REQUEST FOR PROPOSALS

YOU ARE HEREBY INVITED TO SUBMIT A BID TO MEET THE REQUIREMENTS OF THE DEVELOPMENT BANK OF SOUTHERN AFRICA LIMITED	
BID NUMBER:	**RFP222/2026**
COMPULSORY BRIEFING SESSION DETAILS:	**Registration Link for Compulsory Briefing Session Meeting 30 Nov 2026**
CLOSING DATE:	**14 December 2026**
CLOSING TIME:	23:55
PERIOD FOR WHICH BIDS ARE REQUIRED TO REMAIN OPEN FOR ACCEPTANCE:	*The tender offer validity period is 120 calendar days from the closing time for submission of Tenders. A tenderer's non-acceptance of subsequent validity extensions will result in the tenderer's exclusion from the process, whilst the process will continue to conclusion.*
DESCRIPTION OF BID:	**Appointment of a Service Provider for SAP Support and Maintenance Services**
BID DOCUMENTS ELECTRONIC SUBMISSION:	**ELECTRONIC SUBMISSIONS** **INSTRUCTIONS:** ➢ Bidders are required to submit written requests for clarification via e-mail to **davidscm@dbsa.org** **ONLY,** quoting the RFP Number on the subject of the e-mail. This must be done three (3) working days befo closing day of the bid including request for submission link. ➢ Bidders will thereafter receive a OneDrive Link to upload their submission documents electronically. ➢ Written requests for clarification will be considered up to and including **09 December 2026 16:30** Johannesburg time. Requests received after this date may not be attended to. ➢ Any requests after the stipulated date and time may be disregarded. **NB: Electronic submission is encouraged for all bidders interested in this tender.** **Closing date of this RFP222/2026 is 14 December 2026 before 23:55.** **No physical bids will be received or accepted at the DBSA offices**
NAME OF BIDDER:	
CONTACT PERSON:	
EMAIL ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
BIDDER'S STAMP OR SIGNATURE	



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PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF DEVELOPMENT BANK OF SOUTHERN AFRICA LIMITED ("DBSA")

BID NUMBER: **RFP222/2026**

DESCRIPTION: Appointment of a Service Provider for SAP Support and Maintenance Services

COMPULSORY BRIEFING: **30 November 2026 at 10:00am**

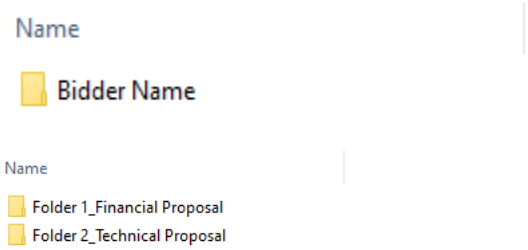
COMPULSORY BRIEFING LINK

Time: 10:00 Johannesburg time **(Microsoft Teams)**

Closing time for the OneDrive Link submissions – 14 December 2026

CLOSING DATE: 14 **December 2026**

CLOSING TIME: 23:55



a) It remains the bidder's responsibility to ensure that the bid submission is uploaded using the correct bidder document and tender link.

b) Should a bidder encounter an issue with the system, the bidder must provide sufficient evidence as proof of attempting to upload their submission before the cut-off time and the error received.

c) Faxed or emailed bids will not be accepted; only an electronic submission received via the link will be accepted.

d) It is therefore the responsibility of the bidder to request a link to participate.

e) The DBSA assumes no responsibility if a Bidder's designated email address is not correct, or if there are technical challenges, including those with the Bidder's computer, network, or internet service provider (ISP).

BID SUBMISSION LINK REQUESTS:

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT, WHICH ARE SET OUT IN ANNEXURE J OF THIS DOCUMENT.

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED). BIDDERS THAT ARE UNINCORPORATED CONSORTIA CONSISTING OF MORE THAN ONE LEGAL ENTITY MUST SELECT A LEAD ENTITY AND FURNISH THE DETAILS OF THE LEAD ENTITY, UNLESS OTHERWISE SPECIFIED.				
NAME OF BIDDER AND EACH ENTITY IN CONSORTIUM:				
POSTAL ADDRESS:				
STREET ADDRESS:				
CONTACT PERSON (FULL NAME):				
EMAIL ADDRESS:				
TELEPHONE NUMBER:				
FAX NUMBER:				
BIDDER REGISTRATION NUMBER OR REGISTRATION NUMBER OF EACH ENTITY IN CONSORTIUM				
BIDDER VAT REGISTRATION NUMBER OR VAT REGISTRATION NUMBER OF EACH ENTITY IN CONSORTIUM				
BBBEE STATUS LEVEL VERIFICATION CERTIFICATE /BBBEE STATUS LEVEL SWORN AFFIDAVIT SUBMITTED? **[TICK APPLICABLE BOX]**	**YES**		**NO**	

	ARE YOU THE ACCREDITED REPRESENTATIVE **IN SOUTH AFRICA FOR THE GOODS /SERVICES/WORKS OFFERED?**	☐Yes ☐No [IF YES ENCLOSE PROOF]
1..1.2	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES/WORKS OFFERED?**	☐Yes ☐No [IF YES ANSWER PART B:3 BELOW]
1..1.3	**SIGNATURE OF BIDDER**	
1..1.4	**DATE**	
1..1.5	**FULL NAME OF AUTHORISED REPRESENTATIVE**	
1..1.6	**CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)**	

IF YES, WHO ISSUED THE CERTIFICATE?				
REGISTERED WITH THE NATIONAL TREASURY CSD **[TICK APPLICABLE BOX]**	**YES**		**NO**	
CSD REGISTRATION NUMBER				
TAX COMPLIANCE STATUS PIN (TCS) NUMBER ISSUED BY SARS				

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

1.1. BIDS MUST BE SUBMITTED ELECTRONICALLY BY THE STIPULATED TIME TO THE LINK PROVIDED. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED)

1.3. SOUTH AFRICAN BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED BY BIDDING INSTITUTION.

1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS) MUST BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.

2. TAX COMPLIANCE REQUIREMENTS

2.1 ALL BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS IN THEIR COUNTRY OF RESIDENCE.

2.2 SOUTH AFRICAN BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.

2.4 SA BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER (TAX COMPLIANCE) IN ACCORDANCE WITH APPLICABLE LEGISLATION IN THEIR COUNTRY OF RESIDENCE.

2.6 WHERE SA BIDDERS HAVE NO TCS AVAILABLE BUT ARE REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?

☐ YES ☐ NO

3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?

☐ YES ☐ NO

3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO

3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

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

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

PART C

CHECKLIST OF COMPULSORY RETURNABLE SCHEDULES AND DOCUMENTS

Please adhere to the following instructions:

- Tick in the relevant block below;
- Ensure that the following documents are completed and signed where applicable; and
- Use the prescribed sequence in attaching the annexes that complete the Bid Document

NB: Should all these documents not be included, the Bidder may be disqualified on the basis of non-compliance

YES	NO	
☐	☐	One original Bid document in separate folders; Folder 1 - for Pre-Qualifying Criteria and Functional Evaluation and Folder 2 - Price / Financial Proposal – Electronic submission
☐	☐	**Part A:** Invitation to Bid
☐	☐	**Part B:** Terms and Conditions of Bidding
☐	☐	**Part C:** Checklist of Compulsory Returnable Schedules and Documents
☐	☐	**Part D:** Conditions of Tendering and Undertakings by Bidders
☐	☐	**Part E:** Specifications/Terms of Reference and Project Brief
☐	☐	**Annexure A:** Price Proposal Requirement
☐	☐	**Annexure B:** SBD4 Declaration of Interest
☐	☐	**Annexure C:** SBD6.1 and B-BBEE status level certificate
☐	☐	**Annexure F:** Certified copies of your CIPC company registration documents listing all members with percentages, in case of a close corporation
☐	☐	**Annexure G:** Certified copies of latest share certificates, in case of a company.

☐ ☐ **Annexure H (if applicable):** A breakdown of how fees and work will be spread between members of the bidding consortium.

☐ ☐ **Annexure I:** Supporting documents to responses to Pre-Qualifying Criteria and Functional Evaluation Criteria.

☐ ☐ **Annexure J:** General Conditions of Contract

☐ ☐ **Annexure K:** CSD Tax Compliance Status and Registration Requirements Report

PART D

CONDITIONS OF TENDERING AND UNDERTAKINGS BY BIDDER

1. DEFINITIONS

In this Request for Proposals, unless a contrary intention is apparent:

1.1 **B-BBEE** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act, 2003;

1.2 **B-BBEE Act** means the Broad-Based Black Economic Empowerment Act, 2003;

1.2.1 **B-BBEE status level of contributor** means the B-BBEE status received by a measured entity based on its overall performance used to claim points in terms of regulation 6 and 7 of the Preferential Procurement Regulations, 2022.

1.3 **Business Day** means a day which is not a Saturday, Sunday or public holiday in South Africa.

1.4 **Bid** means a written offer in the prescribed or stipulated form lodged by a Bidder in response to an invitation in this Request for Proposal, containing an offer to provide goods, works or services in accordance with the Specification as provided in this RFP.

1.5 **Bidder** means a person or legal entity, or an unincorporated group of persons or legal entities that submit a Bid.

1.6 **Companies Act** means the Companies Act, 2008.

1.6.1 **Compulsory Documents** means the list of compulsory schedules and documents set out in Part C.

1.6.2 **Closing Time** for the OneDrive Link submissions - 23:55 on 02 December 2026 (South African time)

1.7 **DBSA** means the Development Bank of Southern Africa Limited.

1.8 **DFI** means Development Finance Institution.

1.9 **Evaluation Criteria** means the criteria set out under the clause 26 (Evaluation Process) of this Part D, which includes the Qualifying Criteria, Functional Criteria and Price and Preferential Points Assessment (where applicable).

1.9.1 **Functional Criteria** means the criteria set out in clause 26.1.2 of this Part D.

1.10 **Intellectual Property Rights** includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

1.11 **PFMA** means the Public Finance Management Act, 1999.

1.12 **PPPFA** means the Preferential Procurement Policy Framework Act, 2000.

1.13 **PPPFA Regulations** means the Preferential Procurement Regulations, 2022 published in terms of the PPPFA.

1.14 **Pre-Qualifying Criteria** means the criteria set out in clause 26.1.1 of this Part D.

1.15 **Price and Preferential Points Assessment** means the process described in clause 26.1.3 of this Part D, as prescribed by the PPPFA.

1.16 **Proposed Contract** means the agreement including any other terms and conditions contained in or referred to in this RFP that may be executed between the DBSA and the successful Bidder.

1.16.1 **Request for Proposal** or **RFP** means this document (comprising each of the parts identified under Part A, Part B, Part C, Part D and Part E) including all annexures and any other documents so designated by the DBSA.

1.17 **SARS** means the South African Revenue Service.

1.17.1 **Services** means the services required by the DBSA, as specified in this RFP Part E.

1.18 **SLA** means Service Level Agreement.

1.18.1 **SOE** means State Owned Enterprise, as defined by the Companies Act.

1.18.2 **Specification** means the conditions of tender and any specification or description of the DBSA's requirements contained in this RFP.

1.19 **State** means the Republic of South Africa.

1.19.1 **Statement of Compliance** means the statement forming part of a Tender indicating the Bidder's compliance with the Specification.

1.20 **Tendering Process** means the process commenced by the issuing of this Request for Proposals and concluding upon formal announcement by the DBSA of the selection of a successful Bidder(s) or upon the earlier termination of the process.

1.21 **Website** means a website administered by DBSA under its name with web address **www.dbsa.org**

2. INTERPRETATIONS

In this RFP, unless expressly provided otherwise a reference to:

2.1 "includes" or "including" means includes or including without limitation; and

2.2 "R" or "Rand" is a reference to the lawful currency of the Republic of South Africa.

3. TENDER TECHNICAL AND GENERAL QUERIES

Queries pertaining to this tender must be directed to:-

DBSA Supply Chain Management Unit

Email: **davidscm@dbsa.org**

No questions will be answered telephonically.

4. SUBMISSION OF TENDERS

COMPULSORY BRIEFING: Refer to the cover page for the link to register and attend the briefing session meeting.

Time: 10:00 Johannesburg time **(Microsoft Teams)**

LINK REQUESTS: Bidders are asked to nominate one dedicated contact person (name, email address and phone number).

CLOSING DATE: **14 December 2026**

CLOSING TIME: 23:55

5. RULES GOVERNING THIS RFP AND THE TENDERING PROCESS

5.1.1 Participation in the tender process is subject to compliance with the rules contained in this RFP Part D.

5.2 All persons (whether a participant in this tender process or not) having obtained or received this RFP may only use it, and the information contained herein, in compliance with the rules contained in this RFP.

5.2.1 All Bidders are deemed to accept the rules contained in this RFP Part D.

5.2.2 The rules contained in this RFP Part D apply to:

5.2.3 The RFP and any other information given, received or made available in connection with this RFP, and any revisions or annexure.

5.2.4 the Tendering Process; and

5.2.5 any communications (including any briefings, presentations, meetings and negotiations) relating to the RFP or the Tendering Process.

6. STATUS OF REQUEST FOR PROPOSAL

6.1 This RFP is an invitation for person(s) to submit a proposal(s) for the provision of the services as set out in the Specification contained in this RFP. Accordingly, this RFP must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between the DBSA and any Bidder unless and until the DBSA has executed a formal written contract with the successful Bidder.

7. ACCURACY OF REQUEST FOR PROPOSAL

7.1 Whilst all due care has been taken in connection with the preparation of this RFP, the DBSA makes no representations or warranties that the content in this RFP or any information communicated to or provided to Bidders during the Tendering Process is, or will be, accurate, current or complete. The DBSA, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.

7.2 If a Bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the DBSA (other than minor clerical matters), the Bidder must promptly notify the DBSA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the DBSA an opportunity to consider what corrective action is necessary (if any).

7.3 Any actual discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the DBSA will, if possible, be corrected and provided to all Bidders without attribution to the Bidder who provided the written notice.

8. ADDITIONS AND AMENDMENTS TO THE RFP

8.1 The DBSA reserves the right to change any information in, or to issue any addendum to this RFP before the Closing Time. The DBSA and its officers, employees and advisors will not be liable in connection with either the exercise of, or failure to exercise this right.

8.2 If the DBSA exercises its right to change information in terms of clause 8.1, it may seek amended Tenders from all Bidders.

9. REPRESENTATIONS

No representations made by or on behalf of the DBSA in relation to this RFP will be binding on the DBSA unless that representation is expressly incorporated into the contract ultimately entered into between the DBSA and the successful Bidder.

10. CONFIDENTIALITY

10.1 All persons (including all Bidders) obtaining or receiving this RFP and any other information in connection with this RFP or the Tendering Process must keep the contents of the RFP and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this RFP.

11. REQUESTS FOR CLARIFICATION OR FURTHER INFORMATION

11.1 All communications relating to this RFP and the Tendering Process must be directed to the Tender Officer.

11.2 All questions or requests for further information or clarification of this RFP or any other document issued in connection with the Tendering Process must be submitted to the Tender Officer in writing, and most preferably by e-mail to davidscm@dbsa.org

11.3 Any communication by a Bidder to the DBSA will be effective upon receipt by the Tender Officer (provided such communication is in the required format).

11.4 The DBSA has restricted the period during which it will accept questions or requests for further information or clarification and reserves the right not to respond to any enquiry or request, irrespective of when such enquiry or request is received.

11.5 Except where the DBSA is of the opinion that issues raised apply only to an individual Bidder, questions submitted and answers provided will be made available to all Bidders by e-mail, as well as on the DBSA's website without identifying the person or organisation which submitted the question.

11.5.1 In all other instances, the DBSA may directly provide any written notification or response to a Bidder by email to the address of the Bidder (as notified by the Bidder to the Tender Officer).

11.5.2 A Bidder may, by notifying the Tender Officer in writing, withdraw a question submitted in accordance with clause 11, in circumstances where the Bidder does not wish the DBSA to publish its response to the question to all Bidders.

12. UNAUTHORISED COMMUNICATIONS

12.1 Communications (including promotional or advertising activities) with staff of the DBSA or their advisors assisting with the Tendering Process are not permitted during the Tendering Process, or otherwise with the prior consent of the Tender Officer. Nothing in this clause 12 is intended to prevent communications with staff of, or advisors to, the DBSA to the extent that such communications do not relate to this RFP or the Tendering Process.

12.2 Bidders must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the Tendering Process in any way.

13. IMPROPER ASSISTANCE, FRAUD AND CORRUPTION

13.1 Bidders may not seek or obtain the assistance of employees of the DBSA in the preparation of their tender responses.

13.2 The DBSA may in its absolute discretion, immediately disqualify a Bidder that it believes has sought or obtained such improper assistance.

13.3 Bidders are to be familiar with the implications of contravening the Prevention and Combating of Corrupt Activities Act, 2004 and any other relevant legislation.

14. ANTI-COMPETITIVE CONDUCT

14.1 Bidders and their respective officers, employees, agents and advisors must not engage in any collusion, anti-competitive conduct or any other similar conduct in respect of this Tendering Process with any other Bidder or any other person(s) in relation to:

14.1.1.1.1 the preparation or lodgement of their Bid;

14.1.2 the evaluation and clarification of their Bid; and

14.1.3 the conduct of negotiations with the DBSA.

14.2 For the purposes of this clause 14, collusion, anti-competitive conduct or any other similar conduct may include disclosure, exchange and clarification of information whether or not such information is confidential to the DBSA or any other Bidder or any other person or organisation.

14.3 In addition to any other remedies available to it under law or contract, the DBSA may, in its absolute discretion, immediately disqualify a Bidder that it believes has engaged in any collusive, anti-competitive conduct or any other similar conduct during or before the Tendering Process.

15. COMPLAINTS ABOUT THE TENDERING PROCESS

15.1 Any complaint about the RFP or the Tendering Process must be submitted to the Supply Chain Management Unit in writing, by email, immediately upon the cause of the complaint arising or becoming known to the Bidder, (**tenders@dbsa.org**)

15.2 The written complaint must set out:

15.2.1 the basis for the complaint, specifying the issues involved;

15.2.2 how the subject of the complaint affects the organisation or person making the complaint;

15.2.3 any relevant background information; and

15.2.4 the outcome desired by the person or organisation making the complaint.

15.3 If the matter relates to the conduct of an employee of the DBSA, the complaint should be addressed in writing marked for the attention of the Chief Executive Officer of the DBSA, and delivered to the physical address of the DBSA, as notified.

16. CONFLICT OF INTEREST

16.1 A Bidder must not, and must ensure that its officers, employees, agents and advisors do not place themselves in a position that may give rise to actual, potential or perceived conflict of interest between the interests of the DBSA and the Bidder's interests during the Tender Process.

16.2 The Bidder is required to provide details of any interests, relationships or clients which may or do give rise to a conflict of interest in relation to the supply of the services under any contract that may result from this RFP. If the Bidder submits its Bid and a subsequent conflict of interest arises, or is likely to arise, which was not disclosed in the Bid, the Bidder must notify the DBSA immediately in writing of that conflict.

16.3 The DBSA may immediately disqualify a Bidder from the Tendering Process if the Bidder fails to notify the DBSA of the conflict as required.

17. LATE BIDS

17.1 Bids must be delivered by the Closing Time. The Closing Time may be extended by the DBSA in its absolute discretion by providing written notice to Bidders.

17.1.1 Bids delivered after the Closing Time or lodged at a location or in a manner that is contrary to that specified in this RFP will be disqualified from the Tendering Process and will be ineligible for consideration. However, a late Bid may be accepted where the Bidder can clearly demonstrate (to the satisfaction of the DBSA, in its sole discretion) that late lodgement of the Bid was caused by the DBSA; that access was denied or hindered in relation to the electronic submission link; or

that a major/critical incident hindered the delivery of the Bid and, in all cases, that the integrity of the Tendering Process will not be compromised by accepting a Bid after the Closing Time.

17.2 The determination of the DBSA as to the actual time that a Bid is lodged is final. Subject to clause 17.1.1, all Bids lodged after the Closing Time will be recorded by the DBSA and will only be opened for the purposes of identifying a business name and address of the Bidder. The DBSA will inform a Bidder whose Bid was lodged after the Closing Time of its ineligibility for consideration. The general operating practice is for the late Bid to be returned within 5 (five) working days of receipt or within 5 (five) working days after determination not to accept a late Bid.

18. BIDDER'S RESPONSIBILITIES

18.1 Bidders are responsible for:

18.1.1 examining this RFP and any documents referenced or attached to this RFP and any other information made or to be made available by the DBSA to Bidders in connection with this RFP;

18.1.2 fully informing themselves in relation to all matters arising from this RFP, including all matters regarding the DBSA's requirements for the provision of the Services;

18.1.3 ensuring that their Bids are accurate and complete;

18.1.4 making their own enquiries and assessing all risks regarding this RFP, and fully considering and incorporating the impact of any known and unknown risks into their Bid;

18.1.5 ensuring that they comply with all applicable laws in regard to the Tendering Process particularly as specified by National Treasury Regulations, Guidelines, Instruction Notes and Practice Notes and other relevant legislation as published from time to time in the Government Gazette; and

18.1.6 submitting all Compulsory Documents.

18.2 South African bidders with annual total revenue of ZAR10 million or less qualify as Exempted Micro Enterprises (EMEs) in terms of the B-BBEE Act must submit a certificate issued by a registered, independent auditor (who or which is not the Bidder or a part of the Bidder) or an accredited verification agency.

18.3 South African bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy, or a sworn affidavit thereof, substantiating their B-BBEE status. The submission of such certificates must comply with the requirements of instructions and guidelines issued by National Treasury and be in accordance with the

applicable notices published by the Department of Trade and Industry in the Government Gazette.

18.4 The DBSA reserves the right to require of a Bidder, either before a Bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the DBSA.

18.5 Failure to provide the required information may result in disqualification of the Bidder.

19. PREPARATION OF BIDS

19.1 Bidders must ensure that:

19.1.1 their Bid is submitted in the required format as stipulated in this RFP; and

19.1.2 all the required information fields in the Bid are completed in full and contain the information requested by the DBSA.

19.2 The DBSA may in its absolute discretion reject a Bid that does not include the information requested or is not in the format required.

19.3 Unnecessarily elaborate responses or other representations beyond that which is sufficient to present a complete and effective tender proposal are not desired or required. Elaborate and expensive visual and other presentation aids are not necessary.

19.3.1 Where the Bidder is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appears only as part of an attachment to the Bid or be included in a general statement of the Bidder's usual operating conditions.

19.4 An incomplete Bid may be disqualified or assessed solely on the information completed or received with the Bid.

20. ILLEGIBLE CONTENT, ALTERATION AND ERASURES

20.1 Incomplete Bids may be disqualified or evaluated solely on information contained in the Bid.

20.2 The DBSA may disregard any content in a Tender that is illegible and will be under no obligation whatsoever to seek clarification from the Bidder.

20.2.1 The DBSA may permit a Bidder to correct an unintentional error in its Bid where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if the DBSA reasonably considers that the correction would materially alter the substance of the Bid or affect the fairness of the Tendering Process.

21. OBLIGATION TO NOTIFY ERRORS

If, after a Bidder's Response has been submitted, the Bidder becomes aware of an error in the Bidder's Response (including an error in pricing but excluding clerical errors which would have no bearing on the evaluation of the Bid), the Bidder must promptly notify the DBSA of such error.

22. RESPONSIBILITY FOR BIDDING COSTS

22.1.1 The Bidder's participation or involvement in any stage of the Tendering Process is at the Bidder's sole risk, cost and expense. The DBSA will not be held responsible for, or pay for, any expense or loss that may be incurred by Bidders in relation to the preparation or lodgement of their Bid.

22.1.2 The DBSA is not liable to the Bidder for any costs on the basis of any contractual, promissory or restitutionary grounds whatsoever as a consequence of any matter relating to the Bidder's participation in the Tendering Process, including without limitation, instances where:

22.1.3 the Bidder is not engaged to perform under any contract; or

22.1.4 the DBSA exercises any right under this RFP or at law.

23. DISCLOSURE OF BID CONTENTS AND BID INFORMATION

23.1 All Bids received by the DBSA will be treated as confidential. The DBSA will not disclose contents of any Bid and Bid information, except:

23.1.1 as required by law;

23.1.2 for the purpose of investigations by other government authorities having relevant jurisdiction;

23.1.3 to external consultants and advisors of the DBSA engaged to assist with the Tendering Process; or for the general information of Bidders required to be disclosed as per National Treasury Regulations, Guidelines, Instruction Notes or Practice Notes.

24. USE OF BIDS

24.1 Upon submission in accordance with the requirements relating to the submission of Bids, all Bids submitted become the property of the DBSA. Bidders will retain all ownership rights in any intellectual property contained in the Bids.

24.2 Each Bidder, by submission of their Bid, is deemed to have licensed the DBSA to reproduce the whole, or any portion, of their Bid for the sole purposes of enabling the DBSA to evaluate the Bid.

25. BID ACCEPTANCE

All Bids received must remain open for acceptance for a minimum period of 120 (one hundred and twenty) days from the Closing Time. This period may be extended by written mutual agreement between the DBSA and the Bidder.

26. EVALUATION PROCESS

26.1 The Bids will be evaluated and adjudicated as follows:

26.1.1 First Stage – Test for administrative Responsiveness

The test for administrative responsiveness will include the following:

Stage 1: Responsiveness

The Tenderer should be able to provide all the relevant information required in the Supplier Information Form (SIF) which will include, but not be limited to:

A. Tenderers who do not adhere to those criteria listed as a PRE-QUALIFIER will be disqualified immediately.

Responsiveness Criteria		Prequalifying Criteria	Applicable to this Tender (Y/N)
1	Adherence to submitting Tender as a two-folder tender. Folder 1: Prequalification and functional proposal submission separate from Folder 2: Pricing proposal submission only	**Pre-Qualifier**	Y
2	Attendance Register of the Compulsory Briefing Session attended by the Tenderer.	**Pre-Qualifier**	Y
	SAP Certified Partner, and SAP Certified Resources	**Pre-Qualifier**	Y

B. Tenderers who do not adhere to the indicated response time for clarifications requested by the Employer will be deemed to be non-responsive and their submissions will not be evaluated further.

Responsiveness Criteria		Clarification Time	Applicable to this Tender (Y/N)
1	Standard conditions of tender as required.	48 hours	Y
2	Returnable documents completed and signed.	48 hours	Y
3	Submission of Proof of Registration with National Treasury Central Supplier Database (CSD) Summary Report or A Valid and Active Tax Compliance Status Pin issued by SARS for Tax Compliance Status Verification: N.B - Bidder must be fully registered & tax compliant to do business with the DBSA.	7 Working days	Y

Only those Bidders which satisfy all the Pre-Qualifying Criteria of the First Stage will be eligible to participate in the Tendering Process further. Bids which do not satisfy all the Pre-Qualifying Criteria of the First Stage will not be evaluated further.

26.1.2 **Second Stage – Functional criteria**

Bidders will be assessed on the functional criteria (Second Stage) as set out in this RFP. Only those Bidders which comply with the responsiveness criteria will proceed to the Second Stage.

Section	Evaluation Criteria	Points Allocation	Weight
1	**<u>Support Strategy</u>** Submit a practical methodology aligned to DBSA's support model, the SAP Modules/ Technologies listed in Table 1, and the services described in Section 6. Address the six components outlined in the points allocation across, explaining the activities, responsibilities, delivery arrangements, and controls. The assessment will focus on the proposed approach, not experience or the mere identification of personnel. Core SLA, reporting, and support obligations are mandatory requirements and will not be considered value-added features.	***For each component below, the bidder must clearly describe how the service will be delivered in practice. The response can include the processes, methodologies, tools, governance controls, roles and responsibilities, escalation procedures, quality assurance measures, performance controls, and key deliverables that will be used to deliver the service etc.*** **Six Additive Components: 5 Points Each** • **Coverage and Access:** The bidder demonstrates a clear approach to providing support during: **Prioritised Elements** o Business hours support. o After-hours support. o Remote and on-site support. o Secure access to systems. **Supporting Elements** o Weekend and public holiday support, where applicable. • **Incident Management:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Prioritising and managing incidents. o Meeting the response and resolution times in Section 4. o Escalating unresolved incidents. **Supporting Elements** o Communicating incident status and progress. o Identifying root causes and preventing repeat incidents. • **Functional Delivery:**	**30**

		The bidder's methodology must demonstrate a clear approach to: **Prioritised Elements** o Configuration. o Maintenance. o Service and change requests. **Supporting Elements** o Business blueprinting. o Training. o Change management. • **Technical Delivery:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Management of interfaces and integrations. o ABAP development support. o Enhancements and upgrades. o Testing and quality assurance. o Security and GRC support. **Supporting Elements** o System architecture support. o Workflow support. • **Service Management:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Governance arrangements. o Service reporting. o Performance monitoring. o Continuous improvement. **Supporting Elements** o Documentation management. o Advisory services. • **Resource Continuity:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Resource allocation and availability. o Succession planning. o Knowledge transfer. o Onboarding of replacement resources. o how they going to handle a situation where a resource is busy with a project but still required for daily support. **Supporting Elements** o Resource retention. o Cross-skilling of resources. **Scoring descriptors Described below.**	

Rating	Criterion-specific descriptor	Weighted score
0	No SAP Support Strategy is submitted, or the response does not demonstrate how the bidder will support the required SAP environment.	0/30
1	A strategy is submitted, but Multiple components score 0 or 1 due to missing mandatory requirements.	6/30
3	The strategy addresses the prioritised elements relating to support coverage, remote and on-site support, SAP systems and integrations, escalation procedures, roles, and support methodology; however, one or more supporting elements are not addressed.	18/30
5	The strategy comprehensively addresses all prioritised and supporting requirements and demonstrates a practical SAP Support Model, including clearly defined coverage, governance, escalation procedures, measurable service arrangements, knowledge transfer, service continuity, proactive monitoring, and continuous improvement.	30/30

2	**<u>Company Experience</u>**
	
	Demonstrate at least five (5) years' SAP support experience and submit three (3) client reference letters for similar assignments successfully completed within the five (5) years preceding the RFP closing date, as required by Section 5 and 6.
	
	References must be on client letterhead, signed by an authorised representative, and include contact details, dates, modules, services, and outcomes.
	
	Relevant experience across any sector in South Africa using SAP Modules/ Technologies similar to those listed in Table 1 will be accepted. The assignments must collectively demonstrate coverage of the required SAP landscape, custom extensions, and integrations.
		Four Additive Elements: 5 Points Each
		• **Comparable SAP Support Experience**
		  ○ Demonstrated experience in providing SAP operational support and maintenance services for assignments involving SAP Modules/ Technologies similar to those listed in Table 1.
		• **Complex SAP Environments**
		  ○ Demonstrated experience in supporting multi-module SAP environments, including custom extensions and SAP/non-SAP integrations.
		• **Continuous Improvement and Enhancements**
		  ○ Demonstrated experience in delivering upgrades, enhancements, optimisation, performance improvements, or automation initiatives relevant to the required SAP support services.
		• **Successful Support Outcomes**
		  ○ Demonstrated evidence of successful support outcomes confirmed by clients, including responsiveness, SLA achievement, service continuity, or resolution of recurring issues.
		
		<u>Fixed Score per component</u>
		• **0 Points:**
		  ○ No relevant assignment evidence is provided.
		• **2 Points:**
			20

	Generic company profiles do not substantiate successful delivery outcomes.	○ A relevant assignment is identified, but the company's role, services, or deliverables are not clearly described. • **4 Points:** ○ Assignment evidence is provided and includes dates, relevant services performed, and deliverables achieved. • **5 Points:** ○ The requirements for 4 points are met, and client confirmation is provided demonstrating successful delivery or achievement of the stated outcomes. • **Only the fixed scores above may be awarded for each element.** • **The scores for all four elements must be added together.** **Maximum score: 20 points.**	

Rating	Criterion-specific descriptor	Weighted score
0	No relevant assignment evidence is provided.	0/20
1	A relevant assignment is identified, but the company's role, services, or deliverables are not clearly described.	6/20
3	Assignment evidence is provided and includes dates, relevant services performed, and deliverables achieved.	15/20
5	The requirements for 4 points are met, and client confirmation is provided demonstrating successful delivery or achievement of the stated outcomes.	20/20

3	**<u>Resource Experience</u>** Assess the relevant experience evidenced in each assigned resource's CV and project references, not the submission of documents or credentials. Provide assignment dates, assigned modules/ technologies and role, personal responsibilities, activities performed, deliverables, and outcomes achieved. Experience across any sector in South Africa using SAP Modules/ Technologies similar to those listed in Table 1 will be accepted. Assess functional and technical experience in the context of the assigned	***Step 1: Detailed Resource Assessment Checklist (Out of 50 Points)*** ***Each of the nine (9) assigned resources will first be evaluated individually out of a maximum of 50 points by adding the scores achieved in Sections A, B, C, and D based on the exact evidence criteria below:*** **A. Relevant Duration – 10 Points (Per Resources)/9** • 5 to less than 6 years: 5 points. • 6 to less than 7 years: 6 points. • 7 to less than 8 years: 7 points. • 8 to less than 9 years: 8 points. • 9 to less than 10 years: 9 points. • 10 years or more: 10 points. **<u>Note:</u>**	**50**

	role; a functional specialist is not required to have personally developed interfaces or ABAP code. Every assigned resource must demonstrate at least five (5) years' relevant SAP support and maintenance experience. Ten (10) years is the maximum period considered for duration-based scoring and is not an upper eligibility limit. Relevant experience must be calculated up to the RFP closing date without double-counting overlapping periods. CVs submitted for unassigned roles will not be considered. All assigned resources remain subject to the minimum requirements. A stronger resource may not be used to compensate for the shortfall of another resource. The Section 6 restriction on sharing resources across modules/ technologies remains applicable.	1. *Less than five (5) years of relevant experience, or failure to substantiate five (5) years of experience, does not meet the Section 6 minimum requirement.* 2. *The proposal will not proceed to Stage Gate 3, regardless of the aggregate score.* **B. Operational Support and Maintenance – 20 Points (Per Resources)/9** • Incident diagnosis and resolution. • Root-cause analysis and prevention of recurring issues. • Configuration and maintenance relevant to the assigned module and role. • Service and change requests, including testing and implementation support. **Each element is worth 5 points.** **Maximum score: 20 points.** **C. Complex and Integrated Environments - 10 (Per Resources)/9** • Support in multi-module, business-critical SAP environments, demonstrating scale or operational complexity. • Support of cross-module processes, SAP/non-SAP integrations, and dependencies relevant to the assigned role. **Each element is worth 5 points.** **Maximum score: 10 points.** **D. Enhancements and Continuous Improvement – 10 Points (Per Resources)/9** • Upgrades, add-ons, or enhancements. • Optimisation, performance improvement, automation, or continuous improvement initiatives. 1. Personal involvement relevant to the assigned role must be demonstrated. **Each element is worth 5 points.**	

Maximum score: 10 points.

<u>Overall Score:</u>

Maximum score per resource: 50 points.

<u>Resource Experience Scoring and Averaging Methodology</u>

- Step 1: Evaluate each assigned resource against the 50-point technical evidence guidelines checklist (adding Sections A, B, C, and D).
- Step 2: Record the total score achieved by each of the nine (9) assigned mandatory SAP Module / Technology resources.
- Step 3: Add the scores achieved across all nine (9) mandatory SAP Modules / Technologies.
- Step 4: Divide the total score by nine (9) to determine the final Resource Experience score out of 50.

Formula

Final Resource Experience Score = Total of the nine resource checklist scores ÷ 9.
The final score must be recorded to two decimal places.

SAP module / technology	Checklist Score Evaluation- (Step 1)
SAP ECC MM	50/50
SAP ECC FICO	48/50
SAP ECC Business Partners	36/50
SAP Security	34/50
SAP BW	46/50
SAP BusinessObjects BI Platform	38/50
SAP BusinessObjects Data Services	34/50
SAP PI/PO and BTP	45/50
SAP ABAP Developer	48/50

		Total **379** ***Worked example:*** ***Total checklist scores achieved across the nine resources = 379*** ***Final Resource Experience Score = 379 ÷ 9 = 42.11*** **42.11 out of 50**	
Total Weight			**100**
Threshold			**70%**

Minimum Qualifying Threshold: 70 out of 100 points.

26.1.3 **Third Stage – price**

26.1.3.1.1.1.1 Those Bidders which have passed the Second Stage (Functional Evaluation) and achieved the minimum qualifying threshold of 70% will be eligible to be evaluated on the Third Stage, based on price, in accordance with the PPPFA regulations.

26.1.3.1.1.1.2 The recommended preferred Bidder will be the Bidder that scores the highest total points for price and specific goals in the Third Stage of the Bid evaluation, unless the DBSA exercises its right to cancel the RFP, in line with the PPPFA Regulations.

26.2 **NB: Bidders are required to submit, as Annexure I to their Bids, any documentation which supports the responses provided in respect of the Eligibility Criteria below.**

27. Risk Analysis and Objective Criteria

The DBSA reserves the right to award the tender to the tenderer who scores the highest number of points overall in line with section 2(1)(f) of the PPPFA, unless there are objective criteria which will justify the award of the tender to another tenderer. The objective criteria that the DBSA may apply in this bid process include:

i. Any bidder that has a cumulative order book totalling 5 Awards with outstanding value, may be excluded from further evaluation.

ii. Where a bidder has 5 active Awards with an outstanding value and the outstanding value is 10% or less, indicating the project is nearing completion, the bidder may be included for further evaluation and/or recommendation for award.

iii. Where a bidder has 5 active Awards with an outstanding value and at least one of the projects has stalled for a period of 6 months or more, or the client has placed the project on hold indefinitely, the bidder may be included for further evaluation and/or recommendation for award.

iv. The DBSA has the discretion to apply an objective criterion.

28. Due Diligence

DBSA shall perform a due diligence exercise on the preferred bidder to determine its risk profile. The due diligence exercise may take the following factors into account, inter alia:

a. Judgements and criminal convictions
DBSA may consider previous civil judgements against the preferred bidder as part of its risk assessment. DBSA may also consider whether the preferred bidder or any of its directors have been convicted of a serious offence.

b. Pending litigation/liquidation/business rescue (distinct from Working Capital)
DBSA may consider any pending litigation in a court of law or administrative tribunal as part of its risk assessment.

c. Performance
DBSA will not consider the preferred bidder having a history of poor performance on any task orders/purchase orders or contracts, including poor performance in respect of compliance with policies or procedures regarding safety, health, quality control or environment, or having committed a serious and gross breach of contract.

d. Reputational harm
If DBSA is likely to suffer substantial reputational harm because of doing business with the preferred service provider, it may take this into account as part of its risk assessment.

e. Restricted/Blacklisted
Is not under restrictions, or has principals who are under restrictions, preventing participating in the employer's procurement.

f. **Vetting**
The DBSA reserves the right to conduct vetting on the tenderer or any of its directors.

g. PEP Checks for both Companies and Individual directors, as well as Procure Check and or any other systems that the DBSA may choose to utilize (which may be

conducted by an authorized third party) that would be done to assess all risks, including but not limited to

a. Financial stability of the bidder based on key ratio analysis ;
b. Efficiency ;
c. Profitability ;
d. Financial Risk;
e. Liquidity ;
f. Acid Test ;
g. Solvency; and
h. Commercial relationship with a politically exposed and brand risk

i. The DBSA reserves the right to award the scope in full or part thereof, subject to budget availability.
ii. The DBSA reserves the right to negotiate to ensure the value for money principle is not compromised.

29. Generally, suppliers have their own business standards and regulations. Although DBSA cannot control the actions of our suppliers, we will not tolerate any Illegal activities. These include, but are not limited to:

- Misrepresentation of any kind (e.g. origin of manufacture, specifications, intellectual property rights, etc.);
- Collusion;
- Failure to disclose accurate information required during the sourcing activity (ownership, financial situation, BBBEE status, etc.);
- Corrupt activities listed above; and
- Harassment, intimidation or other aggressive actions towards DBSA's employees.

30. STATUS OF BID

30.1 Each Bid constitutes an irrevocable offer by the Bidder to the DBSA to provide the Services required and otherwise to satisfy the requirements of the Specification as set out in this RFP.

30.2 A Bid must not be conditional on:

30.2.1 the Board approval of the Bidder or any related governing body of the Bidder being obtained.

30.2.2 the Bidder conducting due diligence or any other form of enquiry or investigation.

30.2.3 the Bidder (or any other party) obtaining any regulatory approval or consent.

30.2.4 the Bidder obtaining the consent or approval of any third party; or

30.2.5 the Bidder stating that it wishes to discuss or negotiate any commercial terms of the contract.

30.3 The DBSA may, in its absolute discretion, disregard any Bid that is, or is stated to be, subject to any one or more of the conditions detailed above (or any other relevant conditions).

30.4 The DBSA reserves the right to accept a Bid in part or in whole or to negotiate with a Bidder in accordance with the provisions of this RFP and the applicable laws and regulations.

31. CLARIFICATION OF BIDS

31.1 The DBSA may seek clarification from and enter into discussions with any or all of the Bidders in relation to their Bid. The DBSA may use the information obtained when clarification is sought or discussions are held in interpreting the Bid and evaluating the cost and risk of accepting the Bid. Failure to supply clarification to the satisfaction of the DBSA may render the Bid liable to disqualification.

31.2 The DBSA is under no obligation to seek clarification of anything in a Bid and reserves the right to disregard any clarification that the DBSA considers to be unsolicited or otherwise impermissible or irrelevant in accordance with the rules set out in this RFP.

32. DISCUSSION WITH BIDDERS

32.1 The DBSA may elect to engage in detailed discussions with any one or more Bidder(s), with a view to maximising the benefits of this RFP as measured against the evaluation criteria and in fully understanding a Bidder's offer.

32.2 Where applicable, the DBSA will invite Bidders to give a presentation to the DBSA in relation to their submissions.

32.3 The DBSA is under no obligation to undertake discussions with, and Bidders.

32.4 In addition to presentations and discussions, the DBSA may request some or all Bidders to:

32.4.1 conduct a site visit, if applicable.

32.4.2 provide references or additional information; and/or

32.4.3 make themselves available for panel interviews.

33. SUCCESSFUL BIDS

33.1 Selection as a successful Bidder does not give rise to a contract (express or implied) between the successful Bidder and the DBSA for the supply of the Services. No legal relationship will exist between the DBSA and a successful Bidder for the supply of the Services until such time as a binding contract is executed by them.

33.2 The DBSA may, in its absolute discretion, decide not to enter into pre-contractual negotiations with a successful Bidder.

33.3 A Bidder is bound by its Bid and all other documents forming part of the Bidder's Response and, if selected as a successful Bidder, must enter into a contract on the basis of the Bid with or without further negotiation.

34. NO OBLIGATION TO ENTER INTO CONTRACT

34.1 The DBSA is under no obligation to appoint a successful Bidder or Bidders (as the case may be), or to enter into a contract with a successful Bidder or any other person, if it is unable to identify a Bid that complies in all relevant respects with the requirements of the DBSA, or if due to changed circumstances, there is no longer a need for the Services requested, or if funds are no longer available to cover the total envisaged expenditure. For the avoidance of any doubt, in these circumstances the DBSA will be free to proceed via any alternative process.

34.2 The DBSA may conduct a debriefing session for all Bidders (successful and unsuccessful). Attendance at such debriefing session is optional.

35. BIDDER WARRANTIES

35.1 By submitting a Bid, a Bidder warrants that:

35.1.1 it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the DBSA, its officers, employees, or advisers other than any statement, warranty or representation expressly contained in the RFP;

35.1.2 it did not use the improper assistance of DBSA's employees or information unlawfully obtained from them in compiling its Bid;

35.1.3 it is responsible for all costs and expenses related to the preparation and lodgement of its Bid, any subsequent negotiation, and any future process connected with or relating to the Tendering Process;

35.1.4 it accepts and will comply with the terms set out in this RFP; and

35.1.5 it will provide additional information in a timely manner as requested by the DBSA to clarify any matters contained in the Bid.

36. DBSA'S RIGHTS

36.1 Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, the DBSA reserves the right, in its absolute discretion at any time, to:

36.1.1 cease to proceed with or suspend the Tendering Process prior to the execution of a formal written contract.

36.1.2 alter the structure and/or the timing of this RFP or the Tendering Process;

36.1.3 vary or extend any time or date specified in this RFP

36.1.4 terminate the participation of any Bidder or any other person in the Tendering Process.

36.1.5 require additional information or clarification from any Bidder or any other person;

36.1.6 provide additional information or clarification.

36.1.7 negotiate with any one or more Bidder;

36.1.8 call for new Bid.

36.1.9 reject any Bid received after the Closing Time; or

36.1.10 reject any Bid that does not comply with the requirements of this RFP.

37. GOVERNING LAWS

37.1 This RFP and the Tendering Process are governed by the laws of the Republic of South Africa.

37.2 Each Bidder must comply with all relevant laws in preparing and lodging its Bid and in taking part in the Tendering Process.

37.3 All Bids must be completed using the English language and all costing must be in South African Rand (ZAR).

Terms of Reference

Appointment of a Service Provider for SAP Support and Maintenance Services

1. Acronyms and Abbreviations

Acronym	Definition
ABAP	Advanced Business Application Programming – SAP's proprietary programming language used for custom development and enhancements.
BI	Business Intelligence – Technologies and tools used for reporting, analytics, dashboards, and data visualisation.
BP	Business Partner – A central SAP master data object used to manage customers, suppliers, employees, and other business entities.
BW	Business Warehouse – SAP's data warehousing solution used for reporting, analytics, and business insights.
DBSA	Development Bank of Southern Africa.
ECC	ERP Central Component – SAP's on-premises enterprise resource planning system.
ETL	Extract, Transform and Load – A process used to collect, cleanse, transform, and load data between systems.
FI	Financial Accounting – SAP module used for financial management, accounting, and statutory reporting.
FICO	Financial Accounting and Controlling – Combined SAP modules supporting financial accounting, cost management, and management reporting.
GRC	Governance, Risk and Compliance – Framework and processes used to manage organisational governance, compliance obligations, and risk.
ICT	Information and Communication Technology.
IT	Information Technology.
MM	Materials Management – SAP module used for procurement, inventory management, and supply chain processes.
PO	Process Orchestration – SAP middleware platform used for system integration, business process automation, and data exchange.
RBAC	Role-Based Access Control – Security model that restricts system access based on predefined user roles and permissions.
SAP	Systems, Applications and Products in Data Processing.
SCM	Supply Chain Management – The management of procurement, sourcing, logistics, and distribution activities.
SLA	Service Level Agreement – A formal agreement that defines the expected level of service, response times, and performance targets.
S/4HANA	SAP Business Suite 4 SAP HANA – SAP's next-generation intelligent ERP platform built on the SAP HANA database.
SAP BTP	SAP Business Technology Platform – SAP's cloud platform for application development, integration, data management, and analytics.
SAP DS	SAP BusinessObjects Data Services – SAP's data integration, data quality, and ETL solution.

2. Introduction

The Development Bank of Southern Africa (the “DBSA” or the “Bank”) supports the planning, preparation, funding, building and maintenance phases of the infrastructure development value chain. Each phase includes administrative activities such as documentation, procurement and reporting. Figure 1 illustrates the DBSA’s infrastructure value chain, services and key target markets.

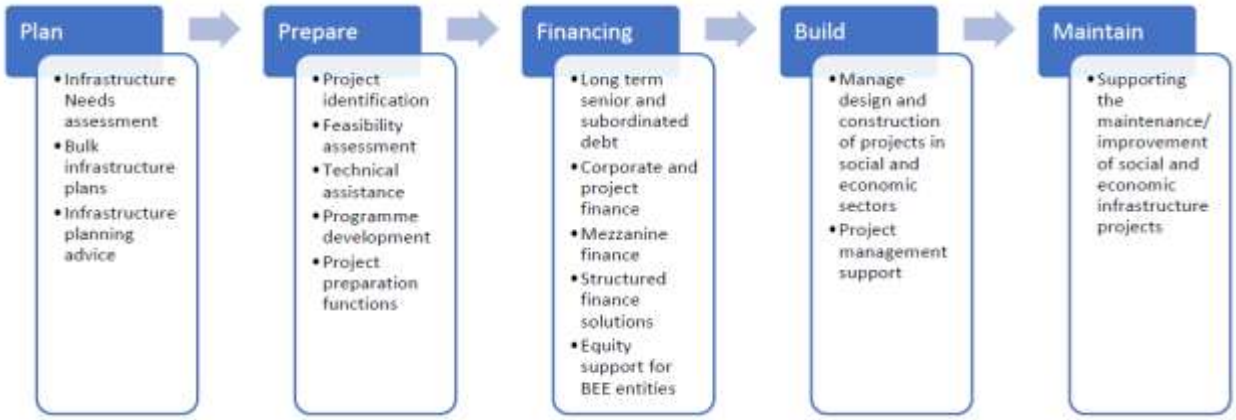


FIGURE 1: DBSA VALUE CHAIN

South Africa’s binational and trade agreements support regional integration in line with the Southern African Development Community (SADC) Integrated Infrastructure Development Plan, the Programme for Infrastructure Development in Africa (PIDA) and the African Union (AU) Agenda 2063. The DBSA’s regional development and integration strategy covers SADC and the rest of Africa.

3. Purpose

The Development Bank of Southern Africa (DBSA) invites proposals for support and maintenance of its on-premises SAP system. The initial fixed contract term will be eighteen (18) months. Thereafter, the contract may be extended on a month-to-month basis for up to a further eighteen (18) months, subject to a maximum total duration of thirty-six (36) months. This arrangement accommodates the ongoing migration from SAP ECC to SAP S/4HANA.

4. Background and Context

The DBSA utilises SAP applications to support key business functions, including finance, procurement, reporting, security, master data management, and systems integration. The

current SAP landscape includes SAP ECC MM, FICO, Business Partners, Security, BW, and SAP PO.

As the current SAP support contract approaches its end, DBSA intends to appoint a qualified and experienced service provider to deliver ongoing support and maintenance. The successful bidder will provide functional, technical, security and integration support, including incident and change management, in accordance with DBSA's support model and service-level requirements.

While the scope of this ToR focuses on the support of DBSA's existing SAP environment, bidders should demonstrate the capability to support future SAP transformation initiatives, including potential SAP S/4HANA and cloud-based SAP services. The objective is to ensure the continued availability, stability, security, and optimal performance of DBSA's business-critical SAP systems.

DBSA follows the four-tier support model shown in Figure 2 below.

DBSA SUPPORT MODEL			
1ST LEVEL SUPPORT	**2ND LEVEL SUPPORT**	**3RD LEVEL SUPPORT**	**4TH LEVEL SUPPORT**
Typical Role Players • SAP Config Specialist • SAP CML MIS Specialist • ICT Desktop Technician • Business Super User •Other	**Typical Role Players** • ICT Solutions (SAP) • ICT Infrastructure • ICT Data Management • Other	**Typical Role Players** • Support Service Provider	**Typical Role Players** • SAP • Microsoft • Etc
Sample Activities • Access Issues • Desktop Issues • Etc	**Sample Activities** • Access Issues • System Admin Issues • Network Issues • Tickets Management • Etc	**Sample Activities** • Functional Issues • Configuration Issues • System Refreshes • Enhancements • Integration • Audits • Etc	**Sample Activities** • Subscriptions • Platform • Audits • Functionality • Application • Etc

FIGURE 2: SUPPORT MODEL

The incidents logged are classified and managed according to a Severity Classification Framework. The objective is to minimise the impact of service disruptions on business operations by ensuring incidents are prioritised and resolved within the agreed service levels.

Severity Level	Description	Target	
		Time To Respond	Time To Resolve
Severity 1 - High	Outage resulting in critical systems or IT services or business function being available – whole bank impacted.	5 Minutes	• 2 Hours
Severity 2 - Med	Users experiencing degraded performance resulting in significant impact.	30 Minutes	• 4 Hours
Severity 3 - Low	Partial or non-critical loss of use of the service/system with low impact on business. Business continues to function.	30 Minutes	• 8 Hours

Figure 3: ICT Business SLA

5. Scope of Work

The scope of work includes the following items:

5.1. SAP Support

The appointed service provider must be capable of supporting the on-premises SAP Module/ Technology listed in Table 1. These SAP Modules/Technologies represent the minimum mandatory SAP support requirements for this RFP. Bidders must complete and submit the SAP Support Capability Matrix for all SAP Modules/ Technologies listed in Table 1.

SAP Module/ Technology	Details
SAP ECC (MM)	Used for procurement, inventory and materials management for supply chain management (SCM).
SAP ECC (FICO)	Used for managing financial data, cost management, management accounting and reporting.
SAP ECC (Business Partners)	The Business Partner is a central master data object in SAP ECC. It stores and maintains information about the people, organisations and groups with which a company conducts business, including customers, vendors (suppliers), employees and contact persons.
SAP Security (Authorisation and Role Based Permissions)	Role-based access control (RBAC) is a security approach that uses roles to define what a user is and isn't allowed to do.
SAP BW	Used for data warehousing and reporting from SAP and non-SAP data sources.

SAP BI Platform (Lumira)	The SAP BusinessObjects BI Platform hosts, manages and delivers reporting, analytics, dashboards and data visualisation solutions. It provides a centralised environment for creating, publishing, scheduling and securing business intelligence content.
SAP BusinessObjects (Data Services)	SAP BusinessObjects Data Services (SAP DS) extracts, transforms, cleanses and loads data between systems. It is SAP's primary ETL/ELT and data integration tool for moving and integrating data and improving data quality across SAP and non-SAP environments.
SAP PI/PO and BTP	Used for integrating SAP and non-SAP systems, automating business processes, and managing data exchange, middleware solutions enable seamless communication and information flow across diverse applications and platforms.
SAP ABAPer/ Developer	Responsible for designing, building, and maintaining custom business software applications within an organization's SAP ERP or S/4HANA ecosystem.

TABLE 1: SAP MODULE/ TECHNOLOGY

6. SAP Support Services

Category No	Category	Requirements Detail
1	SAP Support and Maintenance Capabilities	• DBSA expects the SAP service provider to have the experience needed to support its SAP landscape effectively and to maintain the proposed skills throughout the support contract. • <u>SAP Support Capabilities</u> ▪ Provide a comprehensive support strategy for the identified on-premises SAP modules, covering the following areas: ▪ Configuration, ▪ Business Blueprinting ▪ Integrations e.g. SAP PO, SAP BTP etc, ▪ Custom enhancements and ad hoc work requests, ▪ Change Management and Training, ▪ Quality Assurance, ▪ Governance, Risk & Compliance ▪ Maintenance, ▪ Resolution of Incidents (including root cause analysis and report), Service and Change Requests, ▪ Functional analysis and support,

		▪ Technical analysis and support, ▪ Solution Architecture Design, ▪ ABAP development, ▪ Workflow, ▪ Innovation, ▪ Service Delivery Management, ▪ Advisory services, ▪ Documentation and reporting and ▪ Upgrades and Add-ons. • **Support Strategy** The Bidder must submit a Support Strategy aligned to the DBSA Support Model that addresses: ▪ The bidder must propose a comprehensive support methodology covering standard working hours, after-hours and remote support, including weekends and public holidays where applicable. The methodology must also address system access, interfaces to SAP and escalation procedures. ▪ Roles, responsibilities, and support methodology. ▪ Additional consideration will be given to value-added capabilities such as structured governance, innovation, continuous improvement, specialist resources, knowledge transfer, and automation. A higher score will be awarded for a comprehensive and value-driven support model.
2	Company Experience and Resources	• **Company Experience** o Bidders must provide confirmation of the company's SAP Partner status Certificate that is active at the time of bid submission. o Bidders must submit at least three (3) contactable client references supporting the listed modules. Supporting reference letters, must have been issued within the past five (5) years, must provide and include client contactable information for verification. Each reference must be on client letterhead and signed by an authorised person. o The references must describe the scope of work in supporting the listed SAP Modules/ Technologies listed in Table 1, the impact and value of the work completed, and contact details. o Bidders must have a minimum of five (5) years' experience in supporting and maintaining SAP environments across the SAP Modules/ Technologies listed in Table 1, including configuration, business blueprinting, integrations, custom developments,

		change management, quality assurance, governance, maintenance, incident and change management, functional and technical support, solution architecture, ABAP development, workflow, service delivery management, advisory services, documentation, reporting, upgrades, and add-on support. o The Bidder demonstrates experience supporting complex SAP environments, e.g. highly integrated SAP landscapes with interfaces to third-party systems, custom developments, and multiple SAP modules and technologies. In addition the reference evidence demonstrate optimisation, upgrade, performance improvement, automation, and transformation initiatives delivered. o Each reference must be on client letterhead. • **<u>Resource Capacity, Certifications and Experience</u>** o The Bidder must provide sufficient certified resources to support all SAP Modules/ Technologies listed in the table 1. o For each proposed resource, the Bidder must submit: ▪ A detailed Curriculum Vitae (CV) detailing; - SAP certification details. - Support experience. - Relevant SAP support project references. ▪ SAP certification evidence applicable to the resource assigned role; ▪ All proposed resources must possess a minimum of five (5) years of relevant SAP Support and maintenance experience in their respective listed modules. ▪ The bidder must identify every proposed resource who will support the DBSA SAP landscape. ▪ Resource experience must clearly demonstrate successful support for complex SAP environments, with exposure to multi-system, integrated, and mission-critical SAP landscapes. ▪ Bidders must provide evidence that the proposed resources possess relevant experience in delivering SAP support and maintenance services and have demonstrated competency in the SAP support capabilities specified in Section 6. ▪ **<u>Resource Allocation and Exclusivity</u>**

		○ The bidder must allocate proposed consultants appropriately to the designated module(s) and ensure that they are available to fulfil the contractual obligations of the DBSA support engagement. ○ Proposed consultant resources may not be shared across multiple SAP Modules/ Technologies and must be assigned to the specific module(s) for which they have been proposed and evaluated. ▪ **<u>Resource Retention and Continuity Strategy</u>** ○ The Bidder must provide a comprehensive Resource Retention and Continuity Strategy outlining the measures that will be implemented to retain key personnel and ensure continuity of service throughout the contract period. ○ The strategy must: ▪ Identify the key resources and roles proposed for the SAP support and maintenance services. ▪ Describe the measures that will be implemented to retain key personnel throughout the contract period. ▪ Include a succession planning approach for all key resources. ▪ Define the succession planning process, including knowledge transfer, replacement resource readiness, and service continuity arrangements ▪ Confirm that any replacement resource will possess qualifications, certifications, and experience equal to or greater than those of the resource being replaced. ▪ Describe how DBSA will be notified and consulted regarding proposed resource replacements. ▪ Demonstrate how critical SAP knowledge, business processes, system configurations, custom developments, integrations, support procedures, and operational documentation will be captured, maintained, and transferred to ensure continuity of service. ▪ Describe the measures that will be implemented to minimise service disruption and maintain service levels during resource transitions. ○ Identify the governance and accountability mechanisms that will be used to monitor and manage resource continuity throughout the contract period.

TABLE 2: SAP SUPPORT SERVICES

7. Proposal Submission Requirements

Each bidder is required to submit a proposal containing the following information:

7.1. Company profile and an overview of relevant SAP support experience.
7.2. A declaration that the service provider understands the scope of work and is qualified and prepared to perform it.
7.3. A proposal addressing the scope and requirements of these Terms of Reference (ToR), with confirmation of the outputs to be delivered.
7.4. The support strategy, support methodology, and resource retention and continuity strategy required in Section 6, with the supporting information assessed in Section 14.
7.5. Company reference letters and supporting evidence of experience, as specified in Sections 6 and 14.
7.6. Resource profiles, CVs, qualifications, SAP certifications, module-specific experience and resource references, as specified in Sections 6 and 14.
7.7. The completed SAP Support Capability Matrix required in Section 14.1.
7.8. A comprehensive escalation management process and matrix for incidents, service requests and critical system issues. Include every operational, management and executive escalation level; responsible personnel and their names, roles, telephone numbers and email addresses; escalation triggers; response times; resolution targets; and communication protocols.
7.9. Complete pricing in accordance with Section 17 and a rate card for support and project work. Include standard rates, discounted project rates, after-hours rates, weekend rates and any additional charges applicable during the contract period.

8. Competency and Expertise Requirements

8.1. The service provider is responsible for ensuring that allocated staff have the competencies, technical expertise, qualifications, skills and experience required to perform the work. All support and maintenance services must comply with the standards specified in the scope of work.

9. Reporting Requirements

The successful bidder will report through the relevant governance structures in accordance with DBSA's project methodology and the following arrangements:

9.1. The successful bidder will report directly to the DBSA ICT Head: ICT Solutions or delegated authority on the performance of the scope of work. Reports on allocated work will be provided regularly, at intervals agreed between the parties.
9.1. The successful bidder will engage regularly with the DBSA ICT Solutions technical teams in accordance with the agreed schedule and deliverables.

10. Information Supplied by the DBSA

The DBSA will provide the successful bidder access to the following information during the compulsory briefing session and for the duration of the contract period:

10.1. All SAP platforms, applications and modules/ technologies covered by the scope of this ToR.
10.2. All other platforms including Microsoft, applications and modules/ technologies covered by the scope of this ToR.

11. Resources Supplied by the DBSA

The DBSA will provide the successful bidder access to the following roles for assistance for the duration of the contract period:

Role	Description
Technology Owner	Responsible for management and technical direction
Enterprise Architect	Provide guidance on DBSA's Enterprise Architecture requirements, standards, deliverables, artefacts, methodology, framework and governance.
Delivery Manager	Responsible for managing the solution delivery and SLA from a DBSA perspective
Security Specialist	Responsible for all ICT security related matters
Subject Matter Experts	Responsible for providing specialised knowledge and expertise to guide projects, solve problems, and ensure accuracy within their area of expertise. This includes the SAP Basis Specialist, SAP Authorisation Specialist, SAP BI Developer, and SAP MM Configuration Specialist.

TABLE 3: DBSA SUPPORTING ROLES

12. Mandatory SAP Capability Requirements and Assessment

The Mandatory SAP Capability Assessment will be conducted as a pre-qualification assessment before the commencement of the detailed evaluation process. The purpose of this assessment is to verify that bidders meet the minimum mandatory SAP support capability requirements for all SAP Modules/ Technologies listed in Table 1.

12.1. SAP Support and Maintenance Capability Matrix (Mandatory Requirements)

The Bidder must complete and submit the SAP Support Capability Matrix provided as Annexure A (Excel Workbook) as part of the Proposal.
Bidders must submit the following supporting evidence:

- SAP Support Capability Matrix completed in full.
- Proof of SAP Partner Status.
- Resource CVs detailing experience and support roles.
- SAP Certifications for proposed resources.
- References demonstrating experience in delivering SAP Support and Maintenance Services.

The assessment will be evaluated on a Pass/Fail basis.

Assessment Requirement	Pass	Fail
SAP Support Capability Matrix	Fully completed and submitted SAP Support Capability Matrix for all mandatory SAP Modules/ Technologies listed in Table 1.	SAP Support Capability Matrix not submitted or incomplete.
SAP Accredited Partner Status that is Active	The Bidder provides proof of active SAP Partner status at the time of bid submission.	No proof of SAP Partner status/ Status not active.
Allocated Resources	Full names of allocated consultants provided for each SAP module. No allocated resource is shared across multiple SAP modules.	Consultant details not provided for one or more of the SAP Modules/ Technologies or are shared between modules.
Resource SAP Certifications	Relevant SAP certifications are provided for all proposed resources and are aligned to the SAP module(s) and role(s) for which the resources have been proposed.	- SAP certifications have not been provided for one or more proposed resources. - The certifications provided are not relevant to the assigned SAP module(s) or role(s).

Assessment Requirement	Pass	Fail
Compliance Confirmation	Bidder has marked **"Compliant = Yes"** for all applicable modules/rows.	Bidder has marked **"Compliant = No"** for one or more modules/rows.

TABLE 4: STAGE GATES

Assessment Outcome

Result	Pass
Pass	A Bidder must achieve a Pass against all mandatory assessment requirements to proceed to **Stage Gate 1: Functional and Technical Evaluation**.
Fail	If the Bidder receives one (1) or more Fail results against any of the mandatory assessment requirements, the Bidder will be deemed non-responsive. The bidder will not proceed to any further evaluation stages.

13. Evaluation Overview

Table 4 summarises the functional and technical evaluation score, qualifying threshold, and price and BEE points. Section 14 sets out the evaluation stages and detailed criteria.

Evaluation Area		
Functional and Technical Evaluation	**Total Score**	**100**
	Minimum Threshold	**70**
Price & BEE	**Price**	**80**
	BEE	**20**

TABLE 5: EVALUATION OVERVIEW

14. Evaluation Methodology and Criteria

Proposals will be evaluated in the three sequential stages shown in Table 5.

No	Stage Gate	Stage Gate Description
1	Functional and Technical Evaluation	**Qualifying threshold:** Bidders must score at least 70% (70 out of 100 points) to proceed to Stage Gate 2: Price and Preference Evaluation.
2	Price and Preference Evaluation	Only bidders that pass Stage Gate 1: Functional and Technical Evaluation will proceed to this stage.

TABLE 6: STAGE GATES

14.1. Stage Gate 2: Functional and Technical Evaluation Criteria

The proposals submitted will be evaluated against the following criteria:

Section	Evaluation Criteria	Points Allocation	Weight
1	**<u>Support Strategy</u>** Submit a practical methodology aligned to DBSA's support model, the SAP Modules/ Technologies listed in Table 1, and the services described in Section 6. Address the six components outlined in the points allocation across, explaining the activities, responsibilities, delivery arrangements, and controls. The assessment will focus on the proposed approach, not experience or the mere identification of personnel. Core SLA, reporting, and support	**For each component below, the bidder must clearly describe how the service will be delivered in practice. The response can include the processes, methodologies, tools, governance controls, roles and responsibilities, escalation procedures, quality assurance measures, performance controls, and key deliverables that will be used to deliver the service etc.** **Six Additive Components: 5 Points Each** • **Coverage and Access:** The bidder demonstrates a clear approach to providing support during: **Prioritised Elements** ○ Business hours support. ○ After-hours support. ○ Remote and on-site support. ○ Secure access to systems.	**30**

	obligations are mandatory requirements and will not be considered value-added features.	**Supporting Elements** o Weekend and public holiday support, where applicable. • **Incident Management:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Prioritising and managing incidents. o Meeting the response and resolution times in Section 4. o Escalating unresolved incidents. **Supporting Elements** o Communicating incident status and progress. o Identifying root causes and preventing repeat incidents. • **Functional Delivery:** The bidder's methodology must demonstrate a clear approach to: **Prioritised Elements** o Configuration. o Maintenance. o Service and change requests. **Supporting Elements** o Business blueprinting. o Training. o Change management. • **Technical Delivery:** The bidder's methodology clearly demonstrates: **Prioritised Elements** o Management of interfaces and integrations. o ABAP development support. o Enhancements and upgrades.	

		○ Testing and quality assurance. ○ Security and GRC support. **Supporting Elements** ○ System architecture support. ○ Workflow support. • **Service Management:** The bidder's methodology clearly demonstrates: **Prioritised Elements** ○ Governance arrangements. ○ Service reporting. ○ Performance monitoring. ○ Continuous improvement. **Supporting Elements** ○ Documentation management. ○ Advisory services. • **Resource Continuity:** The bidder's methodology clearly demonstrates: **Prioritised Elements** ○ Resource allocation and availability. ○ Succession planning. ○ Knowledge transfer. ○ Onboarding of replacement resources. ○ how they going to handle a situation where a resource is busy with a project but still required for daily support. **Supporting Elements** ○ Resource retention. ○ Cross-skilling of resources. **<u>Scoring descriptors Described below.</u>**	

Rating	Criterion-specific descriptor	Weighted score
0	No SAP Support Strategy is submitted, or the response does not demonstrate how the bidder will support the required SAP environment.	0/30
1	A strategy is submitted, but Multiple components score 0 or 1 due to missing mandatory requirements.	6/30
3	The strategy addresses the prioritised elements relating to support coverage, remote and on-site support, SAP systems and integrations, escalation procedures, roles, and support methodology; however, one or more supporting elements are not addressed.	18/30
5	The strategy comprehensively addresses all prioritised and supporting requirements and demonstrates a practical SAP Support Model, including clearly defined coverage, governance, escalation procedures, measurable service arrangements, knowledge transfer, service continuity, proactive monitoring, and continuous improvement.	30/30

2	**<u>Company Experience</u>**
	
	Demonstrate at least five (5) years' SAP support experience and submit three (3) client reference letters for similar assignments successfully completed within the five (5) years preceding the RFP closing date, as required by Section 5 and 6.
	
	References must be on client letterhead, signed by an authorised representative, and include contact details, dates, modules, services, and outcomes.
	
	Relevant experience across any sector in South Africa using SAP Modules/ Technologies similar to those listed in Table 1 will be accepted. The assignments must
		Four Additive Elements: 5 Points Each
		• **Comparable SAP Support Experience**
		  ○ Demonstrated experience in providing SAP operational support and maintenance services for assignments involving SAP Modules/ Technologies similar to those listed in Table 1.
		• **Complex SAP Environments**
		  ○ Demonstrated experience in supporting multi-module SAP environments, including custom extensions and SAP/non-SAP integrations.
		• **Continuous Improvement and Enhancements**
		  ○ Demonstrated experience in delivering upgrades, enhancements, optimisation, performance improvements, or automation initiatives relevant to the required SAP support services.
		• **Successful Support Outcomes**
		  ○ Demonstrated evidence of successful support outcomes confirmed by clients, including responsiveness, SLA achievement, service continuity, or resolution of recurring issues.
		
		<u>Fixed Score per component</u>
		• **0 Points:**
			20

	collectively demonstrate coverage of the required SAP landscape, custom extensions, and integrations. Generic company profiles do not substantiate successful delivery outcomes.	○ No relevant assignment evidence is provided. • **2 Points:** ○ A relevant assignment is identified, but the company's role, services, or deliverables are not clearly described. • **4 Points:** ○ Assignment evidence is provided and includes dates, relevant services performed, and deliverables achieved. • **5 Points:** ○ The requirements for 4 points are met, and client confirmation is provided demonstrating successful delivery or achievement of the stated outcomes. • **Only the fixed scores above may be awarded for each element.** • **The scores for all four elements must be added together.** **Maximum score: 20 points.**	

Rating	Criterion-specific descriptor	Weighted score
0	No relevant assignment evidence is provided.	0/20
1	A relevant assignment is identified, but the company's role, services, or deliverables are not clearly described.	6/20
3	Assignment evidence is provided and includes dates, relevant services performed, and deliverables achieved.	15/20
5	The requirements for 4 points are met, and client confirmation is provided demonstrating successful delivery or achievement of the stated outcomes.	20/20

3	**<u>Resource Experience</u>** Assess the relevant experience evidenced in each assigned resource's CV and project references, not the submission of documents or credentials. Provide assignment dates, assigned modules/	**Step 1: Detailed Resource Assessment Checklist (Out of 50 Points)** **Each of the nine (9) assigned resources will first be evaluated individually out of a maximum of 50 points by adding the scores achieved in Sections A, B, C, and D based on the exact evidence criteria below:** **E. Relevant Duration – 10 Points (Per Resources)/9**	**50**

	technologies and role, personal responsibilities, activities performed, deliverables, and outcomes achieved. Experience across any sector in South Africa using SAP Modules/ Technologies similar to those listed in Table 1 will be accepted. Assess functional and technical experience in the context of the assigned role; a functional specialist is not required to have personally developed interfaces or ABAP code. Every assigned resource must demonstrate at least five (5) years' relevant SAP support and maintenance experience. Ten (10) years is the maximum period considered for duration-based scoring and is not an upper eligibility limit. Relevant experience must be calculated up to the RFP closing date without double-counting overlapping periods. CVs submitted for unassigned roles will not be considered. All assigned resources remain subject to the minimum requirements. A stronger resource may not be used to compensate for the shortfall of another resource. The Section 6 restriction on sharing	• 5 to less than 6 years: 5 points. • 6 to less than 7 years: 6 points. • 7 to less than 8 years: 7 points. • 8 to less than 9 years: 8 points. • 9 to less than 10 years: 9 points. • 10 years or more: 10 points. **Note:** *3. Less than five (5) years of relevant experience, or failure to substantiate five (5) years of experience, does not meet the Section 6 minimum requirement.* *4. The proposal will not proceed to Stage Gate 3, regardless of the aggregate score.* **F. Operational Support and Maintenance – 20 Points (Per Resources)/9** • Incident diagnosis and resolution. • Root-cause analysis and prevention of recurring issues. • Configuration and maintenance relevant to the assigned module and role. • Service and change requests, including testing and implementation support. **Each element is worth 5 points.** **Maximum score: 20 points.** **G. Complex and Integrated Environments - 10 (Per Resources)/9** • Support in multi-module, business-critical SAP environments, demonstrating scale or operational complexity. • Support of cross-module processes, SAP/non-SAP integrations, and dependencies relevant to the assigned role. **Each element is worth 5 points.** **Maximum score: 10 points.** **H. Enhancements and Continuous Improvement – 10 Points (Per Resources)/9**	

<table>
<tr>
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<td>resources across modules/ technologies remains applicable.</td>
<td>

Upgrades, add-ons, or enhancements.
Optimisation, performance improvement, automation, or continuous improvement initiatives.

1. Personal involvement relevant to the assigned role must be demonstrated.

Each element is worth 5 points.

Maximum score: 10 points.

<u>Overall Score:</u>

Maximum score per resource: 50 points.

<u>Resource Experience Scoring and Averaging Methodology</u>

Step 1: Evaluate each assigned resource against the 50-point technical evidence guidelines checklist (adding Sections A, B, C, and D).
Step 2: Record the total score achieved by each of the nine (9) assigned mandatory SAP Module / Technology resources.
Step 3: Add the scores achieved across all nine (9) mandatory SAP Modules / Technologies.
Step 4: Divide the total score by nine (9) to determine the final Resource Experience score out of 50.

Formula

Final Resource Experience Score = Total of the nine resource checklist scores ÷ 9.
The final score must be recorded to two decimal places.

<table>
<tr><th>SAP module / technology</th><th>Checklist Score Evaluation- (Step 1)</th></tr>
<tr><td>SAP ECC MM</td><td>50/50</td></tr>
<tr><td>SAP ECC FICO</td><td>48/50</td></tr>
<tr><td>SAP ECC Business Partners</td><td>36/50</td></tr>
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		SAP Security: 34/50 SAP BW: 46/50 SAP BusinessObjects BI Platform: 38/50 SAP BusinessObjects Data Services: 34/50 SAP PI/PO and BTP: 45/50 SAP ABAP Developer: 48/50 **Total: 379** **Worked example:** **Total checklist scores achieved across the nine resources = 379** **Final Resource Experience Score = 379 ÷ 9 = 42.11** **42.11 out of 50**	
		Total Weight	**100**
		Threshold	**70%**

TABLE 7:STAGE GATE 2 – FUNCTIONAL AND TECHNICAL EVALUATION CRITERIA

Bidders must score at least 70 out of 100 points (70%) in Stage Gate 2: Functional and Technical Evaluation to proceed to Stage Gate 3: Price and Preference Evaluation.

15. Reservations

The DBSA expressly reserves the following rights:

15.1. To waive any or all irregularities in the proposals submitted.
15.2. To cancel this tender.
15.3. To retain the right not to select any Service Provider.

16. Confidentiality and Intellectual Property

Information contained in this Request for Proposals is confidential and is the property of the DBSA. Similarly, the Bank shall hold all property rights such as copyright, patents and registered trademarks on matters related to or derived from the work carried out through this contract.

ANNEXURE A
PRICING SCHEDULE

(Note: This page must be separated from the pre-qualifying and functional proposal. Failure to separate this, will lead to disqualification of the bid)

This template must be completed in full and included to Pricing Proposal submitted.

The expectations for pricing and contract options of this proposal are outlined below:

17. Pricing

Bidders must price the contract options set out below.

The bidder shall propose a support team with a total allocation not exceeding 300 hours per month across all SAP modules. Unused support hours shall be carried forward from month to month and accumulated for use during the contract period. The proposed monthly retainer fee shall be based on the resource allocation and hours proposed in Table 8.

17.1. Monthly Resource Allocation (Retainer Model)

SAP Module	Resource(s) Category	Proposed Resource	Hours Proposed per month	Rate per Hour (ZAR)
SAP ECC (FICO)				
SAP ECC (MM)				
SAP ECC (BW)				
SAP BusinessObjects Data Services				
SAP BusinessObjects and Lumira				
SAP BI Platform				
SAP Security (Authorisation and Role Based Permissions)				
SAP PI/PO and BTP				

SAP ABAPer/ Developer				

TABLE 8:MONTHLY RESOURCE ALLOCATION (RETAINER MODEL)

17.2.Fixed Monthly SAP Support and Maintenance Fee

The fixed monthly retainer fee must include all services required to support the SAP landscape described in this ToR

Description	Unit	Quantity	Monthly Fee (ZAR)
SAP Support and Maintenance Fee	Month	18	
SAP Support and Maintenance Fee (Extension Period)	Month	18	

TABLE 9: FIXED MONTHLY SAP SUPPORT AND MAINTENANCE FEE

17.3.Pricing Summary

Cost Component	Value
Total Fixed Cost (Initial 18 Months)	
Total Extension Cost (Maximum 18 Months)	
Total Contract Value (Maximum 36 Months)	

TABLE 10: PRICING SUMMARY

17.4.Ad Hoc Project and Enhancement Rates

SAP Module	Rate per Hour (ZAR)
SAP ECC (FICO)	
SAP ECC (MM)	
SAP ECC (BW)	
SAP BusinessObjects Data Services	
SAP BusinessObjects and Lumira	
SAP BI Platform	
SAP Security (Authorisation and Role Based Permissions)	
SAP PI/PO and BTP	

SAP ABAPer/ Developer	

TABLE 11: MONTHLY RESOURCE ALLOCATION (RETAINER MODEL)

- Pricing should be presented in ZAR. Where applicable, bidders should clearly state any exchange-rate tolerance that may affect pricing.
- Bidders must disclose all pricing assumptions and variable costs so that the proposal is complete and contains no hidden costs.
- Bidders must clearly state any applicable contract termination options and charges. Pricing must include VAT.

Note: This page must be separated from the pre-qualifying and functional proposal. Failure to separate this, will lead to disqualification of the bid)

FORM OF OFFER AND ACCEPTANCE (AGREEMENT)

The Employer, identified in the Acceptance signature block, has solicited offers to enter into a contract in respect of the following services:

RFPxxx/2026: APPOINTMENT OF A SERVICE PROVIDER FOR SAP SUPPORT AND MAINTENANCE SERVICES

The Tenderer, identified in the Offer signature block below, has examined the documents listed in the Tender Data and addenda thereto as listed in the Tender Schedules, and by submitting this Offer has accepted the Conditions of Tender.

By the representative of the Tenderer, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance, the Tenderer offers to perform all of the obligations and liabilities of the consultant under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF ALL TAXES IS

.....

..... (in words); ZAR ..... (in figures),

This offer may be accepted by the Employer by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document to the Tenderer before the end of the period of validity stated in the Tender Data, whereupon the Tenderer becomes the party named as the consultant in the Conditions of Contract identified in the Contract Data.

Signature(s)	_____	_____
Name(s)	_____	_____
Capacity	_____	_____
For the *Tenderer*	_____	
	(Name and address of organisation)	
Name and signature of witness	_____	**Date** _____

Annexure B

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

……

……

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

2.3.1 If so, furnish particulars:

……..

……..

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

2 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

3.4The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

…… ……
Signature Date

……
Position Name of bidder

Annexure C

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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

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

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1. GENERAL CONDITIONS

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

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

1.2 **To be completed by the organ of state**

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 90/10 preference point system.

b) The applicable preference point system for this tender is the 80/20 preference point system.

c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

(a) Price; and

(b) Specific Goals (namely, BBBEE status level of contributor).

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

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80/90
PREFERENCE POINTS	20/10
Total points for Price and Preference Points	**100**

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

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

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

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

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \quad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. **POINTS AWARDED FOR PRICE**

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

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right) \text{ or } \quad Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest

acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.*)**

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1	10	20		
2	9	18		
3	6	14		
4	5	12		
5	4	8		
6	3	6		
7	2	4		
8	1	2		
Non-compliant contributor	0	0		

(Note: Bidders are required to submit their BBBEE certificates or sworn affidavits (in the case of EMEs/QSEs) in order to be eligible to claim points)

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm…….

4.4. Company registration number:
……...

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

i) The information furnished is true and correct;

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

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

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

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

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

(e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: .....
DATE:.....

ADDRESS:.....

.....

.....
.....

RESTRICTED SUPPLIERS

1 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 of Restricted Suppliers 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 Accounting Officer/Authority of the institution that imposed the restriction after the *audi alteram partem* rule was applied). **The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.**	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)? **The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.**	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:		

Annexure D

Bidders are required to include, as Annexure F to their Bids, certified copies of all relevant CIPC registration documents listing all members with percentages, in the case of a close corporation

Annexure E

Bidders are required, as annexure G to their Bids, to submit certified copies of the latest share certificates of all relevant companies

Annexure F

Bidders which submit Bids as an unincorporated joint venture, consortium or other association of persons are required to submit, as Annexure H, a breakdown of how the percentage (%) fees and work will be split between the various people or entities which constitute the Bidder.

Annexure G

Bidders are required to include, as Annexure l to their Bids, supporting documents to their responses to the Pre- Qualifying Criteria and Evaluation Criteria.

Where the supporting document is the profile of a member of the Bidder's proposed team, this should be indicated.

Annexure H

[General Conditions of Contract]

PLEASE NOTE THAT ALL BIDDERS ARE REQUIRED TO READ THROUGH THE GENERAL CONDITIONS OF CONTRACT PRESCRIBED BY THE NATIONAL TREASURY. SUCH GENERAL CONDITIONS OF CONTRACT CAN BE ACCESSED ON THE NATIONAL TREASURY WEBSITE.

PLEASE NOTE FURTHER THAT ALL BIDDERS MUST ENSURE THAT THEY ARE WELL ACQUINTED WITH THE RIGHTS AND OBLIGATIONS OF ALL PARTIES INVOLVED IN DOING BUSINESS WITH GOVERNMENT.

NOTE: All Bidders are required to confirm ***(Tick applicable box***) below:

Item	YES	NO
Is the Bidder familiar with the General Conditions of Contract prescribed by the National Treasury?		

Annexure I

Tax Compliant Status and CSD Registration Requirements

All PROSPECTIVE BIDDERS MUST HAVE A TAX COMPLIANT STATUS EITHER ON THE CENTRAL SUPPLIER DATABASE (CSD) OF THE NATIONAL TREASURY OR SARS E FILING PRIOR TO APPOINTMENT/AWARD OF THE BID.

REGISTRATION ON THE CSD SITE OF THE NATIONAL TREASURY IS A COMPULSORY REQUIREMENT FOR A BIDDER TO BE APPOINTED, TO CONDUCT BUSINESS WITH THE DBSA. THE ONUS IS ON THE SUCCESSFUL BIDDER TO REGISTER ON THE CSD SITE AND PROVIDE PROOF OF SUCH REGISTRATION PRIOR TO APPOINTMENT/AWARD OF THE BID.

CSD Registration Number:



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Free Post : Free Post KZN 665 | Musgrave | 4062
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