS Information system indicating all findings in the field (e.g.: Meter/Installation types and customers not at home and other additional key information) will be required. The GIS field information will form part of the management console required for sustainable management.

3.3 Detailed reports have to be presented regularly, coupled with monthly feedback/monitoring reports on a weekly/monthly basis.

3.4 Sweep Audits

- 3.4.1 Visual inspection audit of a defined set of pre-paid meter installation points located within a neighbourhood or suburb.
- 3.4.2 Including recording important information related to each endpoint (linked to a spatial GPS coordinates).
- 3.4.3 Capturing photos of the installation (via HHU).
- 3.4.4 Sealing meters with colour-coded barcoded seals. (included in costs)
- 3.4.5 Full technical audit by licensed wireman of specific statistically identified potential tampered / bypassed prepaid meters.
- 3.4.6 Including removing the damaged meters and checking the installation for correctness.
- 3.4.7 And importing the information into a central repository.

3.5 Targeted Audits

- 3.5.1 Refers to Sweep Audit Functions, including upstream load testing (for example geysers under “no meter load” conditions).
- 3.5.2 Recording important information related to each endpoint (linked to a spatial GPS coordinates).
- 3.5.3 Capturing high quality photos of the installation (via HHU).
- 3.5.4 Sealing of the meters with colour-coded barcoded seals. (Included in costs)
- 3.5.5 And importing the information into a central repository.

3.6 Remedial Action

- 3.6.1 Technical remedial meter disconnections of specific statistically identified tampered/ bypassed and faulty prepaid meters carried out by a suitably qualified technician.
- 3.6.2 Recording important information related to each endpoint (linked to a spatial GPS coordinates).
- 3.6.3 Capturing photos of the installation (via HHU).
- 3.6.4 Sealing of the meters with colour-coded barcoded seals. (included in cost)
- 3.6.5 And importing the information into a central repository.
- 3.6.6 Replacement of damaged meters on a like for like basis or retrofitting with SPLIT Meters where required (as per Municipal By-law). Meters to be supplied by SPLM.

4. System Costs -Revenue Enhancement

4.1 The method of payment will be per successfully completed audit, or remedial action and separate rates will apply for:

4.1.1 Sweep audits

4.1.2 Targeted audits

4.1.3 Remedial action

4.2 The municipality and the tenderer will enter into a service level agreement.

5. System Solution Capability- Revenue Enhancement

- The bidder will be evaluated based on the proposal submitted which must clearly display compliance with the requirements in the specifications as summarized in this report.
- Proof of relevant accreditations must be submitted for each criterion as requested, if such proof is not submitted, the tender will not be evaluated further.
- The Municipality reserves the right to communicate further than the listed parties as references,

6. Call Center Service/Support Requirement

The successful tenderer shall provide its own technical vending operator/s (call center) to support the audit teams with the generation of all the necessary engineering tokens. The operation and management of system interaction and token exchange must be guided by municipal rules and procedures. The tenderer must equip the vending operator/s and audit teams with the necessary tools to secure direct line of communication between the two parties. All costs pertaining to the vending operator/s and all associated costs will be the responsibility of the tenderer.

I/WE AGREE TO THE CONDITIONS AS SET OUT IN THE ATTACHED SPECIFICATIONS
AND CONDITIONS OF TENDER

SIGNATURE OF TENDERER: _____

NAME OF COMPANY: _____

ADDRESS: _____

TELEPHONE NO. _____ FAX NO. _____

E-MAIL ADDRESS: _____

AS WITNESSES: 1. _____

2. _____

DATE: _____

N.B: This form must be signed by the bidder and witnessed. Removal of any of the details
from the tender documents may disqualify the tender.

Bids MUST comply with the following Special Conditions of the Contract where applicable:

- Does the offer comply with the specification(s)?

YES	NO
-----	----

BIDDER SIGNATURE

DATE:

DECLARATION OF INTEREST

BIDDERS WHO FAIL TO DECLARE ACCURATELY AND HONESTLY SHALL BE DISQUALIFIED. SHOULD YOUR INTEREST BE DISCOVERED AFTER THE AWARD OF THE CONTRACT THE MUNICIPALITY SHALL TERMINATE YOUR CONTRACT ON THE BASIS OF THE ABOVE.

1. No bid will be accepted from persons in the service of the State¹. (Employed by the State)
2. Any person, having a kinship with persons in the service of the State (Employed by the State), including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

3.1 Full Name of bidder or his or her representative: _____

3.2 Identity Number: _____

3.3 Position occupied in the Company (director, trustee, shareholder²) _____

3.4 Company Registration Number: _____

3.5 Tax Reference Number: _____

3.6 VAT Registration Number: _____

3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8 Are you presently in the service of the State? (Employed by the

YES	NO
-----	----

 State)?

3.8.1 If yes, furnish particulars _____

¹MSCM Regulations: "in the service of the State" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.9 Have you been in the service of the State (employed by the State) for the past twelve months?

YES	NO
-----	----

3.9.1 If yes, furnish particulars

3.10 Do you have any relationship (family, friend, other) with persons in the service of the State (employed by the State) and who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.10.1 If yes, furnish particulars.

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the State (employed by the State) who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.11.1 If yes, furnish particulars

3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in the service of the State (employed by the State)?

YES	NO
-----	----

3.12.1 If yes, furnish particulars.

3.13 ARE ANY **SPOUSE, CHILD OR PARENT** OF THE COMPANY'S DIRECTORS, TRUSTEES, MANAGERS, PRINCIPAL SHAREHOLDERS OR STAKEHOLDERS IN THE SERVICE OF THE STATE (EMPLOYED BY THE STATE)

YES	NO
-----	----

3.13.1 If yes, furnish particulars

3.14 DO YOU OR ANY OF THE **DIRECTORS, TRUSTEES, MANAGERS, PRINCIPAL SHAREHOLDERS**, OR STAKEHOLDERS OF THIS COMPANY HAVE ANY INTEREST IN ANY OTHER RELATED COMPANIES OR BUSINESS WHETHER OR NOT THEY ARE BIDDING FOR THIS CONTRACT.

YES	NO
-----	----

3.14.1 If yes, provide information of other companies as reflected on

CSD report:

DISCLOSE THE INFORMATION OF THE OTHER COMPANIES IN THE BELOW TABLE.

No.	Name of Director	Other Company name	CSD Number
1.			
2.			
3.			
4.			
5.			

4. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

DECLARATION

I, THE UNDERSIGNED (NAME)_____

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

I ACCEPT THAT THE MUNICIPALITY MAY REJECT THE BID OR ACT AGAINST ME / COMPANY SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature

Date

Position

(Print) Name of bidder

THE MBD4 IS MANDATORY MUST BE COMPLETED AND SIGNED BY THE BIDDER

BIDDER MUST UPDATE MBD 4 DOCUMENT ANNUALLY IN LINE WITH SCM POLICY.

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

Penalty: -

Upon detecting any false claim or statement hereunder will result in the bidder's de-registration and the bidder will be prevented from participation in future contracts for a period of three (3) years.

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).	Yes ☐	No ☐
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access this Register, enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.	Yes ☐	No ☐
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) _____

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

N.B: THE MBD 8 IS MANDATORY MUST BE COMPLETED AND SIGNED BY THE BIDDER AND WITNESSES

Signature

Date

Position

Name of Bidder

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

NAME (PRINT) _____

CAPACITY _____

SIGNATURE _____

NAME OF FIRM _____

DATE _____

WITNESSES	
1 _____	
Name Print _____	
2 _____	
Name Print _____	

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Municipal Bidding Document (MBD) must form part of all bids invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

Includes price quotations, advertised competitive bids, limited bids and proposals.

Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Ref Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate.
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect.
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder.
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder.
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation.
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices.
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices.
 - (d) the intention or decision to submit or not to submit, a bid.
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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.

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.

10. 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.

N.B: THE MBD 9 IS MANDATORY MUST BE COMPLETED AND SIGNED BY THE BIDDER AND WITNESSES

Signature

Date

Position

Name of Bidder (print)

WITNESS (1) _____ NAME (PRINT) _____

WITNESS (2) _____ NAME (PRINT) _____

SOL PLAATJE LOCAL MUNICIPALITY

GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to Sol Plaatje Municipality 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 Sol Plaatje Municipality.

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

TABLE OF CLAUSES

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 **"Closing time"** means the date and hour specified in the bidding documents for the receipt of bids. Within the Northern Cape Province the closing hour will be 10H00, as per Post Office official time.
 - 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"** are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 **"Country of origin"** means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 **"Day"** means calendar day.
 - 1.8 **"Delivery"** means delivery in compliance of the conditions of the contract or order.
 - 1.9 **"Delivery ex stock"** means immediate delivery directly from stock actually on hand.
 - 1.10 **"Delivery into consignees store or to his site"** means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 **"Dumping"** occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 **"Force majeure"** means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - 1.13 **"Fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
 - 1.14 **"GCC"** means the General Conditions of Contract.
 - 1.15 **"Good standing"** means not being blacklisted or involved in illegal activities, must comply with Sol Plaatje Municipality Credit Control Policy with regard to payments for services, and must have satisfactorily

complied with present and previous contractual obligations.

- 1.16 **“Goods”** means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.17 **“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.
- 1.18 **“Local content”** means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.19 **“Manufacture”** means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.20 **“Order”** means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.21 **“Project site,”** where applicable, means the place indicated in bidding documents.
- 1.22 **“Purchaser”** means the organization purchasing the goods.
- 1.23 **“Republic”** means the Republic of South Africa.
- 1.24 **“SCC”** means the Special Conditions of Contract.
- 1.25 **“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.
- 1.26 **“Written” or “in writing”** means handwritten in ink or any form of electronic or mechanical writing. Faxed bid documents will not be accepted as well as e-mailed bid documents, unless stated as such in the invitation to bid or contract.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.1 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of Contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

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

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 Sol Plaatje Municipality or an organization acting on behalf of the Sol Plaatje Municipality.

- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers' cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

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

11. Insurance

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

12. Transportation

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

13. Incidental services

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

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

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

14. Spare parts

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

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

15. Warranty / Guarantee

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

15.2 This warranty or guarantee (which applicable to be indicated) 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 / guarantee.

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

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

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

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

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the Supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

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, Sol Plaatje Municipality 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 favorable difference shall on demand be paid forthwith by the contractor to Sol Plaatje Municipality or Sol Plaatje Municipality may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

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

26. Termination for insolvency

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

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation; it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due to the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
 - (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

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

30. Applicable law

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

31. Notices

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

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

32. Taxes and duties

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

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

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid Sol Plaatje Municipality 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.

ATTACH ALL ANNEXURES HERE

SOL PLATJE MUNICIPALITY

13.CURRENT / PREVIOUS EXPERIENCE

Indication of Competence / Ability to Perform Successfully

List of recent previous work of a similar nature undertaken by the firm

Description of Contract	Client contact details			Value of Contract	Initiation date	End Date	Date up until which contract extended
	Name of Client	Name of Responsible Official	Telephone no				

The Sol Plaatje Municipality will verify all information submitted in terms of this bid and any information that is incorrect will result in that bid being automatically disqualified and not considered further. Therefore, it is stressed that the contact firm or person of the bidder must be willing to confirm the information in writing on the request by the Municipality.

Signed at on thisday of 20.....

Authorised Person) Witnesses: 1) 2).....

14A.SAMPLE TOKEN

Token issued on 30/06/2025
TAX INVOICE (COPY)
Reprinted on: 02/07/2025 09:11:20
Reprinted by: moloulid 3941

Credit Vend - Tax Invoice

Util. Name: Sol Plaatje
Municipality
Util. Dist. ID: Unknown
Util. VAT No.: 4370102313
Util. Address: Jan Smuts
Boulevard,
Kimberley

Issued: 30/06/2025 12:53:33
Reference: 118112530090
Meter Number: 01620204865
Token Tech.: 02
Alg.: 07
SGC: 000250
TI: 01
KRN: 2
Tariff: DOMESTIC
HOUSEHOLD
TARIFF (10%)

Your Electricity Token
Standard Token
3673 2000 2209 2817 0840
Receipt #: RCT1625050413019
Units (kWh): 169.5
Amount: R260.87
Tax: R39.13
Tariff: 169.5 kWh @ 1.54 R/kWh

Total (VAT): R39.13
Total (VAT Incl.): R300.00

Municipal MESSAGE (120 Characters including Spaces)

14B.SAMPLE TOKEN

Token issued on 30/06/2025
TAX INVOICE (COPY)
Reprinted on: 02/07/2025 09:11:20
Reprinted by: moloulid 3941

Credit Vend - Tax Invoice

Util. Name: Sol Plaatje
Municipality
Util. Dist. ID: Unknown
Util. VAT No.: 4370102313
Util. Address: Jan Smuts
Boulevard,
Kimberley

Issued: 30/06/2025 12:53:33
Reference: 118112530090
Meter Number: 01620204865
Token Tech.: 02
Alg.: 07
SGC: 000250
TI: 01
KRN: 2
Tariff: DOMESTIC
HOUSEHOLD
TARIFF (10%)

Your Electricity Token Standard Token

2454 3931 0460 9930 3123
Receipt #: RCT1754027904420
Units (kWh): 169.5
Amount: R2608.70
Tax: R391.30
Tariff: 350.0 kWh @ 2.74 R/kWh
Tariff: 475.3 kWh @ 3.47 R/kWh

Total (VAT): R391.30
Total (VAT Incl.): R3000.00

Municipal MESSAGE (120 Characters including Spaces)

14C.SAMPLE TOKEN

Token issued on 30/06/2025
TAX INVOICE (COPY)
Reprinted on: 02/07/2025 09:11:20
Reprinted by: moloulid 3941

Credit Vend - Tax Invoice

Util. Name: Sol Plaatje
Municipality
Util. Dist. ID: Unknown
Util. VAT No.: 4370102313
Util. Address: Jan Smuts
Boulevard,
Kimberley

Issued: 30/06/2025 12:53:33
Reference: 118112530090
Meter Number: 01620204865
Token Tech.: 02
Alg.: 07
SGC: 000250
TI: 01
KRN: 2
Tariff: INDIGENTS
TARIFF=20AMPS

Your Electricity Token Standard Token

3764 6804 1468 3091 9841
Receipt #: RCT1754134043175
Units (kWh): 30.5
Amount: R78.26
Tax: R11.74
Tariff: 30.5 kWh @ 2.57 R/kWh

Free Basic Electricity

0106 1943 9768 5343 3458
Receipt #: RCT1754134043175
Units (kWh): 50

Total (VAT): R11.74
Total (VAT Incl.): R90.00

Municipal MESSAGE (120 Characters including Spaces)

14D.SAMPLE TOKEN

Token issued on 30/06/2025
TAX INVOICE (COPY)
Reprinted on: 21/07/2025 09:11:20
Reprinted by: moloulid 3941

Credit Vend - Tax Invoice

Util. Name: Sol Plaatje
Municipality
Util. Dist. ID: Unknown
Util. VAT No.: 4370102313
Util. Address: Jan Smuts
Boulevard,
Kimberley

Issued: 30/06/2025 12:53:33
Reference: 118112530090
Meter Number: 00252663267
Token Tech.: 02

Alg.: 07
SGC: 000250

TI: 01
KRN: 2

Tariff: COMMERCIAL
BUSINESS
TARIFF

Your Electricity Token Standard Token

3549 5743 7048 7873 3004

Receipt #: RCT1753085510050

Units (kWh): 279.4

Amount: R869.57

Tax: R130.43

Tariff: 279.40 kWh @ 3.11 R/kWh

Total (VAT): R130.43

Total (VAT Incl.): R1000.00

Municipal MESSAGE (120 Characters including Spaces)

14E.Token REVERSALS Management

Scope

Although all means and care will be taken by the system design to minimise human error in the issuing of correct tokens, the following will apply in cases where errors have occurred.

Conditions

Where errors have occurred at the Municipal Cashiers, the rules designed by Corporate Finance will apply in conducting the token reversal process where required.

In the case of 3rd Party Vendors, controls will be in place to minimise the occurrence of errors*, whether it be by App Users or Cashiers as the Administrative Cost will be borne by the applicant.

Processes

The Token Reversal will be submitted to SPLM for processing and will only be considered as completed once the Credit Token is CLEARED at the meter and reversed on the Vending System by the Municipal Official concerned.

Payment

The token reversal process will not absolve the Service Provider from paying the Vended Amount as part of the Daily Totals due to SPLM.

Payment format will take into consideration the Reversal of Commissions Paid and Applicable SPLM Admin Fees.

***Default Position will be NO, to ensure correct data inputs.**

15A.CURRENT SYSTEM DIAGRAM (Supplied by SPM I/T)

CASHIER HARDWARE SPECIFICATION

CPU

	Count	1
	Vendor	Intel(R) Corporation
	Name:	Core (TM) i3-4130 CPU @ 3.40GHz
	Frequency	3400 Mhz.
	Version (family, stepping, model)	6, 9, 58
	Serial Number:	BFEBFBFF000306C3

Display

	Adapter	Intel(R) UHD Graphics
	Chipset	Intel(R) UHD Graphics Family 630
	Memory:	1799 Mb.
	Resolution	1280x1024
	Color Depth	32 bit (4294967296 colours).

Memory

	Physical	8 Gb.
		Slot 1:4096 Mb. /1600MHz.
	Memory Banks	1

Storage

	WDC WD10EZEX-75WN4A1	1TB
	C:\ (EEDC-9825)	1 TB. (Free Space: 815 Gb.)

Network

	Adapter Realtek PCIe GBE Family Controller, Type: Ethernet
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15B.CURRENT SYSTEM: Municipal Vending Points

Sol_Bantu_Hall
Sol_Galeshewe
Sol_Homevale
Sol_Main_Office
Sol_Phutanag
Sol_Pioneer_house
Sol_Stokroos

15C.CURRENT SYSTEM: Vending Channels

Online and Banking

- Current Supplier's Channel via Home Page
- Standard Bank
- Absa
- Capitec
- Nedbank
- FNB
- Investec
- Old Mutual

Major Retailers and Service Stations

- Pick 'n Pay and Boxer Stores
- Shoprite Checkers / Usave
- Spar Retail Stores
- Mass Mart (Makro; Game Stores)
- Bp Express Service Stations
- Engen Service Stations
- Caltex Service Stations
- Total Service Stations

Spaza Shops and Informal Traders

- Blu Approved POS
- TopItUp POS
- Current Supplier's Direct Vendor POS
- Sandulela POS

16.SPECIAL NOTE TO TENDERERS

All Government Acts are to be read in conjunction with (but not limited to) the documents mentioned below:

Sol Plaatje Municipality Applicable Policies & By-Laws (copies available on the Municipal Website)

- Customer Services, Credit Control and Debt Collection Policy- Approved 31 May 2024
- Communications Policy - August 2022
- Contracts Performance Management-Reviewed 25 March 2025
- Consequence Management Policy – October 2020
- Debt Write-off Policy – Approved 31 May 2024
- Electricity Supply By-law
- Free Basic Services Policy – Approved 30 May 2025
- Indigent Management Policy – Approved 30 May 2025
- SPLM Contracts Performance Management Policy-Review 25 March 2025
- SPLM Asset Management Policy
- SPM Supply Chain Policy-30 May 2025 Review
- Tariff Policy Review-Approved 25 March 2025

The following policy will be made available on request and should be submitted with the Tender Document:

- ICT SERVICE PROVIDER MANAGEMENT POLICY Ver3 – Approved 30 May 2024

17.SPLM AUDIT RISK MANGEMENT REQUIREMENT

1. RIGHT TO AUDIT AND COMPLIANCE VERIFICATION

- 1.1. The Municipality reserves the right to conduct regular audits, either directly or through a third-party appointed auditor, to verify the performance, internal controls, compliance, and operations of the Service Provider in relation to the services provided under this Agreement. These audits may include but are not limited to:
 - 1.1.1. Financial audits to verify revenue collection and distribution.
 - 1.1.2. Operational audits to assess the performance of the prepayment vending services, third-party vending management, and revenue enhancement processes.
 - 1.1.3. Compliance audits to ensure adherence to legal, regulatory, and contractual obligations, including data protection and security standards.
- 1.2. The Municipality shall provide no less than 14 days' written notice to the Service Provider prior to conducting any audit. The audits shall take place during normal business hours and in a manner that does not unreasonably interfere with the day-to-day operations of the Service Provider.
- 1.3. The Service Provider agrees to cooperate fully with any third-party auditor appointed by the Municipality and to provide all necessary documentation and access to systems, facilities, and personnel required for the audit.
- 1.4. Following each audit, the auditor shall provide a report outlining the findings, including any deficiencies or areas of non-compliance. The Service Provider shall take corrective action as necessary to address any identified issues within 30 days from receipt of the audit report and shall notify the Municipality of such actions taken.

2. SERVICE ORGANIZATION CONTROL REPORT

- 2.1. The Service Provider agrees to provide the Municipality with the following reports:
 - 2.1.1. **SOC 1 Type 1 & Type 2 Reports** to ensure the effectiveness and design of the controls related to financial reporting processes and their operation over time.
 - 2.1.2. **SOC 2 Type 1 & Type 2 Reports** covering the security, availability, processing integrity, confidentiality, and privacy of the services provided under this Agreement.
- 2.2. The Service Provider shall provide updated SOC reports on an annual basis or upon the Municipality's request, whichever occurs first. These reports shall be prepared by an independent auditing firm and made available within 14 days of completion.
- 2.3. The Municipality reserves the right to audit the Service Provider's SOC reports and associated controls, including the right to engage a third-party auditor to assess the adequacy and effectiveness of the Service Provider's controls, processes, and security measures.

3. VENDOR EXIT STRATEGY

To mitigate risks associated with vendor transitions, the Service Provider agrees to the following:

- 3.1. to provide the municipality with a structured data extraction and migration plan to be executed before contract termination.
- 3.2. to returned municipality data in a standardized format that is easily accessible and importable into alternative systems.
- 3.3. to certify that all municipal data has been securely deleted upon contract termination, in compliance with ISO/IEC 27001 and POPIA regulations.

- 3.4. that the municipality reserves the right to conduct simulated exit tests to verify data retrieval processes before actual contract termination.

4. SLA REQUIREMENTS: BACKUP AND RESTORE COMPLIANCE

To ensure robust data protection, vendors must implement reliable backup and restore processes that comply with industry best practices and ensure data recoverability. The following requirements apply:

- 4.1. The Service Provider must implement backup strategies that comply with internationally recognized standards such as ISO/IEC 27001, ISO/IEC 27040 (Storage Security), and NIST SP 800-34 (Contingency Planning for IT Systems).
- 4.2. The Service Provider must perform regular backup and restore tests **(minimum bi-annual)** and provide compliance reports detailing:
 - 4.2.1. Backup success rates
 - 4.2.2. Data integrity validation
 - 4.2.3. Retention periods and location of backups
 - 4.2.4. Encryption methods used
- 4.3. The Service Provider will ensure that backup data, in transit and at rest must at minimum be encrypted using AES-256 encryption. Vendors must be able to provide encryption verification reports as proof of standards used.
- 4.4. The Service Provider must define clear RTO (maximum recovery time) and RPO (maximum data loss window) to ensure data availability and minimize downtime.
- 4.5. The Service Provider must maintain detailed backup logs for a minimum of one year and provide audit access upon request.
- 4.6. The Service Provider must ensure that all backups must be stored in an offsite facility and must provide proof of compliance with this requirement.
- 4.7. The municipality reserves the right to request an independent audit or certification verifying vendor backup methodologies and compliance with applicable security frameworks.
- 4.8. While the municipality does not dictate specific backup methodologies, vendors must provide evidence that their approach ensures data recoverability, security, and continuity in case of failure or disaster.
- 4.9. The Service Provider must notify the municipality within 24 hours of backup failures and submit a corrective action plan within five working days.

5. KEY PERFORMANCE INDICATORS

5.1. The Service Provider's performance in terms of this agreement will be monitored and evaluated according to the following key performance indicators:

No.	INDICATOR	TARGET	MEASUREMENT
1	Vending system to be operational and fully functional.	Immediately on commence of the contract.	Initial measurement
2	Obtain approval of system changes by the Service Provider prior to any implementation.	100%	Monthly
3.	Transfer all monies collected on behalf of the Municipality within 3 working days of receipt	100%	Monthly
4.	Downtime of not more than 1% during a month	Less than 1% during a month	Monthly
5.	Response time to queries logged within 24 hours.	99% of all calls logged	Monthly

5.2. The Service Provider hereby confirms and accepts the Key Performance Indicators set out in clause 5.1 and will endeavor to attain the targets as set out therein.

5.3. The Service Provider accepts that remedial action may be taken should any instances of poor performance or non-performance be encountered from the Service Provider in the implementation of this agreement.

6. Conclusion

The above requirement does not, in any manner or form, preclude the Vendor from fulfilling all the requirements as contained in this **Tender Document No: FIN/REV01/2025**.

CHECKLIST FOR COMPLETENESS OF BID DOCUMENT

The bidder is required to complete the following checklist in order to ensure that the necessary documentation, as required, is attached to this bid document and that all declarations are signed by the bidder:

(*Mark with "X" where applicable)

Items to be checked	Yes	No	Comments
1. Completed the page containing the details of bidder			
2. Submitted their unique person identification number (pin) issued by SARS to enable the municipality to view the taxpayer's profile and tax status.			
3. Completed the applicable pricing schedules (Part1 & Part2)			
4. Completed and signed declaration of interest (MBD 4)			
5. Completed and signed declaration in order to claim preference points (MBD 6.1) and attached a certified copy or original B-BBEE certificate.			
6. Completed and signed declaration for local production and content (MBD 6.2)			
7. Completed and signed declaration of bidder's past supply chain management practices (MBD 8)			
8. Completed and signed certificate of independent bid determination (MBD 9).			
9. Completed and signed certificate for municipal services and payments to service providers (attach municipal accounts not older than 90 days).			
10. Bidder's signed declaration for understanding and complying with technical specifications.			
11. Bidder to initial every page of this bid document.			

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)CERTIFY THAT THE INFORMATION FURNISHED ON THIS CHECK LIST IS TRUE AND CORRECT.

.....

Name (print)

.....

Signature

.....

Position

.....

Date