



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Clarification Meeting

Tender 252S/2025/26

**SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF IDENTITY LIFECYCLE
MANAGEMENT SOLUTION FOR THE CITY OF CAPE TOWN**

Closing Date: 02 July 2026

**05 June 2026
10:00 – 12:00**

Agenda

#	Item	Time	Time Allocation	Speaker
1.	Welcome and Introduction	10:00 – 10:05	5 minutes	Alan Moon
2.	General Information	10:05 – 10:10	5 minutes	Alan Moon
3.	Notices Issued to Tenderers			Alan Moon
4.	Lessons Learnt	10:10 – 10:30	20 minutes	Alan Moon
5.	A Responsive Tender			Alan Moon
6.	Award Mechanism			Alan Moon
7.	Eligibility	10:30 – 11:15	45 minutes	Ashendran Naicker
8.	Functionality			Ashendran Naicker
9.	Pricing			Ashendran Naicker
10.	Returnables			Ashendran Naicker
11.	Questions	11:15 – 12:00	45 minutes	Questions

1. Welcome & Introduction

1. The purpose of this session is to provide clear and comprehensive information that will assist bidders to submit an accurate response to the Supply, Install And Maintain a Identity Lifecycle Management System For The City Of Cape Town Tender 252S/2025/26.
2. Please confirm your attendance by posting the following information in the online chat:
 - a) Name and Surname
 - b) Position at Company
 - c) Company representing
 - d) Contact details (email and phone)
3. Please ensure the register has been signed which is available at the entrance.

2.a General Information

- Tender Advertised : 29 May 2026
- Clarification Meeting : Time: 10:00am to 12:00pm on Date: 05.06.2026
Non-compulsory hybrid meeting but attendance is highly recommended
- Closing Date : 02 July 2026 @ 10h00am**
- Contract Period : A period of 10 years from date of commencement of contract
(subject to approval of MFMA Section 33 process)
- Tender Box : Box Number **207**
- Tender Queries : SCM.Tenders21@capetown.gov.za
: Only questions submitted to this e-mail address will be responded to.
: CCT will issue meeting minutes and copy of the presentation by 12th June 2026
: No additional queries will be entertained from the 25th of June 2026
: N.B. No notices will be issued during the last week of the tender period

2.b General Information

1. Tender submissions **must** be provided in both hard copy and soft copy, with the hard copy taking precedence in the event of any discrepancies (With the exception of any video's/ demonstration which must be submitted in duplicate on USB Drives).
 - It is recommended that documents be completed electronically and printed as proof in the hard copy.
2. Questions of Clarity (QoC's) refer to the City requesting clarity from bidders during the **evaluation process**. Tenderers must:
 - a) Respond to QoC's in a timely manner. Failure to respond to the QoC's within the designated timeframe will lead to non-responsive bids.
 - b) Provide **ALL** information requested in the response email.
 - c) Ensure contactable and accurate contact information, and if any changes, CCT must be notified based on contact details in the tender document.
 - d) **NOT submit new information within QoC's nor can the offer be amended at this stage.**

3. Notices Issued to Tenderers

PLEASE NOTE: The CCT will only issue tender documents through its Tender Distribution Office or make it available for download from the CCT Website (www.capetown.gov.za).

Bidders must ensure that they capture their details correctly and legibly on the attendance register at the Clarification Meeting.

- **These details will be used to communicate Notices.**
- **Indicate the primary contact details on the attendance register**

4.a Conditions of Tender

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- Tenderers are reminded to read the Conditions of Tender carefully to avoid submitting a non-responsive tender.
- The following slides highlight some of the most important pitfalls in this regard.

4.b Lessons Learnt

The below are possible (but not exhaustive) reasons for a tender to be deemed non-responsive:

- Not providing sufficient content to constitute an offer
- Not replying to Questions of Clarity (QoC's) requests timeously or completely
- Not submitting required content or mandatory information
- Not complying with tender conditions (Non – Responsive Tender):
 - Not providing all items
 - Changing the offer during clarifications
 - Not completing all schedules fully
 - Changing the tender document
 - **Proposing material deviations/ assumptions such as:**
 - **Changing the scope, quality or performance of goods and services in the specifications**
 - **Change the CCT or tenderer's risks and responsibilities**
 - **Affect the competitive position of other Tenderers presenting responsive tenders, if it were to be rectified**

4.b Lessons Learnt (cont.)

The below are possible (but not exhaustive) reasons for a tender to be deemed non-responsive (cont.):

- Not including any returnable tender notices and/or replacement pages in bid submissions
- Errors in pricing the document:
 - Pricing should be done strictly according to the pricing instructions
 - Not pricing all mandatory items
 - Pricing based on assumptions (please clarify any uncertainty prior to submission)
 - Not ensuring that prices are all inclusive as detailed in the Pricing Instructions.
 - Changing the Unit of Measure (e.g. per named user instead of per seat)
- Alternative Tenders
 - Unless otherwise stated in the Conditions of Tender, the tenderers may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted. If a tenderer wishes to submit an alternative tender offer, he/she/it shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked “Alternative Tender” in order to distinguish it from the main tender offer.

5. A Responsive Tender

A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification.

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Clause 2.3.7.2 Test for responsiveness

A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) Detrimentially affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,
- b) Significantly change the CCT's or the Tenderer 's risks and responsibilities under the contract, or
- c) Affect the competitive position of other Tenderers presenting responsive tenders, if it were to be rectified.

The CCT will reject a non-responsive tender offer and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

NOTE: (Not an additional tender clause)

1. Tenderers can communicate with the CCT to clarify any questions they may have up to one week (25 June 2026) before the tender closing date of 02 July 2026.
2. Consider the award methodology being separate for each schedule (Responsiveness tested independently).

6. Award Mechanism

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2.1.5.1 General

Unless otherwise stated in the Conditions of Tender, a contract will be concluded with the bidder who scores the highest number of tender adjudication points.

Schedules A, B, and C will be treated as one group and awarded together. The CCT intends to appoint one bidder to provide the goods or services on a “winner takes all” basis and one Standby Bidder at the City’s discretion as per clause 2.1.5.3.

The contract period shall be for a period of **ten (10) years** from the commencement date of the contract, subject to the MFMA Section 33 process being concluded.

2.1.5.3 Nomination of Standby Bidder

“Standby Bidder” means a bidder, identified by the CCT at the time of awarding a bid that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, **the CCT may consider the award of the contract, or non-award, to the Standby Bidder** in terms of the procedures included its SCM Policy, as amended from time to time.

7.a Eligibility

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2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule below to be completed).
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule below to be completed).
- c) A copy of the partnership / joint venture / consortium agreement to be provided, where applicable.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule below to be completed).
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders' past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed).
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule below to be completed).
- g) The tenderer (including any of its representatives, directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer's tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS.
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage.
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, who is directly or indirectly involved or associated with the bid specification committee.
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the CCT** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- l) The tenderer (including any of its representatives, directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time.
- m) The tenderer (including any of its representatives, directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

If applicable

These are standard, mandatory requirements. Failure to meet even 1 of these will lead to the tender being declared non-responsive.

7.b Eligibility

1. OSM/OEM Accreditation

2.2.1.1.4 OEM Accreditation/ Authorisation

Tenderers must be authorised or accredited by the Original Equipment Manufacturer (OEM) to sell the software solution and to manage all required escalations. If the authorisation or accreditation is issued by a distributor instead of the OEM, proof must be provided showing that the distributor is authorised by the OEM to resell and/or issue such software.

These requirements apply to any offer for an IGA or PAM solution that involves supplying, using, implementing, or supporting products, software, systems, or components for which an Original Equipment Manufacturer/Original Software Manufacturer (OEM/OSM) exists.

At the tender closing date, tenderers must submit all relevant documentation demonstrating their authority to sell, distribute, implement, and support the proposed software solution, and to manage any related warranty processes and escalations.

All letters submitted must adhere to the following requirements:

- Provide contact details of the OEM/OSM/Distributor
- Validity period
- Include the proposed product name(s)

OEM/OSM Declaration

If the tendering entity is the OEM/OSM, a declaration is required in the form of written confirmation on a letterhead, confirming that the tendering entity will supply, support and manage any warranty processes and escalations, as and when required.

Direct Accreditation With OEM/OSM

If the tendering entity has direct Accreditation with the OEM/OSM, the tendering entity must provide valid proof of such accreditation. This proof must be submitted as an official written confirmation, issued on the OEM/OSM's letterhead, and must be valid as at the tender closing date. The confirmation must expressly authorise the tendering entity to resell the OEM/OSM's goods, support and manage any warranty processes and escalations, as and when required.

7.c Eligibility

Accreditation Through A Distributor

If the tendering entity has direct Accreditation with an accredited distributor, the tendering entity must provide two forms of documentary proof confirming such valid accreditations, on the respective entities' official letterheads, valid as at the tender closing date, and expressly authorising to resell goods, support and manage any warranty processes and escalations, as and when required.

The required documentation comprises:

- (a) an authorisation letter issued by the OEM/OSM to the accredited distributor; and
- (b) an authorisation letter issued by the accredited distributor to the tendering entity.

Tenderers are to submit, either with their tender submission (attached to Schedule F.13A), or within a specified timeframe after being requested to do so; proof of authority from the OEM to sell/maintain/ support the products of the OEM.

2.2.1.1.5 OEM Retail Price List

The tenderer shall provide detailed and comprehensive OEM Retail Price Lists (Attached to Schedule F.13B of the tender), for each OEM product listed in the Price Schedules. The OEM price is the Original Equipment Manufacture's Retail Price at the closing date of the tender.

CCT reserves the right to approach the Original Equipment Manufacturers directly for OEM Retail Price Lists, if required to ensure fair, equitable, transparent, competitive and cost-effective evaluation of the Bid as well as during the contract term for verification purposes.

The award of the tender will be based on the OEM(s) indicated by the tenderer, the retail price offered and mark-up percentages (%) the tenderer applies to a specific OEM's Retail Price List.

2.2.1.1.6 Requirements for IGA

Tenderers are requested to provide information regarding their ability to support an IGA solution. To assist the CCT in evaluating the proposed solution, tenderers should submit sufficient and verifiable evidence for each item listed in Schedule F.13F.

Acceptable supporting evidence may include but is not limited to supplier or product information sheets or official vendor documentation or recorded video demonstrations or walkthroughs.

Tenderers must complete Schedule F.13F and attach all relevant evidence to Schedule F.13F.

2.2.1.1.7 Requirements for PAM

Tenderers are requested to provide information regarding their ability to support an PAM solution. To assist the CCT in evaluating the proposed solution, tenderers should submit sufficient and verifiable evidence for each item listed in Schedule F.13G.

Acceptable supporting evidence may include but is not limited to supplier or product information sheets or official vendor documentation or recorded video demonstrations or walkthroughs. 11

Tenderers must complete Schedule F.13G and attach all relevant evidence to Schedule F.13G.

8.a Functionality

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2.2.1.1.8 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive. **In order for the Bid Evaluation Committee to score the offers; tenderers MUST complete Schedules F.13C, F.13D and F.13E of the tender.** Only projects for which sufficient and verifiable evidence is provided will be scored. Projects that cannot be verified will receive zero points.

The description of the functionality criteria and the maximum possible score for each is shown in the table. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

The following evaluation criteria will apply:

- Number of years in the Industry. Please respond to this functionality requirement and provide evidence to your response in **Schedule F.13C – Evidence to Functionality: 2.2.1.1.8.1**
- Previous Implementation Project Size. Please respond to this functionality requirement in **Schedule F.13D – Evidence to Functionality: 2.2.1.1.8.2**
- Types of ILM Solutions Implemented. Tenderers must respond to this requirement and provide verifiable evidence for each solution type in **Schedule F.13E – Evidence to Functionality: 2.2.1.1.8.3.**

8.b Functionality

1. There are **3 evaluation criteria** for to determine the minimum score for functionality:

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Item	Evaluation criteria	Weight
2.2.1.1.8.1	Number of years in the Industry	40 points
2.2.1.1.8.2	Previous Implementation Project Size	30 points
2.2.1.1.8.3	Types of ILM Solutions Implemented	30 points

Where the entity tendering is a Joint Venture, the tenderer's tender response must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

PLEASE NOTE: The minimum qualifying score for functionality is **60** out of a maximum of **100** points.

Evaluation criteria for minimum functionality

Item	Evaluation Criteria	Applicable values/points	Scoring	Weight
2.2.1.1.8.1	<p>Number of years in the Industry:</p> <p>Tenderer to demonstrate knowledge and experience implementing, maintaining and supporting Identity Lifecycle Management (ILM) solutions including Identity Governance and Administration (IGA) solution(s) or Single Sign On (SSO) solution(s) or Privileged Access Management (PAM) solution(s) or Identity Proofing solution(s).</p> <p>Scoring will be based on the total accumulative number of years in delivering ILM solutions and services as confirmed by Schedule F.13C. Overlapping project periods will not be double counted.</p> <p>Please respond to this functionality requirement and provide evidence to your response in Schedule F.13C – Evidence to Functionality: 2.2.1.1.8.1</p>	<ul style="list-style-type: none"> • 0 years • > 0 and < 2 years • ≥ 2 and < 4 years • ≥ 4 and < 6 years • ≥ 6 years 	<ul style="list-style-type: none"> • 0 points • 10 points • 20 points • 30 points • 40 points 	40 points

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Returnable Schedule F.13C

Schedule F.13C - 2.2.1.1.8.1 Evidence to Functionality Requirement– Number of years in the Industry

Please provide evidence of the number of years the tenderer has been actively providing Identity Lifecycle Management (ILM) solutions including Identity Governance and Administration (IGA) solution(s) or Single Sign On (SSO) solution(s) or Privileged Access Management (PAM) solution(s) or Identity Proofing solution(s) to their client base. The Tenderer must specify client organisations, the solution/s provided, the implementation dates and duration of each project. The tenderer must also provide reference contact details for verification purposes.

No.	CLIENT	SOLUTION/S PROVIDED	DATE FROM	DATE TO	DURATION	PROJECT REFERENCE (Name, Active contact details)
1						Name:
						Contact details:
2						Name:
						Contact details:
3						Name:
						Contact details:
4						Name:
						Contact details:
5						Name:
						Contact details:

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Evaluation criteria for minimum functionality

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<p>2.2.1.1.8.2</p>	<p>Previous Implementation Project Size</p> <p>The Tenderer must demonstrate the scale of previously implemented projects, in terms of number of system users of the solution, for the implementation, maintenance, and support of Identity ILM solutions, including IGA or SSO or PAM or Identity Proofing solutions. Tenderers must specify the total number of actual users, not the product's theoretical capacity.</p> <p>Scoring will be based on the largest project size.</p> <p>Please respond to this functionality requirement in Schedule F.13D – Evidence to Functionality: 2.2.1.1.8.2</p>	<ul style="list-style-type: none"> • No response • Small <1000 users • Medium ≥ 1000 users < 5000 users • Large ≥ 5000 users 	<ul style="list-style-type: none"> • 0 points • 10 points • 20 points • 30 points 	<p>30 points</p>
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Returnable Schedule F.13D

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Schedule F.13D - 2.2.1.1.8.2 Evidence to Functionality Requirement – Previous Implementation Project Size

Tenderers must list completed projects involving Identity Lifecycle Management (ILM) solutions, including Identity Governance and Administration (IGA), Single Sign-On (SSO), Privileged Access Management (PAM), and/or Identity Proofing solutions. Tenderers must specify the name of the client organisations, the solution/s provided, the scale of previously implemented projects by specifying the number of users supported and the implementation dates and duration of each project. The tenderer must also provide reference contact details for verification purposes.

No.	CLIENT	SOLUTION/S PROVIDED	NUMBER OF SYSTEM USERS	DATE FROM	DATE TO	DURATION	PROJECT REFERENCE (Name, Active contact details)
1							Name:
							Contact details:
2							Name:
							Contact details:
3							Name:
							Contact details:
4							Name:
							Contact details:
5							Name:
							Contact details:

Evaluation criteria for minimum functionality

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Item	Evaluation Criteria	Applicable values/points	Scoring	Weight
2.2.1.1.8.3	<p>Types of ILM Solutions Implemented</p> <p>Tenderers must indicate the number of different ILM solution types they have successfully implemented, specifically across the following categories:</p> <ul style="list-style-type: none"> • IGA • PAM • Identity Proofing <p>Scoring will be based on the number of distinct solution types implemented, not the number of projects.</p> <p>Tenderers must respond to this requirement and provide verifiable evidence for each solution type in Schedule F.13E – Evidence to Functionality: 2.2.1.1.8.3.</p>	<ul style="list-style-type: none"> • 0 types of ILM Solutions • 1 type of ILM solution • 2 types of ILM solutions • 3 types of ILM solutions 	<ul style="list-style-type: none"> • 0 points • 5 points • 15 points • 30 points 	30 points

Returnable Schedule F.13E

Schedule F.13E - 2.2.1.1.8.3 Evidence to Functionality Requirement– Types of ILM solutions implemented

Tenderers must indicate the number of different ILM solution types they have successfully implemented, specifically across the following categories: IGA, PAM and Identity Proofing. The tenderer must also provide reference contact details for verification purposes.

No.	CLIENT	TYPE OF SOLUTION/S PROVIDED (IGA, PAM or Identity Proofing)	DATE FROM	DATE TO	DURATION	PROJECT REFERENCE (Name, Active contact details)
1						Name: Contact details:
2						Name: Contact details:
3						Name: Contact details:
4						Name: Contact details:
5						Name: Contact details:

9 Pricing instructions

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5.1 State the rates and prices in Rand unless instructed otherwise in the Conditions of Tender.

5.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.

5.3 All prices tendered must **include all expenses, disbursements and costs** (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer's obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). **All prices tendered will be final and binding.**

5.4 All prices shall be tendered in accordance with the **units specified in this schedule.**

5.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.

5.6 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word "included" or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item.** The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the CCT may also perform a risk analysis with regard to the reasonableness of such rates. This instruction does not apply to optional items (Tables A.7, B.7 and C.7).

5.7 Provide fixed rates and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract.

5.8 General specifications for items in the (C.4) Price Schedule, appear in section (C.5) SPECIFICATION(S). Tenderers must refer to these specifications when completing the Price Schedule.

5.9 A mark-up percentage (%) is applied to the Original Equipment Manufacturer (OEM) Retail Price to determine the evaluation price.

The mark-up percentage (%) represents the mark-up amount expressed as a percentage of the OEM Retail Price, calculated as: $\text{Mark-up \%} = (\text{Mark-up amount} / \text{OEM Retail Price}) \times 100$. The Evaluation Price is the total price used for tender evaluation and ranking, calculated as: $\text{Evaluation Price} = \text{OEM Price} + \text{Mark-up}$

5.10 Tenderers are required to **indicate where prices are included in a different line item** as where indicated in the pricing tables below, e.g. when software maintenance and support is included in the software licence costs.

9.a Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.1. SUPPLY OF IGA – LICENCING

This table is for the pricing to supply OEM products for an IGA solution in terms of software application and appropriate user / access licences. Tenderers must identify the software OEM or vendor in the indicated column (column 3).

Refer to **Section 6.1 of C.5 Specifications** for the functional requirements of the IGA solution.

The OEM price is for evaluation purposes only.

Item	Description	Source of Goods (OEM or Distributor)	Unit	OEM Price Per Unit	Mark-up (%)	Price per Unit (ZAR excl. VAT) (OEM Price + Mark-up)
A.1.1	Software Licence per user (Annual licence cost)		Per User	R	%	R

9.b Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.2. IMPLEMENTATION OF THE IGA SOLUTION

This table is for the pricing of services to install, configure and deploy the proposed OEM solution for the proposed IGA tool.

Tenderers are to refer to **Section 6.9 of the C.5 Specifications** for the implementation requirements, project methodology and deliverables applicable in the City.

The OEM price is for evaluation purposes only.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
A.2.1	Implementation of the IGA toolset according to the implementation requirements (which includes Envisioning, Planning, Develop/Build/Integration, Stabilization and Deployment), project methodology and deliverables as described in Section 6.9 of the C.5 Specifications – Requirements for the Implementation of the ILM Solution . Implementation cost must include low code development, integrations, customisations, 3 months' hyper-care support post go-live, project management, change management functions, change management material.	Complete implementation of the IGA solution	R
A.2.2	Configuration of SSO for current applications during the implementation phase of the project.	Per application	R

9.c Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.3. SOFTWARE MAINTENANCE AND SUPPORT OF IGA SOLUTION

This table is for the pricing of software maintenance and support services for the proposed IGA tool.

Tenderers are to refer to **Section 6.10 of the C.5 Specifications** for the maintenance and support requirements.

The OEM price is for evaluation purposes only.

Item	Description	Unit	OEM Price Per Unit	Mark-up (%)	Price per Unit (ZAR excl. VAT)
A.3.1	Software maintenance and support services - IGA	Annual	R	%	R

9.d Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.4. THE IGA SOLUTION - TRAINING				
This table is for the pricing of services to train administrators on the proposed IGA tool.				
Please refer to Section 6.8 of the C.5 Specifications for detailed specifications of the training requirements for the City.				

Item	Description	Training delivery	Unit	Price per Unit (ZAR excl. VAT)
A.4.1	Instructor-led administrator training – IGA	Classroom based	Per Administrator	R
A.4.2	Instructor-led administrator training – IGA	Virtual training	Per Administrator	R
A.4.3	Certification training – IGA	Classroom based	Per Administrator	R
A.4.4	Certification training – IGA	Virtual training	Per Administrator	R
A.4.5	Self-paced Web-based Training - IGA	Web-based	Per Administrator	R

9.e Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.5. PROFESSIONAL SERVICES OF THE IGA SOLUTION

This table is for the labour rates associated with the ad-hoc Services of IGA Solution.

Tenderers are to refer to **Section 6.11 of the C.5 Specifications** for the professional services requirements.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
A.5.1	Project Manager	Per hour	R
A.5.2	Technical Architect/Lead	Per hour	R
A.5.3	Technical Consultant	Per hour	R
A.5.4	Senior Consultant	Per hour	R
A.5.5	Consultant	Per hour	R

9.f Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.6. MANAGED SERVICES FOR THE IGA SOLUTION

This table is for the labour rates associated with the Managed Services of IGA Solution.

Tenderers are to refer to **Section 6.12 of the C.5 Specifications** for the managed services requirements. Type 1, 2 and 3 Resources are defined in this section of the specifications.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
A.6.1	Type 1 Resource	Per hour	R
A.6.2	Type 2 Resource	Per hour	R
A.6.3	Type 3 Resource	Per hour	R

9.g Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.6. MANAGED SERVICES FOR THE IGA SOLUTION

This table is for the labour rates associated with the Managed Services of IGA Solution.

Tenderers are to refer to **Section 6.12 of the C.5 Specifications** for the managed services requirements. Type 1, 2 and 3 Resources are defined in this section of the specifications.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
A.6.1	Type 1 Resource	Per hour	R
A.6.2	Type 2 Resource	Per hour	R
A.6.3	Type 3 Resource	Per hour	R

9.h Pricing

SCHEDULE A. SUPPLY OF SOLUTION FOR IDENTITY GOVERNANCE AND ADMINISTRATION (IGA) SOLUTION(S)

TABLE A.7. OPTIONAL IGA SOLUTION COMPONENTS

This table is for the pricing of optional IGA solution components for the proposed IGA tool.

Tenderers are to list any additional optional IGA solution components which may offer value over the contract term. Tenderers are to expand lines as required and to include appropriate descriptions and units.

Please note this section does not include items included as part of **C.5 Specifications**. These items will not form part of the evaluation of this tender.

Tenderers may add additional rows to the table below.

Item	Description	Unit	OEM Price Per Unit	Mark-up (%)	Price per Unit (ZAR excl. VAT)
A.7.1			R	%	R
A7.2			R	%	R
A7.3			R	%	R

9.i Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

Table B.1 SUPPLY OF PAM SOLUTION – SOFTWARE AND LICENCING

This table is for the pricing to supply OEM products for PAM solution in terms of software application and appropriate user / access licenses. Tenderers must identify the software OEM or vendor in the indicated column (column 3).

Refer to **Section 6.3 of C.5 Specifications** for the functional requirements of the PAM solution.

The OEM price is for evaluation purposes only.

Item	Description	Source of Goods Identify OEM or Distributor	Unit	OEM Price Per Unit	Mark-Up (%)	Price per Unit (ZAR excl. VAT) (OEM Price + Mark- up)
B.1.1	PAM Tool / Toolset (Annual licence cost)		Per module	R	%	R
B.1.2	Software Licence per user (Annual licence cost, pricelist detail to be provided)		Per User	R	%	R
B.1.3	Cloud storage cost		Per GB	R	%	R

9.j Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.2. IMPLEMENTATION OF THE PAM SOLUTION

This table is for the pricing of services to install, configure and deploy the proposed OEM solution for the proposed PAM tool.

Tenderers are to refer to **Section 6.9 of C.5 Specifications** for the implementation requirements, project methodology and deliverables applicable in the City.

The OEM price is for evaluation purposes only.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
B.2.1	<p>Implementation of the PAM toolset according to the implementation requirements (which includes Envisioning, Planning, Develop/Build/Integration, Stabilization and Deployment), project methodology and deliverables as described in section C.5 Specifications – Requirements for the Implementation of the ILM Solution.</p> <p>Implementation cost must include low code development, integrations, customisations, project management, change management functions, change management material.</p>	Complete Installation of PAM solution	R

9.k Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.3. SUPPORT AND MAINTENANCE OF PAM SOLUTION

This table is for the pricing of maintenance and support services for the proposed PAM tool.

Tenderers are to refer to **Section 6.10 of C.5 Specifications** for detail specifications of the maintenance and support requirements.

The OEM price is for evaluation purposes only.

Item	Description	Unit	OEM Price	Mark-up (%)	Price per Unit (ZAR excl. VAT) (OEM Price + Mark-up)
B.3.1	Software maintenance and support services - PAM	Annual	R	%	R

9.1 Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.4. THE PAM SOLUTION - TRAINING

This table is for the pricing of services to train administrators on the proposed PAM tool.

Tenderers are to refer to **Section 6.8 of C.5 Specifications** for detail specifications of the training requirements for the City.

Item	Description	Training delivery	Unit	Price per Unit (ZAR excl. VAT)
B.4.1	Instructor-led administrator training – PAM	Classroom based	Per Administrator	R
B.4.2	Instructor-led administrator training – PAM	Virtual training	Per Administrator	R
B.4.3	Certification training – PAM	Classroom based	Per Administrator	R
B.4.4	Certification training – PAM	Virtual training	Per Administrator	R
B.4.5	Self-paced Web-based Training - PAM	Web-based	Per Administrator	R

9.m Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.5. PROFESSIONAL SERVICES OF THE PAM SOLUTION

This table is for the labour rates associated with the ad-hoc Services of PAM Solution.

Tenderers are to refer to **Section 6.11 of C.5 Specifications** for the professional services requirements.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
B.5.1	Project Manager	Per hour	R
B.5.2	Technical Architect/Lead	Per hour	R
B.5.3	Technical Consultant	Per hour	R
B.5.4	Senior Consultant	Per hour	R
B.5.5	Consultant	Per hour	R



9.n Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.6. MANAGED SERVICES FOR THE PAM SOLUTION

This table is for the labour rates associated with the Managed Services of PAM Solution.

Tenderers are to refer to **Section 6.12 of C.5 Specifications** for the managed services requirements.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
B.6.1	Type 1 Resource	Per hour	R
B.6.2	Type 2 Resource	Per hour	R
B.6.3	Type 3 Resource	Per hour	R

9.0 Pricing

SCHEDULE B. SUPPLY OF SOLUTION AND SERVICES FOR PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

TABLE B.7. OPTIONAL PAM SOLUTION COMPONENTS

This table is for the pricing of optional PAM solution components for the proposed PAM tool.

Tenderers are to list any additional optional PAM solution components which may offer value over the contract term. Tenderers are to expand lines as required and to include appropriate descriptions and units.

Please note this section does not include items included as part of C.5 Specifications. These items will not form part of the evaluation of this tender.

Tenderers may add additional rows to the table below.

Item	Description	Unit	OEM Price Per Unit	Mark-up (%)	Price per Unit (ZAR excl. VAT)
B.7.1			R	%	R
B7.2			R	%	R
B7.3			R	%	R

9.p Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.1 SUPPLY OF IDENTITY PROOFING SOLUTION – SOFTWARE AND LICENCING

This table is for the pricing to supply OEM products for identity Proofing solution in terms of software application and appropriate user / access licenses.

Tenderers must identify the software OEM or vendor in the indicated column (column 3).

Tenderers are to refer to **Section 6.5 of C.5 Specifications** for the functional requirements of the Identity Proofing solution.

The OEM price is for evaluation purposes only.

Item	Description	Source of Goods Identify OEM	Unit	OEM Price	Mark-Up (%)	Price per Unit (ZAR excl. VAT) (OEM Price + Mark-up)
C.1.1	Usage fee per user verification (Annual Service cost, pricelist detail to be provided)		Per User Verification	R	%	R

9.q Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.2. IMPLEMENTATION OF THE IDENTITY PROOFING SOLUTION

This table is for the pricing of services to install, configure and deploy the proposed OEM solution for the proposed Identity Proofing tool.

Tenderers are to refer to **Section 6.9 of C.5 Specifications** for the implementation requirements, project methodology and deliverables applicable in the City.

The OEM price is for evaluation purposes only.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
C.2.1	<p>Implementation of the Identity Proofing toolset according to the implementation requirements (which includes Envisioning, Planning, Develop/Build/Integration, Stabilization and Deployment), project methodology and deliverables as described in section C.5 Specifications – Requirements for the Implementation of the ILM Solution.</p> <p>Implementation cost must include low code development, integrations, customisations, project management, change management functions, change management material</p>	Complete Installation of Identity Proofing solution	R

9.r Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.3. SUPPORT AND MAINTENANCE OF IDENTITY PROOFING SOLUTION

This table is for the pricing of maintenance and support services for the proposed Identity Proofing tool.

Tenderers are to refer to **Section 6.10 of C.5 Specifications** for the maintenance and support requirements.

The OEM price is for evaluation purposes only.

Item	Description	Unit	OEM Price	Mark-up (%)	Price per Unit (ZAR excl. VAT) (OEM Price + Mark-up)
C.3.1	Software maintenance and support services - IDENTITY PROOFING	Annual	R	%	R

9.s Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.4. THE IDENTITY PROOFING SOLUTION - TRAINING

This table is for the pricing of services to train administrators on the proposed Identity Proofing tool.

Tenderers are to refer to **Section 6.8 of C.5 Specifications** for the training requirements for the City.

Item	Description	Training delivery	Unit	Price per Unit (ZAR excl. VAT)
C.4.1	Instructor-led administrator training – IDENTITY PROOFING	Classroom based	Per Administrator	R
C.4.2	Instructor-led administrator training – IDENTITY PROOFING	Virtual training	Per Administrator	R
C.4.3	Certification training – IDENTITY PROOFING	Classroom based	Per Administrator	R
C.4.4	Certification training – IDENTITY PROOFING	Virtual training	Per Administrator	R
C.4.5	Self-paced Web-based Training - IDENTITY PROOFING	Web-based	Per Administrator	R

9.t Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.5. PROFESSIONAL SERVICES FOR THE IDENTITY PROOFING SOLUTION

This table is for the labour rates associated with the ad-hoc Services of Identity Proofing Solution.

Tenderers are to refer to **Section 6.11 of C.5 Specifications** for the professional services requirements.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
C.5.1	Project Manager	Per hour	R
C.5.2	Technical Architect/Lead	Per hour	R
C.5.3	Technical Consultant	Per hour	R
C.5.4	Senior Consultant	Per hour	R
C.5.5	Consultant	Per hour	R

9.u Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.6. MANAGED SERVICES FOR THE IDENTITY PROOFING SOLUTION

This table is for the labour rates associated with the Managed Services of Identity Proofing Solution.

Tenderers are to refer to **Section 6.12 of C.5 Specifications** for the managed services requirements.

Item	Description	Unit	Price per Unit (ZAR excl. VAT)
C.6.1	Type 1 Resource	Per hour	R
C.6.2	Type 2 Resource	Per hour	R
C.6.3	Type 3 Resource	Per hour	R

9.v Pricing

SCHEDULE C. SUPPLY OF SOLUTION AND SERVICES FOR IDENTITY PROOFING SOLUTION

TABLE C.7. OPTIONAL IDENTITY PROOFING SERVICE COMPONENTS					
<p>This table is for the pricing of optional identity proofing service components for the proposed identity proofing service.</p> <p>Tenderers are to list any additional optional identity proofing services components which may offer value over the contract term. Tenderers are to expand lines as required and to include appropriate descriptions and units.</p> <p>Please note this section does not include items included as part of C.5 Specifications. These items will not form part of the evaluation of this tender.</p> <p>Tenderers may add additional rows to the table below.</p>					

Item	Description	Unit	OEM Price Per Unit	Mark-up (%)	Price per Unit (ZAR excl. VAT)
C.7.1			R	%	R
C7.2			R	%	R
C7.3			R	%	R

10.a List of Returnables

- Schedule F.1: Contract Price Adjustment and/or Rate of Exchange Variation*
- Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums*
- Schedule F.3: Declaration for Procurement above R10 million*
- Schedule F.4: Preference Points Claim Form In Terms Of the Preferential Procurement Regulations 2022*
- Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)*
- Schedule F.6: Conflict of Interest Declaration**
- Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)*
- Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT*
- Schedule F.9: Certificate of Independent Tender Determination*
- Schedule F.10: Proposed Deviations And Qualifications By Tenderer (See slide 10)**
- Schedule F.11: List of Other Documents Attached By Tenderer*
- Schedule F.12: Record of Addenda to Tender Documents*
- Schedule F.13: Information to Be Provided With the Tender*
- Schedule F.14: Appeal Application*

10.b List of Returnables

Schedule F.13: Information to Be Provided With the Tender

- a) OEM Accreditation/ Authorisation: Tenderers are to attach proof of OEM Accreditation/ Authorisation to Schedule F.13A as per clause 2.2.1.1.4 of the Eligibility Criteria.
- b) OEM Retail Price List: Tenderers are to attach to Schedule F.13B the OEM Retail Price List as per clause 2.2.1.1.5 of the Eligibility Criteria.
- c) Functionality: Tenderers are to complete the evidence to Functionality Schedules i.e. Schedules F.13C, F.13D and F.13E as per clause 2.2.1.1.8 of the Eligibility Criteria.
- d) Requirements for Identity Governance and Administration: Tenderers are to complete the evidence to Schedules F.13F as per clause 2.2.1.1.6 of the Tenderer's Obligations.
- e) Requirements for PAM: Tenderers are to complete the evidence to Schedules F.13G as per clause 2.2.1.1.7 of the Tenderer's Obligations.
- f) On-premise infrastructure and software requirements for PAM: Tenderers are to complete the evidence to Schedules F.13H.
- g) Optional items: Tenderers are to complete the evidence with regards to the optional items to Schedules F.13I.

11. QUESTIONS?



Tender Advertised : 29 May 2026

Clarification Meeting : Time: 10:00am to 12:00pm on Date: 05.06.2026
Non-compulsory hybrid meeting but attendance is highly recommended

Closing Date : 02 July 2026 @ 10h00am

Contract Period : A period of 10 years from date of commencement of contract
(subject to approval of MFMA Section 33 process)

Tender Box : Box Number **207**

Tender Queries : SCM.Tenders21@capetown.gov.za
: Only questions submitted to this e-mail address will be responded to
: CCT will issue meeting minutes and copy of the presentation by 12th June 2026
: No additional queries will be entertained from the 25th of June 2026
: N.B. No notices will be issued during the last week of the tender period



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Thank You

Core
Application
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