



REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE ELECTRONIC SIGNATURE SERVICES TO THE NHBC FOR A PERIOD OF ONE (01) YEAR.

RFP NO.: NHBC 12/2022

CLOSING DATE: 30 MARCH 2023

TIME: 11:00am

VIRTUAL NON-COMPULSORY BRIEFING SESSION
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DATE: 09 MARCH 2023

TIME: 11:00am

LINK FOR VIRTUAL NON-COMPULSORY BRIEFING SESSION:

<https://events.teams.microsoft.com/event/3910677a-e543-40f6-a304-e7289a7ad2bf@3fa2c7f2-3ceb-4b67-aec9-08d186f26abc>

LINK CAN ALSO BE ACCESSED ON THE NHBC website: www.nhbrc.org.za/current-tenders

1 TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be a virtual non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject the Proposal.
- 1.19 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
- 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2 BACKGROUND

2.1 ABOUT THE NHBRC

The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- "to engage in undertakings to improve ethical and technical standards in the home building industry;
- "to keep a record of competent persons"; and
- "to generally do all things necessary or expedient to achieve its objects and the objectives of this Act."

2.3 The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

2.4 The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.

2.5 The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.

2.6 The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low risk tolerance and return requirements of Council

2.7 NHBRC OFFICES

The NHBRC is a medium sized organization with a staff compliment of approximately 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) – Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) – Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) – Satellite		

3 INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4 BUSINESS OVERVIEW

4.1 Purpose

4.1.1. To appoint a suitable service provider for the provisioning of an electronic signature workflow platform for NHBRC's compliance and security requirements.

4.2 Scope of Works

4.2.1 The solution must have the following key features:

- Protect the integrity of legally binding documents
- Electronically sign documents
- Safeguarding electronically signed documents
- Enable the appropriate digital authentication of electronically signed documents taking into consideration the Electronic Communication and Transaction Act 2002 No. 25 OF 2002 (ECTA)
- Based on the NHBRC digital work flow electronic document must follow a Delegation of Authority matrix
- The solution must provide a secure electronic record management feature
- Seamless externally enabled partner digital signature
- Seamless business systems and productivity tools integration like SAP, MS Teams & Office 365
- Dashboard view of all workflows

4.3 Duration of Contract

4.3.1 The duration of the contract shall be performance based for a period of one (01) year.

5 SERVICE PROVIDER RESPONSIBILITIES

5.1 As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30
- The service provider must avail themselves as and when required by the NHBRC.
- The service provider will be expected to provide high quality work.
- The service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
- The service provider is expected to transfer skills, knowledge and training to the NHBRC staff for the duration of the project.
- Response to queries within a 24hour turnaround time.

6 ELIMINATION CRITERIA

6.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

7 REPORTING

7.1 The report format will be agreed upon between the service provider and NHBRC

7.2 The service provider shall provide monthly and quarterly to IT administrator.

8 TRACK RECORD

8.1 A complete list of the five (05) most recent projects that were successfully completed with regards to electronic signature services.

9 TECHNICAL DATA TO BE SUBMITTED BY BIDDER

9.1 General Information

9.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in the provision of electronic signature services. The service provider is expected to provide proof of expertise.

9.2 Requisites of the Service Provider:

9.2.1. A detailed proposal:

9.2.2. Understanding of terms of reference.

9.2.3. Quality Assurance measures (process and control).

9.2.4. Methodology/process to successfully deliver

9.2.5. Detailed Pricing Schedule (Refer to **Annexure A** for the pricing schedule as attached to this document)

- 9.2.6. The track record of the company, with emphasis on services provided in electronic signature.
- 9.2.7. Reference letters from previous and or current clients confirming that they have been involved in electronic signature projects.
- 9.2.8. Reference letter must be in the last five (05) five years.
- 9.2.9. Project Manager assigned to the project must have skills and experience in electronic signature. (Please attach CV)
- 9.2.10. The project manager assigned to the project shall not be changed without prior notification of the NHBRC's Management.

9.3 The following is what is required to be submitted by the bidders.

9.3.1. Positive written contactable references for projects the service provider has completed with regards electronic signature services in the last five (05) years. The service provider must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

9.3.2. Expertise and experience of key personnel

- 9.3.2.1. The successful service provider will be required to provide the expertise and experience to successfully deliver electronic signature services.
- 9.3.2.2. Suitably qualified and experienced technical personnel must be assigned to this project.

Please complete a summary detail of the Project Manager in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (05) YEARS			
	Full Name	Role in Project	Key Area of Specialization	Years of Experience in the industry
1.				
2.				
3.				
4.				
5.				

Note, in addition please provide the following:

- A CV of the project manager highlighting specific and relevant experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.
- Certified Identity Document of the project manager not older than three (03) months

10 TECHNICAL AND PRICE EVALUATION CRITERIA

10.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

- **Stage 1: Compliance check of Mandatory Requirements;**
- **Stage 2: Functional Evaluation Criteria**
- **Stage 3: Price and Preference Points Evaluation**

Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions	Yes/No
1.	Submission of bid in an envelope MUST include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) and deposited into the tender box. NB: The Original hard copy submission in the envelope MUST be the same as the electronic copy. (Mandatory)	
2.	SBD1 Invitation to bid, MUST be completed and signed, failure to complete will result in the bidder being disqualified. (Mandatory)	
3.	SBD 3.1 Pricing Schedule (Firm Price) Make sure it is completed	
4.	Annexure A Pricing schedule: including a detailed costing breakdown of all costs (Mandatory)	

5.	SBD 4 (Bidders Disclosure Form, Must be completed and signed), failure to complete and signing the document will result in the bidder being disqualified. (Mandatory)	
6.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	SBD 7.2 (Contract Form, MUST be completed and signed), failure to complete will result in the bidder being disqualified. (Mandatory)	
8.	Bidder MUST submit certified proof of accreditation certificate under the Electronic Communications and Transactions Act 25 of 2002 (ECTA) for provision of digital/advanced electronic signatures. (Mandatory) NB: Online verification of certification may be conducted.	
9.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	

Note: NHBRC will be using General Conditions Contract (GCC) as issued by National Treasury and SLA for the management of the contract

Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of **Stage 1** will be invalidated or disqualified from the process.

Functionality Evaluation (combination of paper based and site presentation)

1. Paper Based Evaluation – Bidders will be evaluated out of 80 points and bidders are required to achieve minimum threshold of 60 points or more out of 80 points. Only bidders who achieve a minimum of 60 points or more will qualify for site presentation, the Bid Evaluation Committee shall conduct a site presentation on the date specified by the Committee.
2. Site Presentation – Bidders will be evaluated out of 20 points and are required to achieve 20 points out of 20 points.
3. The overall combined score for paper based and site presentation must be equal to or above 80 points to proceed to Stage 3 for Price and Preference Points Evaluations.

The bidder's information will be scored according to the following points system:

Paper based evaluation:

- Details as per the proposal Stage 2: Part 1 - Functionality score 80

Site Presentation

- Details as per the proposal Stage 2: Part 2 - Site Presentation score 20

OVERALL COMBINED POINTS (PART 1 AND 2): 100

PART 1

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Member score for criteria

X Weight per criteria = Total Score per criteria

Highest points for criteria

Item No	Evaluation Criteria	Description	Weight (%)
1.	Bidder experience in providing electronic signature service and support	<p>At least five (05) years' experience the company has been providing electronic signature services and support. Please attach list of projects indicating the number of years in business providing electronic signature services and support. Please attach list of projects completed.</p> <p><u>Bidder Experience</u></p> <p>0 years' experience = 0 Points 1 years' experience = 1 Points 2 years' experience = 2 Points 3 years' experience = 3 Points 4 years' experience = 4 Points 5 years' experience and more = 5 Points</p>	30
2.	Client References	<p>The service provider must provide positive written contactable references indicating track record with regard to electronic signature services. The reference letter must in the last five (05) years.</p> <p>The reference letters from the clients of a bidder MUST include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person • Reference letters MUST indicate the period when the project was executed. 	50

Item No	Evaluation Criteria	Description	Weight (%)
		<p>Service provider Reference Letter Scoring</p> <p>0 reference letter= 0 Points 1 positive reference letter = 1 Point 2 positive reference letters = 2 Points 3 positive reference letters = 3 Points 4 positive reference letters = 4 Points 5 positive reference letters and more = 5 Points</p> <p>The NHBRC reserves the right to verify the validity of the document submitted.</p> <p>NB: Reference letters will be inextricably linked to experience</p>	
SUBTOTAL			80 Points
MINIMUM QUALIFYING REQUIREMENT			60 Points

NB: Only bidders who score 60 Points or more for (Part 1) will qualify for site presentation (Part 2)

PART 2

Site Presentation	<p>Bidder will be required to perform an onsite presentation and the following will be assessed:</p> <ul style="list-style-type: none"> • Electronically sign documents • Safeguarding electronically signed documents • Based on the NHBRC digital work flow electronic document must follow a Delegation of Authority matrix • The solution must provide a secure electronic record management feature • Dashboard view of all workflows <p><u>Scoring allocation</u></p> <p>Bidders did not meet the requirements listed above on site presentation = 0 Points Bidders meet ALL requirements listed above on site presentation = 5 Points</p>	20
SUBTOTAL		20 Points
TOTAL FOR PART 1 and 2		100 Points

Bidders who score a total of 80 or more points on two stages (Paper based and site presentation) will qualify for further evaluation which is Price and Preference points system.

NB: The minimum threshold for functionality is 80 points out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (80 points) for Stage 2 (Functional Requirements) will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the below:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

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

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	6
Disabilities	2
TOTAL	20 Points

The following formula must be applied to calculate the number of points for preference points:

$$NEP = NOP \times \frac{EP}{100}$$

Where

NEP = Points awarded for equity ownership Preference Points

NOP = The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

11 RFP SUBMISSION INSTRUCTIONS

11.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

12 AVAILABILITY OF THE RFP DOCUMENT

12.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from **the 01 March 2023**

12.2 There will be a virtual **non- compulsory briefing session** that will be held on the **09 March 2023 at 11h00**

12.3 Link for virtual non-compulsory briefing session: <https://events.teams.microsoft.com/event/3910677a-e543-40f6-a304-e7289a7ad2bf@3fa2c7f2-3ceb-4b67-aec9-08d186f26abc>

12.4 **Link can also be accessed on the NHBRC website: www.nhbrc.org.za/current-tenders**

13 RFP CLOSING DATE

13.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **30 March 2023 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope clearly **marked (one (1) Original hard copy and one (1) Memory Stick/USB with scanned original documents)** with the bid number and the full name of the service provider(s).

13.2 No late submissions will be accepted.

14 VALIDITY PERIOD OF BIDS

14.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

15 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

15.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Ms.Paballo Relela, Mr.Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

16 SUBMISSIONS OF PROPOSALS

- 16.1 Submission of bid **MUST include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) envelope and deposited into the tender box. NB: The Original hard copy submission in the envelope MUST be the same as the electronic copy.**
- 16.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

17 POPIA

- 17.1 The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 17.2 The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 17.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 17.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC. ”

ANNEXURE-A (PRICING SCHEDULE)

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note: All prices must be inclusive of VAT.**

Service Description	Cost
Implementation	
Monitoring	
Maintenance and Support	
Training and skill transfer	
Total (Excl VAT)	
Total (Incl VAT)	

NB: PRICE

All prices charged should be inclusive of VAT. The bid proposal should clearly indicate the total price bid.

The Service provider should carry their own travel and accommodation costs (if any).