



TENDER ADDENDUM NOTICE

RFP-IT-2021-5

SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A PERIOD OF FIVE (5) YEARS

The abovementioned tender was published on **26 FEBRUARY 2021**

- Government E-Portal <http://www.etenders.gov.za>
- SABC Website <http://www.sabc.co.za/sabc/tenders>

SABC WOULD LIKE TO INDICATE THE TERM OF THE CONTRACT AS FOLLOWS:

SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A PERIOD OF FIVE (5) YEARS

BRIEFING SESSION: N/A

CLOSING DATE: 29th March 2021

For enquiries contact the Tender Office in Johannesburg, SABC - Radio Park, Henley Road, Auckland Park, Johannesburg, and Email: RFPsubmissions@sabc.co.za



REQUEST FOR PROPOSAL

RFP TITLE: RFP/IT/2021/5 SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A PERIOD OF FIVE (5) YEARS

This RFP calls for suitably qualified service providers to submit proposals for the Appointment of a Service Provider for the Supply, Installation and Configuration of Enterprise IT Monitoring Solution for a Period of Five (5) Years

Tender documents are obtainable from 26th **February 2021** from the following websites:

- **Government E-Portal** <http://www.etenders.gov.za>
- **SABC Website** <http://www.sabc.co.za/sabc/tenders>

Closing Date: 29th March 2021

For enquiries contact the Tender Office in Johannesburg, SABC - Radio Park, Henley Road, Auckland Park, Johannesburg, and Email: RFPsubmissions@sabc.co.za



**SOUTH AFRICAN BROADCASTING SABC SOC LIMITED
("the SABC")**

REQUEST FOR PROPOSAL (RFP)

| | |
|-------------------|---|
| RFP NUMBER | : RFP/IT/2021/5 |
| RFP TITLE | : SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A PERIOD OF FIVE (5) YEARS |

EXPECTED TIMEFRAME

| BID PROCESS | EXPECTED DATES |
|---|---|
| Bid Advertisement Date | 26 February 2021 |
| Bid Available from | National Treasury's tender portal (http://www.etenders.gov.za) SABC Website (http://www.sabc.co.za/sabc/tenders/) |
| Briefing Session Date & Time | No Briefing session <ul style="list-style-type: none"> Bidders are requested to submit their queries related to the RFP via email to: RFPsubmissions@sabc.co.za All queries and responses will be consolidated and published on all the platforms that advertised the tender before the closing date and time The closing time for clarification of queries is 3 (three) days before bid closing date |
| Bid Closing Date and Time | 29th March 2021 @ 12:00 noon |
| Venue / Link for virtual Briefing Session | N/A |
| Contact details | RFPsubmissions@sabc.co.za |

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

BIDS DELIVERY

**SABC's Tender Box
SABC Office**

***RFP TITLE: RFP/IT/2021/5
SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A
PERIOD OF FIVE (5) YEARS***

**Radio Park
Henley Road; Auckland
Johannesburg**

During the COVID-19 pandemic, bidders may submit bids in the tender box or electronically until further notice. Refer to Document A for Conditions to be observed when bidding.

Late Bid submissions will not be accepted for consideration by the SABC.

The SABC no longer sells its tender documents. PDF Documents will be available on the SABC Website as well as the National Treasury E-Tender

1. MANDATORY CRITERIA

Submit proof of authority from the developer of the software to distribute and/or sell the specified products/services within boundaries. The proof of authority letter must state the details of the reseller authorized by the developer to resell install and configure the software being proposed

NON-SUBMISSION OF THE MANDATORY DOCUMENTS WILL RESULT IN AUTOMATIC DIS-QUALIFICATION.

2. REQUIRED DOCUMENTS

- 2.1 SARS "Pin" to validate supplier's tax matters
- 2.2 Original or Certified copy of Valid BBBEE Certificate **(from SANAS accredited Verification Agency)**
- 2.3 All EME's and 51% black Owned QSE's are only required to obtain a sworn affidavit on an annual basis, confirming the following;
 - Annual Total Revenue of R10 Million or less (EME) or Revenue between R10 Million and R50 Million for QSE Level of Black Ownership
 - Level of Black Ownership

Note 1

Verification Agencies and Auditors who are accredited by the IRBA (Independent Regulatory Board for Auditors) are no longer the 'approved regulatory bodies' for B-BBEE verification and therefore IRBA auditors are not allowed to issue B-BBEE certificates after 30 September 2016.

Note 2

Any misrepresentation in terms of the above constitutes a criminal offence as set out in the Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013).

- 2.4 Proof of Valid TV License Statement (Company's, Shareholders and all Directors'), or affidavit proving that company and/or officials are not in possession of TV licence. Verification will also be done by the SABC internally
- 2.5 Original or Certified copy of Valid BBBEE Certificate **(from SANAS accredited Verification Agency)**
- 2.6 All EME's and 51% black Owned QSE's are only required to obtain a sworn affidavit on an annual basis, confirming the following;
 - Annual Total Revenue of R10 Million or less (EME) or Revenue between R10 Million and R50 Million for QSE Level of Black Ownership

Note1:-Verification Agencies and Auditors who are accredited by the IRBA (Independent Regulatory Board for Auditors) are no longer the 'approved regulatory bodies' for B-BBEE verification and therefore IRBA auditors are not allowed to issue B-BBEE certificates after 30 September 2016.

Note 2:-Any misrepresentation in terms of the above constitutes a criminal offence as set out in the Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013).

- 2.7 Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and active Directors or Members.
- 2.8 Certified copy of Shareholders' certificates.
- 2.9 The bidder to submit Proof of registration on the Central Supplier Database (CSD)
- 2.10 Certified copy of ID documents of the Directors or Members.
- 2.11 Last three years audited financial statements or signed Management Accounts. (This becomes a required document if it was not part of the mandatory requirements)

SHOULD THE INFORMATION ABOVE NOT BE PROVIDED UPON AWARD THE BIDDER WILL NOT BE CONSIDERED FOR AWARD.

C O N T E N T S

| | |
|--------------------|---|
| DOCUMENT A: | CONDITIONS TO BE OBSERVED WHEN BIDDING |
| DOCUMENT B: | GENERAL CONDITIONS OF THE PROPOSAL |
| DOCUMENT C: | QUESTIONNAIRE |
| DOCUMENT D: | DECLARATION OF INTEREST |
| DOCUMENT E: | FUNCTIONALITY REQUIREMENTS |
| DOCUMENT F: | CONFIDENTIALITY |
| DOCUMENT G: | PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017- SBD 6.1 |
| DOCUMENT H: | DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES - SBD 8 |
| DOCUMENT I: | CERTIFICATE OF INDEPENDENT BID DETERMINATION SBD 9 |
| DOCUMENT J: | ACCEPTANCE OF CONDITIONS OF BID |
| DOCUMENT K: | VENDOR FORM (SABC SUPPLIER/VENDOR REGISTRATION FORM)_ (ATTACHED SEPARATELY) / PLEASE ALSO REGISTER ON CENTRALISED DATA BASE - https://secure.csd.gov.za |

DOCUMENT A

CONDITIONS TO BE OBSERVED WHEN BIDDING

1.0 LODGING OF PROPOSALS

- 1.1 Bidders are required to complete and sign the RFP Document and initial all pages (including proposal and brochures).
- 1.2 During the COVID-19 pandemic, bidders may submit bids in the tender box or electronically until further notice as follows:

1.2.1. Tender box submission

Bids submitted in the tender box must adhere to the following:

- Bids must be submitted in one (1) original, two (2) copies of the original and 1 (one) soft copy (CD) or memory stick, by hand and be enclosed in a sealed envelope marked distinctly with the RFP number. All soft copies should be in PDF format and must contain proposal, all completed forms, and attachments. This envelope must indicate the Bid number and the name and delivery address of the Bidder.

Bids submitted electronically must adhere to the following:

- The single point of entry is RFPsubmissions@sabc.co.za
- Electronic submissions must be submitted in a PDF format that is protected from any modifications, deletions or additions.
- Financial/pricing information must be presented in a **separate** attachment from the Technical/Functional Response information. The onus is on the Bidder to ensure that all mandatory and required documents are included in the electronic submission.
- All electronic submissions must be prominently marked with the full details of the tender in the email subject line namely Bidder's Name, Tender No and Tender Title.
- Bidders are advised to email electronic submissions at least thirty minutes before the bid closing time to cater for any possible delay in transmission or receipt of the bid. The onus is on bidder to ensure that the bid is submitted on time via email
- Tender submission emails received after submission date and time will be declared late bid submissions and will not be accepted for consideration by SABC.

- 1.3 The SABC will not be responsible for any failure or delay in the email:
transmission or receipt of the email including but not limited to:

- Receipt of incomplete bid
- File size
- Delay in transmission or receipt of the bid
- Failure of the Bidder to properly identify the bid
- Illegibility of the bid; or
- Security of the bid data.

- 1.4 Bidders must ensure that bids are delivered timeously to the correct address. Bids not received in a specified manner, and by the specified time and date as set out in this RFP document will be rejected. The bid box is generally open 24 hours a day, 7 days a week.

2.0 COMPLIANCE WITH CONDITIONS OF PROPOSAL

- 2.1 No alteration, amendment or variation of the submitted proposal by the closing date of this bid shall be permitted, unless otherwise agreed in writing by both the SABC and the bidder. Should the bidder desire to make any amendments to the conditions of their proposal document, they shall stipulate upfront in their proposal document. The SABC reserves the right to reject such bid document.

3.0 COMPLIANCE WITH TECHNICAL SPECIFICATIONS

- 3.1 All bidders are required to submit bids in accordance with stipulated technical specification as indicated on this bid document. Failure to comply with the required technical specification will result in disqualification.

4.0 SCHEDULE OF QUANTITIES

- 4.1 Bidders are required to submit a detailed Schedule of Quantities indicating how the bid amount is composed. This schedule shall contain itemised descriptions, quantities and unit prices.

5.0 BID PRICES

- 5.1 No change in the submitted bid prices shall be accepted and/or approved by the SABC after receipt and before award of this bid.
- 5.2 All prices are to be quoted in the Republic of South African Rand with VAT as a separate item.

- 5.3 All local suppliers quoting in foreign currency must convert the currency to Rands and indicate the exchange rate applicable.
- 5.4 The prices quoted should be inclusive of all costs needed to perform the specified services, not limited to, all kinds of local guarantee bonds, taxes and duties, customs, customs clearance, inland transportation, storage, unpacking, positioning, installation, integration and testing. The prices quoted should be inclusive of all costs for the duration of the project.
- 5.5 This bid document is not an offer to purchase, order or contract.
- 5.6 Prices must be fixed for the first year and shall, where applicable, be subject to an increase (to be negotiated).
- 5.7 Bid prices for supplies in respect of which installation/erection/assembly is a requirement, shall include ALL costs on a basis of delivery on site as specified.
- 5.8 Bid prices shall, where necessary, include packaging. If desired, packaging material may be returned to the bidder provided the amount of credit that will be allowed for the returnable packaging is shown against each item concerned.
- 5.9 Any response submitted by a Bidder is subject to negotiation and review by the SABC.

6.0 SOURCE OF SERVICE AND MATERIAL

- 6.1 In the case of equipment/goods, which are partially or completely designed and/or manufactured in the Republic of South Africa, Bidders shall state the local content percentage.
- 6.2 Documentation certifying the local content percentage shall be submitted.

7.0 ACCEPTANCE OF PROPOSALS

- 7.1 The SABC does not bind itself to accept the lowest or any bid/proposal, nor shall it be responsible for or pay any expenses or losses which may be incurred by the Bidders in the preparation and delivery of its/his/her bid/proposal. The SABC reserves the right to accept a separate bid/proposal or separate bids/proposals for any one or more of the sections of a specification. The SABC also reserves the right to withdraw the bid at any stage.

- 7.2 No bid shall be deemed to have been accepted unless and until a formal contract/ letter of award is prepared and signed.
- 7.3 The SABC reserves the right, should it deem it necessary, to monitor every stage of the contract to ensure:
- that the directors who were awarded the bid are in control of the company and/or that changes in directors does not affect delivery of the goods/services/work adversely;
 - that, if there are changes in the control of the company, these should be brought to the attention of the SABC;
 - that in the event that the bid or any part thereof is to be subcontracted to another company or organisation after the bid was awarded, the Bidders must immediately advise the SABC and the SABC shall approve same as it deems fit;
 - successful delivery of the goods/services/works in terms of the contract, or timeous termination of the contract should such action be in the best interest of the SABC;
 - audit the successful Bidder's contract from time to time.
- 7.4 This bid will remain valid 180 (one hundred and eighty) days from the date of bid closing.

8.0 DEFAULT BY BIDDERS

- 8.1 If Bidders purport to withdraw their bid(s)/proposals within the period for which they have agreed that their bid/proposal shall remain open for acceptance, or fails to enter into a written contract when called upon to do so, or fails to accept an order in terms of the bid, the SABC may, without prejudice to any other legal remedy which it may have, accept their bid(s) notwithstanding the purported withdrawal, or proceed to accept any other less favourable bid or call for bids afresh and may recover from the defaulting Bidders any additional expense it has incurred for the calling for new bids or the acceptance of any less favourable bid.

9.0 AMPLIFICATION OF PROPOSALS

- 9.1 The SABC may, after the opening of bids; call on the Bidder to amplify in writing any matter, which is not clear in the Bidder's submission, and such amplification shall form part of the original bid.
- 9.2 In the event of the Bidders failing to supply such information within the specified timeframe, the bid will be liable to rejection.
- 9.3 The SABC reserves the right to:
 - 9.3.1 Not evaluate and award bids that do not comply strictly with this bid document.
 - 9.3.2 make a selection solely on the information received in the bids and
 - 9.3.3 enter into negotiations with any one or more of preferred Bidder(s) based on the criteria specified in the evaluation of this bid.
 - 9.3.4 contact any Bidder during the evaluation process, in order to clarify any information, without informing any other Bidders. During the evaluation process, no change in the content of the bid shall be sought, offered or permitted.
 - 9.3.5 award a contract to one or more Bidder(s).
 - 9.3.6 accept any bid in part or full at its own discretion.
 - 9.3.7 cancel this bid or any part thereof at any time.

Should Bidder(s) be selected for further negotiations, they will be chosen on the basis of the greatest benefit to the SABC and not necessarily on the basis of the lowest costs.

10.0 IMPORT/EXPORT PERMITS

- 10.1 Bidders are required to include complete information on equipment and/or components requiring export/import permits.

11.0 COST OF BIDDING

- 11.1 The Bidder shall bear all costs and expenses associated with preparation and submission of its bid/proposal, and the SABC shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

12.0 COMMUNICATION

- 12.1 The SABC has provided a single point of entry for any questions or queries that the Bidder may have. All queries must be submitted in writing and directed to

authorised contact person. **Unauthorised communication with any other personnel or member of staff of the SABC, with regard to this bid is strongly discouraged and will result in disqualification of the respective Bidder's bid/proposal submission.**

- 12.2 Should there be a difference of interpretation between the Bidder and SABC; SABC reserves the right to make a final ruling on such interpretation.
- 12.3 The closing time for clarification of queries is **three (three) days** before the deadline for bid/proposal submission. The Bidders should take note that questions together with responses will be sent to all Bidders who attended compulsory Briefing Session.

13.0 AUTHORISED CONTACT PERSONS

- 13.1 All enquiries in respect of this bid must be addressed to:
PFPsubmissions@sabc.co.za

14.0 BROAD-BASED ECONOMIC EMPOWERMENT

- 14.1 According to the 2013 B-BBEE Revised Code of Good Practice the Exempted Micro Enterprise (EME) is only required to produce a sworn affidavit signed by the Commissioner of Oaths as per the requirement in the Justice of Peace and Commissioners of Oaths Act, 1963(Act No.61 of 1963) or the Companies and Intellectual Property Commission ("CIPC") certificate on an annual basis.
- 14.2 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Verification Agency accredited by SANAS.
- 14.3 Only South African Accreditation Systems (SANAS) is the authorised body to issue B-BBEE certificates
- 14.4 IRBA and Accounting Officers are **not** allowed to issue B-BBEE affidavit or certificates to EMEs and QSEs as it was under 2007 Codes
- 14.5 100% black-owned EMEs and QSEs are now Level 1
- 14.6 **An affidavit (DTI Affidavit) confirming that the entity's turnover is below R10 million and percentage of black ownership will be accepted for EMEs**
- 14.7 QSEs have to comply with all elements
- 14.8 Start-up enterprises are verified similar to EMEs, but can opt to be rated using the QSE and Generic Scorecard

- 14.9 QSE with at least 51% black ownership or above are only required to obtain a sworn affidavit on an annual basis with a confirmation of turnover and black ownership
- 14.10 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 14.11 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 14.12 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 14.13 A bidder will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 14.14 A bidder awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the subcontract.

Pre-qualification criteria for preferential procurement

4. (1) If an organ of state decides to apply pre-qualifying criteria to advance certain

designated groups, that organ of state must advertise the tender with a specific tendering

condition that only one or more of the following tenderers may respond-

- (a) a tenderer having a stipulated minimum B-BBEE status level of contributor;
- (b) an EME or QSE;
- (c) a tenderer subcontracting a minimum of 30% to-
 - (i) an EME or QSE which is at least 51% owned by black people;
 - (ii) an EME or QSE which is at least 51% owned by black people who are youth;

- (iii) an EME or QSE which is at least 51% owned by black people who are women;
- (iv) an EME or QSE which is at least 51% owned by black people with disabilities;
- (v) an EME or QSE which is 51% owned by black people living in rural or underdeveloped areas or townships;
- (vi) a cooperative which is at least 51% owned by black people;
- (vii) an EME or QSE which is at least 51% owned by black people who are military veterans;
- (viii) an EME or QSE.

(2) A tender that fails to meet any pre-qualifying criteria stipulated in the tender documents are an unacceptable tender.

15.0 MISREPRESENTATION AND FRONTING IS PROHIBITED

Fronting means a deliberate circumvention or attempted circumvention of the B-BBEE Act and the Codes. Fronting commonly involves reliance on data or claims of compliance based on misrepresentations of facts, whether made by the party claiming compliance or by any other person.

It is an offence to misrepresent or provide false information regarding a company's information or engaging in a fronting practice. If there is any contravention of some sought, the SABC may open a criminal and/or civil case/s against the bidder and its directors/members in terms of applicable legislation, and ban the bidder & its directors/members from doing business with the SABC for a pre-determined period.

It is important to note that any proposal that does not conform fully to the instructions and requirements in this RFP may be disqualified.

Suppliers might be required to demonstrate their proposed capabilities by means of a presentation, clear and easily verifiable reference documentation and/or a visit to an existing client site where their capabilities may be demonstrated.

Bids, which do not meet the technical requirements, will not be considered for further evaluation.

END OF DOCUMENT A

DOCUMENT B

GENERAL CONDITIONS OF PROPOSAL

12.0 COMPLIANCE WITH COMPLETION OF PROPOSAL

- 1.1** The bid forms should not be retyped or redrafted, but photocopies may be prepared and used.
- 1.2** Bid forms must be signed in the original form; in ink and forms with photocopied signatures or other such reproduction of signature will be rejected.
- 1.3** Should bid forms not be filled in by means of mechanical devices, for example typewriters, ink, preferably black, must be used to fill in bid.
- 1.4** Bidders shall check the numbers of the pages and satisfy themselves that none is missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated. Incomplete bids will result in disqualification.

12.0 COMPLIANCE WITH TECHNICAL SPECIFICATIONS

- .1** Unless a departure is clearly stated by the Bidder at the time of bidding, the works shall be taken as complying in detail with the Technical Specifications, and the Bidder shall be held liable on all the terms and conditions of the contract as if this bid contained no departures. Technical specifications contained in any brochures or any other descriptions submitted shall apply for acceptance test purposes.

12.0 WARRANTY

- .1** If there are any defects arising from failure of goods to meet the specifications within the period specified in the contract, the Bidder shall replace the defective items at his expense or shall refund the SABC such costs as the SABC may incur in replacing such defective item. The Bidder shall also bear the cost of transporting replaced/repaired items to the place of destination.

12.0 INSPECTION

The Bidder shall permit and assist the SABC's representatives in carrying out any inspections that are called for in the proposal or specifications.

12.0 PACKAGING

Goods purchased on this bid must be adequately protected and securely packaged during shipment and until delivery at the destination.

Goods must be clearly marked with the Bidder's name, description of contents and the SABC's order number and delivery address.

12.0 RISK

The Bidder will be responsible for losses that SABC incurred due to Bidder's negligence or intention and Bidder must provide Liability Insurance. This will be a condition of contract.

12.0 DELIVERY

- .1 Delivery will be to the Stores of the SABC Auckland Park, Johannesburg, Republic of South Africa. The contractual delivery date must be strictly complied with and each delivery must be preceded or accompanied by delivery note. If delivery does not take place within the period stipulated, the SABC may cancel the contract concluded with the bidder without further notice to the Bidder and with immediate effect without prejudice to any other course of action available to the SABC to recover any damages out of such delay. Receipt of the goods by the SABC will not be regarded as acceptance thereof until the goods have been acceptance tested in compliance with the Technical Specifications.

12.0 PAYMENT

- .1 Payment, in currency other than South African Rand, will be made by means of a telegraphic or wired bank transfer.

The Bidder must provide:

- Name and address of their bank.
- Company account number to be credited.
- Sort/swift code of bank.

The SABC's standard payment terms are 60-90 days from date of invoice/statement.

9.0 ASSIGNMENT OF CONTRACT

- 9.1 The Bidder shall not have the right to cede any right or delegate any obligation in terms of this contract to any third party unless with the prior written approval of the SABC.

12.0 PROPOSALS ARE CONSIDERED TO BE BINDING ON THE BIDDERS

- 10.1 Representations made in the bid/proposal, including claims made in respect of commitments to dates of delivery, shall be considered binding on the Bidder on acceptance of the bid/proposal by the SABC and same will be form part of the contract to be concluded, unless specifically noted by the Bidder in the bid/proposal that same maybe subject to change;

12.0 COMPLIANCE WITH SABC POLICIES

- 11.1 SABC will not procure any goods, services, works or content from any employee or employee owned business, to ensure that suppliers competing for the SABC's business have confidence in the integrity of SABC's selection process.
- 11.2 SABC will not procure any goods, services, works or content from any SABC Independent Contractor's owned business, to ensure that suppliers competing for the SABC's business have confidence in the integrity of SABC's selection process.
- 11.3 No former employees, SABC's Non-Executive members and Independent Contractors will be awarded contracts with the SABC within a year after resigning from SABC employment or not being engaged with the SABC.
- 11.4 Should former employees, SABC's Non-Executive members and Independent Contractors resign from the employment of the SABC or not being engaged with the SABC and become directors of other businesses bidding with SABC, such bid will not be considered until the cooling off period of one year has expired.

12.0 FAILURE TO COMPLY WITH THESE CONDITIONS

These conditions form part of the bid and failure to comply therewith may invalidate a bid.

12.0 RFP SCHEDULE

Bidders will be contacted as soon as practicable with a status update. At this time, short-listed Bidders may be asked to meet with SABC representatives. Bidders should provide

a list of persons and their contact details who are mandated to negotiate on behalf of their company.

12.0 ADDITIONAL NOTES

- .1 All returnable documents as indicated in the bid form must be returned with the response
- .2 Bidders are to note that bids in which firm prices are quoted for the duration of any resulting contract may receive precedence over prices, which are subject to adjustment.
- .3 Changes by the Bidder to his/her submission will not be considered after the closing date.
- .4 The person or persons signing the bids must be legally authorized by the Bidder to do so. A list of the person(s) authorized to negotiate on your behalf must be submitted along with the bid.
- .5 SABC reserves the right to undertake post-bid negotiations with the preferred Bidder or any number of short-listed Bidders.

FAILURE TO OBSERVE ANY OF THE ABOVE-MENTIONED REQUIREMENTS MAY RESULT IN THE BID BEING OVERLOOKED.

12.0 DISCLAIMERS

- .1 Bidders are hereby advised that the SABC is not committed to any course of action as a result of its issuance of this BID and/or its receipt of a bid in response to it. In particular, please note that the SABC may:
- .2 change all services on bid and to have Supplier re-bid on any changes.
- .3 reject any bid which does not conform to instructions and specifications issued herein
- .4 disqualify bids after the stated submission deadline
- .5 not necessarily accept the lowest priced bid
- .6 reject all bids, if it so decides
- .7 award a contract in connection with this bid at any time
- .8 award only a portion as a contract
- .9 split the award of the contract to more than one Supplier
- .10 make no award of a contract.

Kindly note that SABC will not reimburse any Bidder for any preparation costs or other work performed in connection with this bid, whether or not the Bidder is awarded a contract.

END OF DOCUMENT B

DOCUMENT C

QUESTIONNAIRE TO BE COMPLETED WHEN BIDDING

If the information required in respect of each item cannot be inserted in the space provided, additional information may be provided on a separate sheet of paper with a suitable reference to the questionnaire number concerned.

| | |
|---|--|
| 1. Company's Treasury CSD unique registration reference number. (Attach full CSD profile) | |
| 2. Have your company been issued with a SARS Compliance Status PIN. | |
| 3. If yes, please provide PIN number. The provision of the PIN will be construed as your permission to SABC Procurement to access your tax status on-line. | |
| 4. Are you registered in terms of section 23(1) or 23(3) of the Value-added Tax Act, 1991 (Act 89 of 1991)? | |
| 5. If so, state your VAT registration number and original current tax clearance certificate to be submitted | |
| 6. Are the prices quoted fixed for the full period of contract? | |
| 7. Is the delivery period stated in the bid firm? | |
| 8. What is the address in the Republic of South Africa where an item of the type offered by you may be inspected preferably under working conditions? (Where Applicable) | |

| | |
|--|--|
| 1. What is the approximate value of stock in the Republic of South Africa for this particular item? (If required). | |
| 2. Where is the stock held? | |
| 3. What facilities exist for servicing the items offered? | |
| 4. Where are these facilities available? | |
| 5. What are the names and addresses of the factories/suppliers where the supplies will be manufactured and may be inspected, if required? | |

*** ALSO INDICATE WHICHEVER IS NOT APPLICABLE**

END OF DOCUMENT C

DOCUMENT D

SBD-4 - DECLARATION OF INTEREST

- 1.0 Any legal person, including persons employed by the state, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
- the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
- 2.0 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 2.1 Full Name of bidder or his or her representative:
-
- 2.2 Identity Number:
- 2.3 Position occupied in the Company (director, trustee, shareholder²):
-
- 2.4 Company Registration Number:
- 2.5 Tax Reference Number:
- 2.6 VAT Registration Number:
- 2.6.1. The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / personnel numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

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

2.7 Are you or any person connected with the bidder **YES / NO**
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed

.....

Position occupied in the state institution:.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain **YES/NO**
the appropriate authority to undertake remunerative
work outside employment in the state?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES/NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....

2.8 Did you or your spouse, or any of the company’s directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:

.....
.....
.....

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

| Full Name | Identity Number | Personal Reference Number | Tax State Employee Number / Pers. Number |
|-----------|-----------------|---------------------------|--|
| | | | |
| | | | |
| | | | |
| | | | |

4.0 DECLARATION

I, THE UNDERSIGNED (NAME)

.....
...

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

END OF DOCUMENT D

***RFP TITLE: RFP/IT/2021/5
SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION
FOR A PERIOD OF FIVE (5) YEARS***

DOCUMENT E

TECHNICAL SPECIFICATION FOR: SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A PERIOD OF FIVE(5) YEARS

1.0 BACKGROUND

The SABC IT environment has been rapidly expanding over the years as we move towards the digital spectrum, with new systems acquired and deployed as per evolving business needs. This has gradually posed new challenges for IT professionals who operate and manage IT systems, as they require more resources to manage the IT environment cognizant of the lack of an end-to-end monitoring tool. IT professionals find themselves in a predicament, operating in a reactive mode and unable to meet SLAs and regulatory obligations. This is mainly due to the traditional fragmented monitoring systems across the IT environment.

Traditional fragmented monitoring poses additional operational problems and inefficiencies:

- Several IT resources unknowingly work on the same problem.
- Administrators initiate a resolution of a problem, even though they are unable to determine the source of the problem. It is difficult to resolve problems that cannot be isolated in a specific area.
- Customer satisfaction diminishes and business suffers due to downtime and may lose income/ revenue.
- The SABC may risk wasting money on multiple tools/systems whereas only one integrated system is required.

In order to address these challenges and conform to latest industry trends, the SABC BIT has assessed the current IT environment and recommended the implementation of an “Enterprise Monitoring tool” which will also resolve the audit finding by AGSA (Auditor General South Africa),

In IT environments, administrators require a monitoring tool to provide early warning of potential problems to enable them to proactively resolve them and avert instances of minor incidents becoming major problems.

Therefore, the SABC requires a suitably qualified service provider/s to submit proposals **for the Supply, Installation and Configuration of an Enterprise IT Monitoring Solution for a Period of Five (5) Years.**

2.0 SABC REQUIREMENTS AND SCOPE OF SERVICE

Through this RFP, the SABC require the following deliverables:

- 2.1** A Solution to provide early detection of potential problems and enable IT administrators to pre-emptively resolve problems and prevent major systems failure or application outages
- 2.2** The Enterprise IT Monitoring Solution should be able to provide early warnings of potential problems through the use of predictive analytics, automation, Artificial intelligence and integration of a call logging system (Net -Help desk) to improve service delivery and customer experience
- 2.3** Consolidated reporting with centralised reporting capability.
- 2.4** Capable of viewing systems on multi-platforms and event management dashboards.
- 2.5** Eliminate reliance on reactive thresholds and generate an intelligent warning system/dashboard through self-learning analytics.
- 2.6** Reduce the risks to business continuity due to unplanned downtime.
- 2.7** Application performance monitoring for .Net applications that run under Internet Information Service version 7.0 or higher.
- 2.8** Website Monitoring: Ability to monitor and report on website performance, scalability, traffic, SSL certificates so that web hosting providers can adhere to their service level agreements

3.0 SCOPE OF SERVICES AND TECHNICAL SPECIFICATIONS

- Hardware to be scoped as per requirements of the Enterprise IT Monitoring systems specifications.
- Software to be supplied by Vendor (Enterprise IT Monitoring Solution).
- The Supplier is required to install and configure the Enterprise IT Monitoring Solution.

3.1 Bidders are requested to respond to the tender in the following format:

- 3.1** A detailed point-by-point response is required, i.e. corresponding comments for each point or paragraph.
- 3.2** The response to technical requirements must state "Comply" or "Non-Comply." The bidder must specify how the system/product makes provision for each aspect as stated below, including the page number of referenced materials to clarify the response.
- 3.3** **A "Partially Comply" statement, non-response, or response without detail will be considered as "Non-Compliant".**

4.0 DETAILED REQUIREMENTS

| 1.1 | |
|---|---|
| Item | Description |
| Application Monitoring | <ul style="list-style-type: none"> Ability to monitor all IT applications and custom internal C.O.T.S (Commercial off the Shelf) applications. |
| Server Monitoring | <ul style="list-style-type: none"> Ability to monitor varied (server architectures) on cloud, on premises, hybrid or scale on demand. Monitoring of system resources that tamper with application performance i.e. Disks, Memory, CPU and Network interface. Track configuration changes OS (Operating System) Microsoft Windows, Linux (Red hat, Ubuntu Cent OS, VMware, Oracle) Net back up software, IBM Main frame ZOS “ Services” monitoring and restarts, |
| IT Security: | <ul style="list-style-type: none"> Track all Firewall changes, admin audits, policy enforcement, In-depth windows, SQL, Oracle, Linux log analysis alerting Track security changes |
| Network Monitoring | <ul style="list-style-type: none"> Ability to monitor network traffic, ports, perform network discovery, and data flow across the IT infrastructure Track configuration changes |
| Availability & Performance Monitoring | <ul style="list-style-type: none"> Ability to report on system availability and performance must be able to present monitored statuses in various visual states. |
| Website Monitoring | <ul style="list-style-type: none"> Ability to monitor website performance, traffic, SSL certificates ,Client session (Real user monitoring) URLs and website availability |
| Power & Environment Monitoring: | <ul style="list-style-type: none"> Ability to monitor electric and mechanical components with regards to hardware and IT infrastructure. |
| Business Service Management & (MTTR) Reporting | <ul style="list-style-type: none"> MTTR (Mean time to repair) Reporting |
| Monitoring Dashboards: | Create dashboards and graphic reporting of overall statuses for each audience, integrated deeply for data analysis or graphically for simplicity. |

**RFP TITLE: RFP/IT/2021/5
SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION FOR A
PERIOD OF FIVE (5) YEARS**

| | |
|-----------------------|---|
| Event Console: | <ul style="list-style-type: none">• Ability to monitor events in real-time and create Logs i.e. for. Audit, tracking windows, Microsoft SQL, My SQL ORACLE, and Linux log analysis, Windows Active Directory. |
| Integration: | <ul style="list-style-type: none">• The Solution can be onsite, hybrid or cloud but should be able to integrate with existing SABC IT Applications and other third-party monitoring tools. |

Bidders to provide a detailed response in accordance with the below mentioned requirements and the bidder must comply with all requirements presented below:

(Bidder to substantiate their solution against the below mentioned requirements, stating which part of the solution satisfies the criteria)

Bidder to substantiate their solution against the below mentioned requirements, stating which part of the solution satisfies the criteria

NB: All points with (c) are critical for below detailed requirement

| Title | Requirement | Compliance response page reference (as reference to evidence/brochure)(The quotation is not considered to be a reference) | Comply/Non- comply | Minim um Points | Maxi mum |
|----------------------------------|--|--|-----------------------|-----------------------|-------------|
| 1.1 Application Monitoring | <ul style="list-style-type: none">Ability to monitor all IT applications and custom internal C.O.T.S (Commercial off the Shelf) applications. =3 points (c) | | | 3 | 3 |

| | | | | | |
|--|--|--|--|-----------|-----------|
| 1.2 Server Monitoring | <ul style="list-style-type: none"> • Ability to monitor varied (server architectures) on cloud, on premises, hybrid or scale on demand = 4 (min =2 points) (max 4 points) • Monitoring of system resources that tamper with application performance i.e. Disks, Memory, CPU and Network interface =4 points (c) • OS (Operating System) Windows OS=1 (c) • Linux (Red hat, Ubuntu, CentOS) =3 (min=2 points) (max 3 points) • VMware=1 (c) • Oracle=1 (c) • MSSQL=1(c) • MySQL=1(c) • Netback up software=1 (c) • IBM Main frame ZOS =1 • Services” monitoring=1(c) • Service restarts= 1 • Track configuration change=1 | | | 15 | 21 |
| 1.3 IT Security Track all fire wall changes, admin audits and Policy enforcement | <ul style="list-style-type: none"> • Log firewall events=1 (c) • Track all Firewall changes =1(c) • Track admin audits =1(c) • Policy enforcement=1 (c) • In-depth log analysis alerting=1 (c) • Track security changes =1(c) | | | 6 | 6 |

| | | | | | |
|--|--|--|--|---|---|
| 1.4 Network Monitoring | Ability to monitor <ul style="list-style-type: none"> • Network traffic=1 • Ports =1 • Perform network discovery=1(c) • Data flow across the IT infrastructure=1(c) • Track configuration changes=1(c) | | | 3 | 5 |
| 1.5 Availability & Performance Monitoring | Ability to report on <ul style="list-style-type: none"> • System availability=1(c) • Performance =1(c) NB Must be able to present monitored states in various visual statuses. | | | 2 | 2 |
| 1.6 Website Monitoring | Ability to monitor <ul style="list-style-type: none"> • Website performance=1 (c) • Traffic =1(c) • SSL certificates =1(c) • URLs and website availability=1(c) • Client session (real user monitoring) =1(c) | | | 5 | 5 |
| 1.7 Power & Environment Monitoring: | Ability to monitor <ul style="list-style-type: none"> • Electric component power =1(c) • Mechanical components (Air Conditioning unit) =1 (c) with regards to hardware and IT infrastructure | | | 2 | 2 |
| 1.8 Business Service Management | <ul style="list-style-type: none"> • M T T R (Mean Time To Repair) Reporting=1(c) | | | 1 | 1 |

| | | | | | |
|------------------------------|--|---------------------------------|--|----------|----------|
| 1.9 Monitoring Dashboards | Ability to create dashboards of overall statuses for each audience, integrated deeply for data analysis or graphically for simplicity. =1(c) | | | 1 | 1 |
| 2.0 Event Console | Ability to monitor events <ul style="list-style-type: none"> • in real-time =1(c) Create logs for analysis and Audit purposes. <ul style="list-style-type: none"> • Windows =1(c) • Microsoft SQL server =1(c) • My SQL=1 • ORACLE=1 (c) • Linux log analysis alerting=1(c) • Windows Active directory=1 (c) | | | 6 | 7 |
| 2.1 Integration | Integration with 3 rd party monitoring tools= 1(c) The Solution can be <ul style="list-style-type: none"> • On premises, hybrid or Cloud=1(c) | | | 2 | 2 |
| 2.2. Installation | Delivery to site/ Installation /Implementation Detailed drawings of the system architecture (Hard and Soft copies) must be provided = 2 points (c) The bidder/s must do the installation according to SABC requirements = 3 points (c) | Bidder to commit on compliance. | | 5 | 5 |

| | | | | | |
|-----------------------------|---|---------------------------------|--|------------|------------|
| 2.3 Configuration | <p>Implementation</p> <p>Bidder/s proposal to include hardware and software that must be able to support software updates. Bidder/s will be expected to provide latest monitoring software systems and valid licenses etc. = 5 points (c)</p> <p>Ability to connect to mainframe=2 points open systems = 3 points(c)</p> | Bidder to commit on compliance. | | 8 | 10 |
| 2.4 Training | <p>Provide a detailed training programme outlining the ability to suitably manage national roll out and proposed approach.</p> <ul style="list-style-type: none"> • training programme plan = 20 points (c) • Training to 10 administrators • Operational training to 15 Operators | | | 20 | 20 |
| 2.5 Support and Maintenance | <ul style="list-style-type: none"> • Overview of maintenance support plans and upgrade/ update cycles for proposed solution (specify any financial implication to the SABC) = 15 points (c) • Written proof that the company supplying the products is an authorised distributor of the product=10 points (c) • Hardware Software Support and maintenance 24x7 for 5 years =5 points (c) • None of the above = 0 points | | | 30 | 30 |
| Total | | | | 109 | 120 |

NB: All points with (c) are critical for the above detailed requirement

4.1 Pricing Breakdown Model

- 4.1.1 Bidders must provide a detailed cost breakdown by pricing all items for the delivery of a total solution as per the specification. All deviations should be stipulated as options with the indicative unit prices.
- 4.1.2 All hardware, software and licenses, installation, integration, training and support etc. must be specified, broken down into individual elements on a Bill of Materials (BOM) and the pricing of each, specified on hard copy (paper copy) and in soft copy (Excel format).
- 4.1.3 Supplier must provide the product specifications of the hardware and software of the items priced in the BOM.
- 4.1.4 Bidders must submit unit and total pricing in SA Rands (Excluding VAT and Including VAT), and where applicable, use the Foreign currency rate below to calculate the Rand value. Use Annexure B to indicate the total amount subject to exchange rate variation.

USD= R15.07

GBP= R21.02

EURO =R18.32

5.0 GENERAL CONDITIONS

The following should be noted by interested parties:

- Intellectual property and ownership of all materials and products developed in the execution of the contract will be vested in SABC.
- Materials and products may not be made available to any unauthorized person or institution or sold for profit without prior written consent from SABC.
- On completion or termination of the agreement, all materials and products must be handed over to SABC.
- No information concerning the tender or award of the tender may be made available by the bidder to other parties without prior consultation and written approval from SABC.
- All copyright and intellectual property rights that may result as a consequence of the work to be performed shall reside with SABC and the service provider shall be required to sign an agreement of confidentiality.
- SABCs' (general conditions of bid, contract and order) shall be applicable to this bid.
- The service provider shall be required to conclude and sign a Service Level Agreement (SLA) or support contract after the appointment.

5.1 CONTRACTUAL OBLIGATION

- All prices indicated in the quotation must remain fixed for the project and subject to price negotiations for the duration of the contract.
- The service provider's quotation must also provide sufficient detail in terms of various cost items such as total "man" hours and daily rates for the project team.

- In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.

6.0 ABSENCE OF OBLIGATION & CONFIDENTIALITY

No legal or other obligation shall arise between the service provider and SABC LOC unless/until both parties have signed a formal contract.

- 6.1** The Contract site is at **SABC Auckland Park and the Provinces**. The area will be accessible from the main entrance on the ground floor.

7.0 CONTRACT WORKS AREA

- The Contractor shall confine his activities to the Contract Works site and the access route to this site.
- A list of names of working staff and ID proof will be submitted to the SABC. Workers will wear clothing clearly identifying the supplier.
- The site area is inside a broadcasting environment, therefore care should be taken to reduce noise and dust when executing the work.

8.0 WORKMEN AND SUPERVISION ON SITE

- 8.1** The Contractor shall be held responsible for the conduct of his employees and the conduct of his sub-contractor's employees for the full duration of the Contract Works.
- 8.2** The contractor shall be appointed in terms of the **SABC H&S** requirements and the supervisor will be responsible for the enforcement of the H&S provisions.

9.0 EVALUATION CRITERIA

- 9.1** Bidders should note that only bidders who met the **Mandatory Criteria** of the bid shall be evaluated further for **Functionality**.
- 9.2** Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria is designed to reflect the SABC's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and afford all the bidders a fair opportunity for evaluation and selection.

During the evaluation process, the SABC may require a bidder's representative to answer questions with regard to the proposal and/or require certain bidders to make a formal presentation to the evaluation team.

9.3 Technical Evaluation

- 9.3.1** The tender submission will be technically evaluated **out of a minimum threshold of 109 and a maximum threshold of 120 for (phase 1)**, should the bidder/s not meet the required points, and they will be disqualified and will **not** qualify for further evaluation.
- 9.3.2** The tender submission **(phase 2)** will be technically evaluated out of a **minimum 78 and maximum of 115**.
- 9.3.3** All bidders achieving less than the set threshold will be declared non-responsive and therefore **will not continue forward for evaluation of BBBEE & Price Preference**.

9.4 Technical Evaluation Criteria

Evaluation is based on functionality, which will be evaluated using the following criteria and points

Phase 1:

| Evaluation Area | Evaluation Criteria | Min Points | Max Points |
|---------------------------------------|---|------------|------------|
| Compliance to Technical Specification | <p>Compliance with the technical specifications as detailed in the tender document:</p> <ul style="list-style-type: none"> • Application Monitoring • Server Monitoring Security • Network Monitoring • Availability & Performance Monitoring • Website Monitoring • Power & Environment Monitoring • Business Service Management (MTTR) Reporting • Monitoring Dashboards • Event Console Installation • Configuration • Integration • Training Support and Maintenance <p>Non-compliance with any of the above = 0 points</p> <p>Bidder to submit brochures with the list of specifications for the proposed equipment</p> | 109 | 120 |
| Total | | 109 | 120 |

9.4.1 The above-mentioned functional criteria has a **minimum threshold of 109 and a maximum threshold of 120 points.**

9.4.2 Should the bidder not meet the set threshold, will be deemed non-compliant with the above criteria and they will be disqualified and not be evaluated further.

Phase 2:

| Evaluation Area | Evaluation Criteria | Min Points | Max points |
|---|--|------------|------------|
| Delivery, Installation & Configuration | <p>Clearly indicate the delivery lead time from supplier after placing of order:</p> <ul style="list-style-type: none"> • 4 – 6 Weeks = 15 points • 7 – 10 Weeks = 10 points • More than 10 Weeks = 0 points | 10 | 15 |
| OEM Partnership certification | <p>Platinum/Gold OEM partnership certification for the solution proposed:</p> <ul style="list-style-type: none"> • Platinum = 10 points • Other = 5 points | 5 | 10 |

| Evaluation Area | Evaluation Criteria | Min Points | Max points |
|--|---|------------|------------|
| Project Plan including Method Statement | <p>A detailed Project Plan (e.g. GANTT chart) including method statement that responds to the Scope of Work and outlines the proposed solution =5 points</p> <p>Project plan must include the list of activities to successfully complete the implementation of the</p> <ul style="list-style-type: none"> - Period of installation and configuration= 5 points - Period commissioning = 5 points - Period for testing and handover = 5 points <p>Non-compliance with all the above = 0 points</p> | 20 | 20 |
| Track record | <p>Bidders are required to demonstrate their experience in the delivery of works aligned to this RFP document (Section 2) by providing valid reference letters containing all the required information referenced in Annexure A of the RFP document(See referenced letter template) for successfully completed projects.</p> <p>The Reference Letter must meet the following:</p> <ul style="list-style-type: none"> • Be on a client's business letterhead and must be signed with contactable and valid email address <p>Reference letters for 2 - Successfully Completed similar projects = 3 points</p> <p>Reference letters for 3 and above Successfully Completed similar projects = 5 points</p> <p>(If the reference does not confirm the projects completed by the bidder within 5 working days after the due diligence email is sent, the bidder will lose the points)</p> | 3 | 5 |
| Call out procedure. | <p>Bidder to provide a clear callout procedure that includes an escalation procedure and specify any financial implication to the SABC- Call out procedure must include the following:</p> <ul style="list-style-type: none"> • Detailed Procedure document with contact details (Contact no /phone numbers, email and web address =5 points • Service 24x7 for 5years= 5 points • Turnaround time of 2 hours in case of emergency - (with financial implication to the SABC=10 points • If no financial implications =15 points | 25 | 40 |

| Evaluation Area | Evaluation Criteria | Min Points | Max points |
|--------------------------------------|---|------------|------------|
| | Escalation procedure must include the following: <ul style="list-style-type: none"> Detailed procedure document with contact details and turnaround time (Contact name ,Account Manager or Technical Manager, phone numbers, email and web address) =5 points | | |
| Warranty (upon commissioning) | <ul style="list-style-type: none"> Standard warranty (12 months) = 10 points Extended warranty with no financial implication to the SABC= 15 points Extended warranty with financial implication to the SABC=0 points | 10 | 15 |
| Training | Provide details of the training plan offered and the financial implications to the SABC <ul style="list-style-type: none"> Training with no financial implication = 10 points Training with financial implication = 5 point | 5 | 10 |
| Total | | 78 | 115 |

Bidders who obtain less than **minimum threshold of 78 points out of a maximum 115 points** will be declared non-responsive and will be eliminated from further evaluation.

Phase 3: Preference Evaluation

BBBEE and Price

The bid responses will be evaluated on the 80/20 point system. Bidders are to provide detailed breakdown of all direct and indirect costs associated with the contract, including licence fees if any.

9.5 Financial Stability (where applicable)

9.5.1 The financial stability evaluation is used to assess the financial risk of the shortlisted bidders. (where applicable)

9.5.2 Respondents are required to submit their audited financial statements for the past 3 years with their Proposal/Bid in order to enable the SABC to establish financial stability as follows:-

| Area | Assessment Criteria |
|-------------------------|--|
| Financial Due Diligence | Bidders financial due diligence will be assessed based on submitted audited financial statements using financial ratios. (where applicable) |

9.6 Objective Criteria

- 9.6.1. The SABC reserve the right not to consider proposals from bidders who are currently in litigation with the SABC.
- 9.6.2. The SABC further reserve the right not to award this tender to any bidder based on the proven poor record of accomplishment of the bidder in previous projects within the SABC.
- 9.6.3. Bidders who are blacklisted or have committed other acts of fraud and misrepresentation of facts e.g. tax compliance, BBBEE, company financials, etc. will be eliminated from the bid process.

END OF DOCUMENT E

CONFIDENTIALITY

The bidders must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that bidders maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFP; and not reproduced in any form except as required for the purpose of considering and responding to this bid. Bidders must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for considering and responding to this RFP; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the SABC. No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF BIDDER: _____

PHYSICAL ADDRESS: _____

Bidder's contact person: Name: _____

Telephone: _____

Mobile:

Fax. _____

E-mail address:

END OF DOCUMENT F

DOCUMENT G

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as
a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status
Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL
CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-
BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS,
2017.**

1.0 GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids:
- the **80/20** system for requirements with a Rand value less R50 million (all applicable
taxes included).
- 1.2 The value of this bid is estimated to less R50 million (all applicable taxes included) and
therefore the.....**80/20**.....system shall be applicable.
- 1.3 Preference points for this bid shall be awarded for:
- (a) Price; and
 - (b) B-BBEE Status Level of Contribution.

1.3.1 The maximum points for this bid are allocated as follows:

| | POINTS |
|---|--------|
| 1.3.1.1 PRICE | 80 |
| 1.3.1.2 B-BBEE STATUS LEVEL OF CONTRIBUTION | 20 |

Total points for Price and B-BBEE must not exceed 100

- 1.4 Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE
Verification Certificate from a Verification Agency accredited by the South African
Accreditation System (SANAS) together with the bid will be interpreted to mean that
preference points for B-BBEE status level of contribution are not claimed.

- 1.5 The SABC 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 SABC.

2.0 DEFINITIONS

- 2.1 **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.2 **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad -Based Black Economic Empowerment Act;
- 2.3 **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.4 **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 2.5 **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.6 **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.7 **“consortium or joint venture”** 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;
- 2.8 **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.9 **“EME”** means any enterprise with annual total revenue of R10 million or less as per the Amended Codes of Good Practice (COGP).
- 2.10 **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

- 2.11 “functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.12 “non-firm prices”** means all prices other than “firm” prices;
- 2.13 “person”** includes a juristic person;
- 2.14 “rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.15 “sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.16 “total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.17 “trust”** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 2.18 “trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

3.0 ADJUDICATION USING A POINT SYSTEM

- 3.1** The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2** Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts;.
- 3.3** Points scored must be rounded off to the nearest 2 decimal places.
- 3.4** In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.5** However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6** Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4.0 AWARDED FOR PRICE

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

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

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for comparative price of bid under consideration
 P_t = Comparative price of bid under consideration
 P_{\min} = Comparative price of lowest acceptable bid

5.0 Points awarded for B-BBEE Status Level of Contribution

5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| B-BBEE Status Level of Contributor | Number of points (90/10 system) | Number of points (80/20 system) |
|---|--|--|
| 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 |

6.0 BID DECLARATION

6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

7.0 B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.3.1.2 AND 5.1

7.1 B-BBEE Status Level of Contribution:..... =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE affidavit or certificate issued by a Verification Agency accredited by SANAS

8.0 SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted? **YES / NO** (delete which is not applicable)

8.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted?%
- (ii) the name of the sub-contractor?
- (iii) the B-BBEE status level of the sub-contractor?
- (iv) whether the sub-contractor is an EME? **YES / NO** (delete, which is not applicable)

9.0 DECLARATION WITH REGARD TO COMPANY/FIRM

9.1 Name of company/firm:

9.2 VAT registration number:

9.3 Company registration number

9.4 Type Of Company/ Firm - [Tick applicable box]

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

9.5 Describe Principal Business Activities

.....

.....
.....
.....

9.6 Company Classification - [Tick applicable box]

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc.

9.7 Total number of years the company/firm has been in business?

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the SABC that the claims are correct;
- (iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the SABC may, in addition to any other remedy it may have;
 - a) disqualify the person from the bidding 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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

WITNESSES:



1.

2.

DATE:

ADDRESS:
.....
.....
.....

END OF DOCUMENT G

**DOCUMENT H
SBD 8**

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1.0** This Standard Bidding Document must form part of all bids invited.
- 2.0** It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3.0** The bid of any bidder may be disregarded if that bidder, or any of its directors have-
- a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4.0** 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 | <p>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 <i>audi alteram partem</i> rule was applied).</p> <p>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.</p> | <p>Yes <input type="checkbox"/></p> | <p>No <input type="checkbox"/></p> |
| 4.1.1 | <p>If so, furnish particulars:</p> | | |

| Item | Question | Yes | No |
|-------|---|---------------------------------|--------------------------------|
| 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)? 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 <input type="checkbox"/> | No <input type="checkbox"/> |
| 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 <input type="checkbox"/> | No <input type="checkbox"/> |
| 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 <input type="checkbox"/> | No <input type="checkbox"/> |
| 4.4.1 | If so, furnish particulars: | | |

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....

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

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

.....
Signature.....
Date.....
Position.....
Name of Bidder**END OF DOCUMENT H**

DOCUMENT I

SBD 9

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1.0 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2.0 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3.0 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4.0 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5.0 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for SABCs who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid RFP **No. RFP/IT/2021/5** in response to the invitation for the bid made by:

South African Broadcasting Corporation SOC Limited “SABC”

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

I certify, on behalf of: _____ that:
(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;

- ³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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

.....
Date

.....
Name of Bidder

END OF DOCUMENT I

DOCUMENT J

ACCEPTANCE OF CONDITIONS OF BID

By signing the BID document, the Bidder is deemed to acknowledge and accept that all the conditions governing this BID, including those contained in any printed form stated to form part thereof and SABC Limited will recognize no claim for relief based on an allegation that the Bidder overlooked any such condition or failed properly to take it into account for the purpose of calculating bided prices or otherwise.

SIGNED at _____ this _____ day

of _____ 2021.

NAME OF COMPANY _____

NAME OF THE SIGNATORY (IES) _____

CAPACITY: _____

Are you authorised to sign on behalf of the company (YES/NO) _____

WITNESSES:

1. _____

2. _____

BIDDER

END OF DOCUMENT J

ANNEXURE A

REFERENCE LETTER TEMPLATE

The Bidder is required to use the attached reference letter template to obtain clear and easily verifiable references in response to the bid requirements.

This reference letter format is not to be completed by the bidder, but it is to be completed by the clients of the bidder who is bidding for this project giving reference to their level of the service rendered in either their current or previous project. The reference letter must be completed on the letterhead of the clients of the bidder and not the bidder.

| REFERENCE LETTER FORMAT | | |
|--|--------------------|----------------------|
| Reference Letterhead | | |
| Reference Legal Name | | |
| Name of the company you are giving reference about | | |
| Bid Number / Reference Number | | |
| Bid / Project Description: | | |
| Describe the Contract / Project work and/or Service the above company provided to your organisation | | |
| Project / Contract period (start date) | | |
| Project / Contract period (end date) | | |
| Service period (start date) | | |
| Service period (end date) | | |
| Project / Contract Cost | | |
| <i>Please rate the above bidder according to the following Criteria by ticking column and providing comments / details:</i> | | |
| Criteria | Meets requirements | Exceeds requirements |
| Completed similar projects | | |
| | | |
| | | |
| Overall Impression / Satisfaction with bidder | | |
| Completed by: | | |
| Signature: | | |
| Company Name: | | |
| Position: | | |
| Contact Telephone Number: | | |
| Date: | | |

ANNEXURE B

TENDER PRICE SUMMARY

BREAKDOWN OF AN ALL-INCLUSIVE TENDER PRICE

Fixed Amount (Duration of Contract) R_____

Variable Amount (Exchange Rate dependent) R_____ @ **R/USD= R15.07**
R/EURO= R18.32
R/GBP=R21.02

=====

SUB TOTAL R_____

Add 15% Vat R_____

=====

TOTAL TENDER AMOUNT R_____

BIDDER'S DETAILS:

Name of Tenderer: _____

Address: _____

Telephone: _____

Signature: _____

Date: _____

END OF THE REQUEST FOR PROPOSAL DOCUMENT