



**PROVISION OF SUPPORT SERVICES AND A SERVICE LEVEL AGREEMENT FOR THE EXISTING LIMS
SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

CONTRACT NO: UGU-05-1692-2025

NAME OF BIDDER:

CONTACT PERSON:

TELEPHONE N° :

FAX N° /EMAIL ADD.:

ADDRESS :

BID CLOSES: 12H00 ON FRIDAY, 30 MAY 2025

Note: This bid document must NOT be separated;

Annexures are to be attached to the back of the document.

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BID NOTICE

PROVISION OF SUPPORT SERVICES AND A SERVICE LEVEL AGREEMENT FOR THE EXISTING LIMS SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Contract NO: UGU-05-1692-2025

Bids are hereby invited from accredited service providers for the Provision of Support Services and a Service Level Agreement for the Existing LIMS System for a period of thirty-six (36) months.

Bid documents are obtainable from the Ugu District Municipality office in Port Shepstone at No. 28 Connor Street as from **Tuesday, 29 April 2025**, at a non-refundable payment of R1000.00 (No cheques will be accepted). The bid will also be advertised on the municipality's website and documents can be downloaded from the website and e-tender portal, free of charge.

Bids completed in accordance with the conditions indicated in documents, must be sealed and endorsed with the relevant contract number and be deposited in the official tender box at the foyer of Ugu District Municipality on 96 Marine Drive, Phase 2 Building, Oslo Beach not later than **12h00 on Friday, 30 May 2025**, at which time bids will be opened in public. Bids that are submitted late, incomplete, unsigned or by facsimile, electronically, couriered or not completed in black ink will be rejected and not accepted for further evaluation. Bids submitted must be valid for a period of **90 days**.

No briefing session will be held for this bid.

All bid enquiries are to be directed to Manager: ICT, Ms Norma Grobler at Norma.Grobler@ugu.gov.za or Applications Analyst, Mr Navrone Latchmigadu at Navrone.Latchmigadu@ugu.gov.za

The bid will be evaluated on Price and Preference.

Ugu District Municipality subscribes to the Preferential Procurement Regulations **2022**, pertaining to the Preferential Procurement Policy Framework Act (PPPFA) principles whereby a bidder's submission will be evaluated according to the sum of the award of points in respect of the tender value and **Specific Goals**.

Price and Preference will be used for evaluation. The 80/20 preferential point system will be applicable, with 80 points for price and 20 points for Specific Goals (*See below table*), in terms of revised Preferential Procurement Regulation in effect from **16 January 2023 Gazette Notice No. 47452 dated 04 November 2022**.

Points to be allocated as follows:

	Categories	Weight	80 20	POE
1	Ownership	60%	12	
2	Reconstruction & Development Programme	30%	6	
3	Other Specific Goals-	10%	2	
		100%	20	
#	Specific Goal(s)	Weight	80 20 PP	POE
	Ownership Categories :			
1	Broad Based Black Economic Empowerment:			
	1. BBBEE Level 1	100%	12	BBBEE Certificate/ Affidavit
	2. BBBEE Level 2	80%	10	
	3. BBBEE Level 3 to 8	40%	6	
2	Promotion of Local Business(s)			
	1. Enterprise Located within the District Municipality - Rural	100%	6	Municipal Utilities/ Lease Agreement

**PROVISION OF SUPPORT SERVICES AND A SERVICE LEVEL AGREEMENT FOR THE EXISTING LIMS SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS
CONTRACT NO: UGU-05-1692-2025**

				Affidavit (Rural)
	2. Enterprise Located within the District Municipality - Urban	67.7%	4	
	2. Enterprise Located within the Province	33.3%	2	
3	Other Specified Goals			
	1. Enterprise 100% owned by Youth/Women/Disabled/ Military V	100%	2	ID/Authorized Letter of Confirmation (Disabled/Military Veteran)

The Council reserves the right not to accept the lowest bid or any bid and reserves the right to accept the whole or part of the bid, or to reject all bids and cancel the notice to tender.

Kindly note: Regulation 44 of Municipal Supply Chain Management Regulations states that the Municipality may not make any award to a person who is in the service of the state.

VO MAZIBUKO
ACTING MUNICIPAL MANAGER
UGU DISTRICT MUNICIPALITY

PART A
INVITATION TO BID

MBD 1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF UGU DISTRICT MUNICIPALITY					
BID NUMBER:	UGU-05-1692-2025	CLOSING DATE:	30 MAY 2025	CLOSING TIME:	12H00
DESCRIPTION	PROVISION OF SUPPORT SERVICES AND A SERVICE LEVEL AGREEMENT FOR THE EXISTING LIMS SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX
SITUATED AT (STREET ADDRESS)

UGU DISTRICT MUNICIPALITY					
93 MARINE DRIVE					
PHASE 2 BUILDING					
OSLO BEACH					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		<input type="checkbox"/> Yes <input type="checkbox"/> No
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS ISERVICES IWORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS ISERVICES IWORKS OFFERED?		Yes No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED			TOTAL BID PRICE		
SIGNATURE OF BIDDER		DATE		
CAPACITY UNDER WHICH THIS BID IS SIGNED					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
DEPARTMENT	SCM Unit		CONTACT PERSON	Ms N. Grobler	
CONTACT PERSON	Ms N Mabaso		TELEPHONE NUMBER	039-688 3465	
TELEPHONE NUMBER	039-688 5906		FACSIMILE NUMBER	N/A	
FACSIMILE NUMBER	N/A		E-MAIL ADDRESS	Norma.Grobler@ugu.gov.za	
E-MAIL ADDRESS	Ntabiso.Mzotho@ugu.gov.za				

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED)
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS AND ARE REQUIRED TO SUBMIT VALID TAX CLEARANCE CERTIFICATE.
2.2	IN BIDS WHERE CONSORTIA I JOINT VENTURES I SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

Please attach copies of the following documents. Failure to provide the following duly completed and up to date documents and certified where applicable will lead to automatic disqualification.

- **Company registration documents.**
- **Tax Reference Number and Pin**
- **All Declarations Forms**
- **ID Document (for sole proprietors)**
- **Joint Venture Agreement (where applicable)**
- **Proof of payment for Municipal Services**
- **Central Supplier Database Registration**
- **Form of Offer**
- **Official Distributor of LIMS Certificate**
- **Pricing Schedule**

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**

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

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship

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.

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;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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.

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

MBD 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, TENDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022.

1. GENERAL CONDITIONS

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

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

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

(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.

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

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)}
 \end{array}$$

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:

$$P_S = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } P_S = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

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) PART A B	Number of points allocated (80/20 system) (To be completed by the organ of state) PART A B	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)
Ownership:				
BBBEE Level 1	6	12		
BBBEE Level 2	5	10		
BBBEE Level 3-8	3	6		
Empowerment				
1. an EME or QSE which is at least 100% owned by black people;				
2. an EME or QSE which is at least 51% owned by black people;				
3. an EME or QSE which is at 25% - 50% owned by black people;				
RDP				
1. Enterprise Located within the District Municipality - Rural	3	6		
2. Enterprise Located within the District Municipality - Urban	2	4		
2. Enterprise Located within the Province	1	2		
Other Specific Goal				
1. Enterprise 100% owned by Youth/Women/Disabled/Military V	1	2		

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:

MBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution) _____ in accordance with the requirements and task directives I proposals specifications stipulated in Bid Number _____ at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Specific Goal(s) Contribution in terms of the Preferential Procurement Regulations 2022;
 - Declaration of interest;
 - Declaration of Bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of
 - Contract; (ii) General Conditions of
 - Contract; and (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorized to sign this contract.

NAME (PRINT) : _____

CAPACITY: _____

SIGNATURE : _____

NAME OF FIRM: _____

DATE: _____

WITNESSES

1 _____

2 _____

DATE: _____

CONTRACT FORM - RENDERING OF SERVICES
PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I, _____ in my capacity I in my capacity as
_____accept your bid under reference
number. _____
dated _____ for the rendering of services indicated hereunder
and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and
conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	SPECIFIC GOAL LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

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

SIGNED AT _____ ON _____

NAME (PRINT) _____

SIGNATURE _____

OFFICIAL STAMP

WITNESSES

1 _____

2 _____

CERTIFICATE FOR PAYMENT OF MUNICIPAL SERVICES

DECLARATION IN TERMS OF CLAUSE 112(1) OF THE MUNICIPAL FINANCE MANAGEMENT ACT (NO.56

OF 2003) - (To be signed in the presence of a Commissioner of Oaths)

****FAILURE TO SUBMIT ANY PROOF AS REQUIRED, WILL INVALIDATE THE TENDER***

I, _____, _____ (full name and ID no.), hereby acknowledge that according to SCM Regulation 38(1)(d)(i), the Municipality may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the Tenderer or any of its directors/members/partners to Ugu District Municipality, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months.

I declare that I am duly authorised to act on behalf of _____ (name of the firm) and hereby declare, that to the best of my personal knowledge, neither the firm nor any director/member/partner of said firm is in arrears on any of its municipal accounts with any municipality in the Republic of South Africa, for a period longer than 3 (three) months.

I further hereby certify that the information set out in this schedule and/or attachment(s) hereto is true and correct.

The Tenderer acknowledges that failure to properly and truthfully complete this schedule may result in the tender being disqualified.

Director / Shareholder /
partner.....

Physical /residential address of the Director /shareholder /
partner.....

Municipal Account
number(s).....

Director / Shareholder /
partner.....

Physical /residential address of the Director /shareholder /
partner.....

Municipal Account
number(s).....

Physical address of the
Business.....

Municipal Account number(s).....

.....

Signature Position Date

NB: Bidders who reside/whose businesses are situated in the rural area and are not liable for any Municipal Payment for Services MUST submit an Affidavit (SAPS) in confirmation of their declaration.

NB: Bidders who are tenants and are not liable for any Municipal Payment for Services MUST submit a valid Lease Agreement

NB: Bidders who reside/operating their businesses in a property situated in an urban/ township area that they do not own or rent MUST submit the Municipal Account for the owner and an Affidavit from the owner confirming same.

COMMISSIONER OF OATHS

Signed and sworn to before me at....., on thisday of2025 by the Deponent, who has acknowledged that he/she knows and understands the contents of this Affidavit, it is true and correct to the best of his/her knowledge and that he/she has no objection to taking the prescribed oath, and that the prescribed oath will be binding on his/her conscience.

COMMISSIONER OF OATHS:-

Name & Surname.....

Signature.....

Position:

Address:.....

**COMMISSIONER OF OATHS
STAMP**

**ATTACH COPY OF THE LATEST MUNICIPAL ACCOUNT OR AFFIDAVIT OR
LEASE AGREEMENT**

[Failure of a Bidder to submit this will invalidate the bid]

FORM OF OFFER AND ACCEPTANCE

A. OFFER

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

PROVISION OF SUPPORT SERVICES AND A SERVICE LEVEL AGREEMENT FOR THE EXISTING LIMS SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Contract Number: UGU-05-1692-2025

The Bidder, identified in the Offer Signature block below, has examined the documents listed in the Specifications and addenda thereto as listed in the Tender Schedules, and by submitting this Offer has accepted the Conditions of Bid.

By the representative of the Bidder, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance, the Bidder offers to perform all of the obligations and liabilities of the Contractor 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 Value Added Tax is: ***As per the Pricing Schedule***

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 Contractor in the Conditions of Contract identified in the Contract Data.

Signature: *(of person authorized to sign the bidder):*.....

Name: *(of signatory in capitals):*.....

Capacity: *(of Signatory):*.....

Name of Bidder: *(organisation):*.....

Address:

Telephone number: **Fax number:**

Witness

Signature:

Name: *(in capitals):*..... **Date:**.....

[Failure of a Bidder to fully complete and sign this form will invalidate the bid]

B. ACCEPTANCE

By signing this part of the Form of Offer and Acceptance, the Employer identified below accepts the Tenderer's Offer. In consideration thereof, the Employer shall pay the Contractor the amount due in accordance with the Conditions of Contract identified in the Contract Data. Acceptance of the Tenderer's Offer shall form an agreement between the Employer and the Tenderer upon the terms and conditions contained in this Agreement and in the Contract that is the subject of this Agreement.

The terms of the contract are contained in

Part 1 Agreement, and Specifications (Agreement to be finalised after award)

Part 2 Pricing Schedule

and the schedules, forms and documents or parts thereof, which may be incorporated by reference into Parts 1 to 4 above.

Deviations from and amendments to the documents listed in the Specifications and any addenda thereto listed in the Tender Schedules as well as any changes to the terms of the Offer agreed by the Tenderer and the Employer during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Agreement. No amendments to or deviations from said documents are valid unless contained in this Schedule, which must be duly signed by the authorised representatives of both parties.

Notwithstanding anything contained herein, this Agreement comes into effect on the date when the Tenderer receives one fully completed original copy of this document, including the Schedule of Deviations (if any). Unless the Tenderer (now Service Provider) within five days of the date of such receipt notifies the Employer in writing of any reason why he cannot accept the contents of this Agreement, this Agreement shall constitute a binding contract between the parties.

Signature:.....

Name: *(in capitals)*.....

Capacity:

Name of Employer *(organisation)*

Address:

Witness:

Signature:

Name:

Date:

TERMS OF REFERENCE

1. INTRODUCTION:

The Ugu District Municipality requires a service provider, to provide a Service Level Agreement for the support and maintenance of the existing LIMS Laboratory solution as installed, for a period of 36 months for 2 concurrent licenses.

Applicable contract period: 1 October 2025 – 30 September 2028

2. BRIEFING SESSION/SITE INSPECTION

- a. No compulsory briefing session will be held for this tender.
- b. All questions must be e-mailed to: Navrone Latchmigadu at Navrone.Latchmigadu@ugu.gov.za

3. SPECIFICATIONS

3.1 **SERVICE LEVEL AGREEMENT FOR 36 MONTHS SPECIFICATIONS**

Licensing for the period comprising of the following:

- Annual Software Maintenance (Product Assurance) LIMS for 2 concurrent Licenses.
 - Year 1 – 1 October 2025 to 30 September 2026
 - Year 2 – 1 October 2026 to 30 September 2027
 - Year 3 – 1 October 2027 to 30 September 2028

SLA Services:

- Annual Helpdesk support.
 - Unlimited telephonic support.
 - Unlimited Email support.
- Annual Entrance for 3 users at the annual Customer Education Conference (*Excluding travel costs*).
- Contingency Hours / Support for future version upgrades and other support related to the LIMS Laboratory system (*Only to be utilized on an ad-hoc required basis and paid for when / if this support is used*).

Once-off:

- Upgrade LIMS from LIMS V8 to LIMS V9
 - System upgrade and installation
 - Remediate known issues with LIMS Basic routines
 - Remediation of issues uncovered during informal regression testing

- Review Menu routines to replace Automation Scripts Menus
- Unforeseen implementation challenges for resolution

KEY TO SUPPORT REQUIREMENTS:

DESCRIPTION	APPLICABLE TIMES
Service Availability Times	
General SERVICE availability (Excl Sat, Sun and public holidays)	08:00 – 16:30
Priority 1 INCIDENTS	08:00 – 16:30
Priority 2 INCIDENTS	08:00 – 16:30
All incidents not classified as a Priority 1 or 2	08:00 – 16:30
Remote response times	
Priority 1 Incidents	4 hours
Priority 2 incidents	8 hours

PRIORITY KEY:

Priority 1	A priority 1 incident is recognised when the general use of the system is severely restricted for more than half of the users.
Priority 2	A priority 2 incident is recognised when the use of the system by a significant number of users is restricted, as would be the case when a partial system failure occurs, or the general management of the system is adversely affected.

Note: An appropriate SLA will be signed post award of this contract.

4. OTHER REQUIREMENTS

Nil

5. DURATION OF CONTRACT:

36 MONTHS

6. NORM / QUALITY

- The norm / quality of the security service to be rendered, must be in accordance with the acceptable standards of the trade concerned.
- All possible steps must be taken by the Contractor to ensure that the correct intended execution of this agreement will take place. These steps include, inter alia, the following:
- The protection of property of the Municipality at the intended site and the protection of the said property against theft, vandalism and any other unlawful act.
- The protection of the Municipality's officials against unlawful acts, including offences referred to in schedule 1 of the Criminal Procedure Act, 1977 (Act 512 of 1977).

7. TERMINATION OF SERVICE

The stipulations of the Supply Chain Management Policies and Procedures and General Conditions of contract apply in particular to cases of any failure with any of the conditions of contract, or where an unsatisfactory service is rendered. The contracts are **NOT** automatically renewable upon the end of the 36-month period and should be considered **TERMINATED** at contract expiry.

NOTE: Any amendment(s) or waiving from the stipulations of this contract must occur in writing by mutual consent with the prior approval of the National Municipal Bid Committee.

8. INDEMINIFICATION

Ugu District Municipality accepts no responsibility for any loss or damage to the equipment and materials of the contractor and the contractor should ensure that insurance is in place.

9. INSURANCE

n/a

10. MINIMUM SPECIFICATIONS

These specifications are only minimum specifications. Any shortcomings in the specifications should be pointed out in the quote/bid and provided for in the price. Any additional costs incurred by the service provider because of shortcomings in the quote specifications will be for the service provider's own account.

11. COMPLIANCE

Where necessary the service provider must attach explanatory information reference to a paragraph number. Failure to provide sufficient information may disqualify the service provider. Any condition imposed by the service provider that is restrictive or contrary to any part of this tender will automatically disqualify

the service provider.

12. BID PRICE

Bidders are to complete the pricing schedule located at the back of this tender document.

Service provider to ensure pricing for Year 1 and Year 2 and Year 3 accommodates any increases as the prices quoted here will remain firm for the duration of the award

13. BID FORMAT

1 (one) original bid must be submitted in the following format:

- must be SIGNED IN INK by an authorized employee, agent or representative of the Bidder and all pages of the Bid must be initialed
- Bid response and supporting documents must be neatly bound in one file.
- The written delegation of authority to sign all documents must form part of the Bid.
- All documents as required MUST be included in the bid in order for the bid to be considered.

Ugu District Municipality reserves the right to investigate and verify all the information supplied by the bidder.

DOMICILIUM

The parties hereby choose as their domicilium citandi et executandi for the service of notices and legal document the following street addresses:

Bidder :

.....

.....

.....

... Tel/Fax Number:-

..... Ugu District

Municipality

The Municipal
Manager
28 Connor Street
Port
Shepstone
4240

CONTACT DETAILS

The following person may be contacted for more
information:-

Mrs Norma Grobler

MANAGER ICT

Email: Norma.Grobler@ugu.gov.za

Tel: 039 688 3465

I/We hereby declare that all the information supplied is true and exact.

SIGNATURE OWNER / MANAGER

DIRECTOR DATE: _____

WITNESS: _____ (State occupation in

company) DATE: _____

If it is found that any of the above-mentioned information provided is false, the Municipality reserves the right to terminate this contract with immediate effect. The Municipality may VET the successful bidder.

CERTIFIED CK DOCUMENT OR ID DOCUMENT (FOR SOLE PROPRIETORS)

[Failure of a Bidder to submit this will invalidate the bid]

TAX REFERENCE NUMBER AND PIN

[Failure of a Bidder to submit this will invalidate the bid]

JOINT VENTURE AGREEMENT (WHERE APPLICABLE)

[Failure of a JOINT VENTURE Bidder to submit this will invalidate the bid]

CERTIFIED VALID BBBEE CERTIFICATE

[Bidder that does not submit this will not be awarded BBBEE points]

CENTRAL SUPPLIER DATABASE REGISTRATION

[Failure of a Bidder to submit this will invalidate the bid]

SPECIFIC GOALS SUPPORTING DOCUMENTS

[Non-submission will result in no points being scored]

LIMS DISTRIBUTOR CERTIFICATE

[Failure of a Bidder to submit this will invalidate the bid]

PRICING SCHEDULE

DESCRIPTION				YEAR 1		YEAR 2		YEAR 3				
Item	Quantity	Unit of measure	Number of Licences	Price each	Total Excl VAT	Price per month	Total Excl VAT	Price per month	Total Excl VAT	Sub Total	VAT 15%	GRAND TOTAL
Annual Software Maintenance (Product Assurance) LIMS	36	MONTHS	2									
Annual Entrance for 3 users at the annual Customer Education Conference (Excluding travel costs).	3	USERS	N/A									
Annual Helpdesk support. Unlimited telephonic support. Unlimited Email support.	36	MONTHS	N/A									
Contingency Hours / Support for future version upgrades and other support Price 5 days per year in the schedule, price each is daily charge / rate	15	DAYS	N/A									
LIMS Upgrade from v8 to v9 (year 2)	1	N/A	N/A									
SUB TOTAL												
VALUE ADDED TAX												
TOTAL CARRIED TO FORM OF OFFER & FRONT PAGE OF TENDER DOCUMENT												