

BID DISCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES	
BID NUMBER: HO/HCM/517/07/2026	

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**REQUEST FOR PROPOSAL (RFP)
FOR THE APPOINTMENT OF A SERVICE PROVIDER
FOR MEDICAL
SCHEME BROKERAGE SERVICES FOR A DURATION
OF 36 MONTHS (3 YEARS)**

CLOSING DATE	19 AUGUST 2026
CLOSING TIME	12:00
BRIEFING SESSION	COMPULSORY
	DATE: 31 JULY 2026
	TIME: 10H00
BID DOCUMENTS DELIVERY ADDRESS	PASSENGER RAIL AGENCY OF SOUTH AFRICA 30 WOLMARANS STREET BRAAMFONTEIN GAUTENG
BIDDER NAME	

BID DISCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES	 PASSENGER RAIL AGENCY OF SOUTH AFRICA
BID NUMBER: HO/HCM/517/07/2026	

Disclaimer

This document is provided solely for the purpose set out in this RFP and is not intended to form any part or basis of any investment decision by Bidders. The recipient should not consider the document as an investment recommendation by PRASA or any of its advisers.

Each person to whom this document (and other later documents) is made available must make his own independent assessment of the Project after making such investigation and taking such professional advice as he/she or it deems necessary. Neither the receipt of this document or any related document by any person, nor any information contained in the documents or distributed with them or previously or subsequently communicated to any Bidder or its advisers, is to be taken as constituting the giving of an investment advice by PRASA or its advisers.

Whilst reasonable care has been taken in preparing this RFP and other documents, they do not purport to be comprehensive or true and correct. Neither PRASA nor any of its advisers accept any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or opinions stated in any document.

They acquaint themselves with this RFP and take note that no representation or warranty, express or implied, is or will be given by PRASA, or any of its officers, employees, agents or advisers with respect to the information or opinions contained in any document or on which any document is based. Any liability in respect of such representations or warranties, howsoever arising is hereby expressly disclaimed.

If any recipient, or its employees, advisers or agents make or offer to make any gift to any of the employees of PRASA or consultant to PRASA on the RFP either directly or through an intermediary then such recipient, Bidder will be disqualified forthwith from participating in the RFP.

Each recipient of this RFP agrees to keep confidential any information of a confidential nature which may be contained in the information provided by PRASA, or any of its officers, employees, agents or advisers (the "Confidential Information Provided"). The Confidential Information provided may be made available to Bidder's subcontractors, employees and professional advisers who are directly involved in the appraisal of such information (who must be made aware of the obligation of confidentiality) but shall not, either in the whole or in part, be copied, reproduced, distributed or otherwise made available to any other party in any circumstances without the prior written consent of PRASA, nor may it be used for any other purpose than that for which it is intended.

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These requirements do not apply to any information, which is or becomes publicly available or is shown to have been made available (otherwise than through a breach of a confidentiality obligation). Bidders, Key Contractors and their constituent members, agents and advisers, may be required to sign confidentiality Contracts/undertakings (in such form as PRASA may require from time to time).

All Confidential Information Provided (including all copies thereof) remains the property of PRASA and must be delivered to PRASA on demand. Further, by receiving this RFP each Bidder and each of its members agree to maintain its submission in Bid to this RFP confidential from third parties other than PRASA and its officials, officers and advisers who are required to review the same for the purpose of procurement of the RFP.

Any recipient residing outside the Republic of South Africa is urged to familiarise themselves with and to observe any regulatory requirements relevant to the proposed transaction (whether these derive from a regulatory authority within or outside the Republic of South Africa).

Any requirement set out in this RFP regarding the content of a response to the RFP is stipulated for the sole benefit of PRASA, and serves as expressly stated to the contrary, may be waived at its discretion at any stage in the procurement process.

PRASA is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Proposal in response to it. Please note that PRASA reserves the right to:

- Modify the RFP's goods / service(s) / works and request Bidders to re-bid on any changes;
- Withdraw, amend the RFP at any time without prior notice and liability to compensate or reimburse any bidder;
- Reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- Disqualify Proposals submitted after the stated submission deadline;
- Call a bidder to provide additional documents which PRASA may require which have not been submitted to PRASA;
- Withdraw the RFP on good cause shown;
- Award a contract in connection with this Proposal at any time after the RFP's closing date;
- Make no award at all;

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- Validate any information submitted by Bidders in response to this bid. This would include, but is not limited to, requesting the Bidders to provide supporting evidence. By submitting a bid, Bidders hereby irrevocably grant the necessary consent to PRASA to do so;
- Request annual financial statements prepared and signed off by a professional accountant or other documentation for the purposes of a due diligence exercise; and/or
- Not accept any changes or purported changes by the Bidder to the bid rates after the closing date and/or after the award of the business, unless the contract specifically provided for it.

To adopt any proposal made by any bidder at any time and to include such proposal in any procurement document which may or may not be made available to other bidders.

All costs and expenses incurred by Bidders in submitting responses to this RFP shall be borne by the Bidders and PRASA shall not be liable for any costs or expenses whatsoever or any claim for reimbursement of such costs or expenses.

Should a contract be awarded on the strength of information furnished by the Bidder, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract and/or place the Bidder on PRASA's list of Restricted Suppliers.

PRASA reserves the right to negotiate market-related price with the bidder scoring the highest points or cancel the bid; if the bidder does not agree to a market related price, negotiate a market related price with the bidder scoring the second highest points or cancel the bid; if the bidder scoring the second highest points does not agree to a market related price, negotiate a market related price with the bidder scoring the third highest points or cancel the bid. If the market related price is not agreed as envisaged in this paragraph, PRASA will cancel the bid.

PRASA reserves the right to negotiating the Best and Final Offer (BAFO) with selected Bidders where none of the Proposals meet RFP requirement, are affordable and demonstrate value for money and there is no clear preferred response to the RFP.

PRASA will not reimburse any Bidder for any preparatory costs or other work performed in connection with its Proposal, whether or not the Bidder is awarded a contract.

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LIST OF BID DOCUMENTS

INVITATION TO BID PART A	Form A
TERMS AND CONDITIONS FOR BIDDING PART B	Form B
SITE INSPECTION CERTIFICATE / PRE-TENDER BRIEFING SESSION	Form D
STATEMENT OF WORK SUCCESSFULLY CARRIED OUT BY BIDDER	Form E
SECURITY SCREENING FORM	Form F
ACKNOWLEDGEMENT	Form G
SBD 4 BIDDER'S DISCLOSURE	

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1 LIST OF ANNEXURES TO THE RFP

COMMUNICATION GUIDE	Annexure A
PRESENTATION GUIDE	Annexure B
DRAFT CONTRACT (SERVICE LEVEL AGREEMENT)	Annexure C
RFP CLARIFICATION FORM Q&A	Annexure D

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2 ACRONYMS

BBBEE	Broad Based-Black Economic Empowerment
CIDB	Construction Industries Development Board
DTiC	The Department of Trade and Industry and Competition
PPPFA	Preferential Procurement Policy Framework Act 5 of 2000 (as amended from time to time)
PFMA	Public Finance Management Act No.1 of 1999 (as amended from time to time)
PRASA	Passenger Rail Agency of South Africa
RFP	Request for Proposal
SANAS	South African National Accreditation System

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3 INTERPRETATION

In this RFP, unless inconsistent with or otherwise indicated by the context –

- 3.1. headings have been inserted for convenience only and should not be taken into account in interpreting the RFP;
- 3.2. any reference to one gender shall include the other gender;
- 3.3. words in the singular shall include the plural and vice versa;
- 3.4. any reference to natural persons shall include legal persons and vice versa;
- 3.5. words defined in a specific clause have the same meaning in all other clauses of the RFP, unless the contrary is specifically indicated;
- 3.6. any reference to the RFP, schedule or appendix, shall be construed as including a reference to any RFP, schedule or appendix amending or substituting that RFP, schedule or appendix;
- 3.7. the schedules, appendices and Briefing Notes issued pursuant to this RFP, form an indivisible part of the RFP and together with further clarifying and amending information provided by PRASA, constitute the body of RFP documentation which must be complied with by Bidders;
- 3.8. in the event of any inconsistency between this RFP or other earlier information published with regard to the Project, the information in this RFP shall prevail; and
- 3.9. this RFP shall be governed by and applied in accordance with South African law.

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4 DEFINITIONS

In this RFP and in any other project documents (as defined below) which so provides, the following words and expressions shall have the meaning assigned to them below and cognate expressions shall have a corresponding meaning, unless inconsistent with the context:

- 4.1. "Accounting Authority" means the Board of PRASA or a controlling body and that Board or controlling body is the accounting authority of PRASA or a person designated as an accounting authority under the PFMA;
- 4.2. "Contract" means the Contract to be entered between PRASA and the successful Bidder for the provision of the services procured in this RFP;
- 4.3. "Bid" means the Bid(s) to the RFP submitted by Bidder(s);
- 4.4. "Bidders Briefing Session" means the compulsory briefing session to be held at the offices of PRASA, in order to brief the Bidders about this tender;
- 4.5. "Black Enterprise" means an enterprise that is at least 51% beneficially owned by Black People and in which Black People have substantial Management Control. Such beneficial ownership may be held directly or through other Black Enterprises;
- 4.6. "Black Equity" means the voting equity held by Black People from time to time;
- 4.7. "Black People" has the same meaning as ascribed to the Broad-Based Black Economic Empowerment Act, 2003, as amended;
- 4.8. "Black Woman" means African, Coloured and Indian South Africa Female citizen;
- 4.9. "Briefing Note" means any correspondence to Bidders issued by the PRASA;
- 4.10. "Business Day" means any day except a Saturday, Sunday or public holiday in South Africa;
- 4.11. "Bidders" means individuals, organisations or consortia that have been submitted responses to the RFP in respect of the tender;
- 4.12. "Consortium" means any group of persons or firms jointly submitting a Bid as Bid to this RFP and "Consortia" means more than one Consortium;
- 4.13. "Contractor" the successful Bidders who has signed a Contract with PRASA in terms of this RFP.
- 4.14. "Closing Date" means the closing date for submission of bids/ Proposals by Bidders which is **19 AUGUST 2026**.
- 4.15. "Project" means this project for the **APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES**.
- 4.16. "RFP" means the Request for Proposal issued by PRASA for this tender; and
- 4.17. "Scope of Work" means the scope of work for this project as detailed out in the RFP technical specifications.

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SECTION 1

NOTICE TO BIDDERS

1 INVITATION TO BID

You are hereby invited to submit a bid to meet the requirements of the Passenger Rail Agency of South Africa. Responses to this RFP [hereinafter referred to as a **Bid** or a **Proposal**] are requested from persons, companies, close corporations, or enterprises [hereinafter referred to as an **entity, Bidder**].

BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES
BID ADVERT	This RFP may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge. With effect from 17 JULY 2026 .
ISSUE DATE	17 JULY 2026
BRIEFING SESSION	COMPULSORY Date: 31 July 2026 Time: 10h00 Venue: 30 Wolmarans Street Umjantshi House Braamfontein, Gauteng
CLOSING DATE	19 AUGUST 2026 AT 12h00 Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.
VALIDITY PERIOD	180 Working Days from Closing Date Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period.

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CLOSING DATE FOR QUESTIONS	07 August 2026
CLOSING DATE FOR RESPONSES	14 August 2026
CONTACT PERSON	ALI MAUPA ali.maupa@prasa.com

Any additional information or clarification will be emailed to all Bidders, if necessary.

2 FORMAL BRIEFING

A compulsory pre-proposal RFP briefing will be conducted at **30 Wolmarans Street, Braamfontein Gauteng on 31 July 2026, at 10h00** [Bidders to provide own transportation and accommodation]. The briefing session will start punctually, and information will not be repeated for the benefit of Bidders arriving late.

- 2.1 *A Certificate of Attendance in the form set out in Form D hereto must be completed and submitted with your Proposal as proof of attendance is required for a compulsory site meeting and/or RFP briefing.* Bidders must also appear on the Compulsory Briefing session Register.
- 2.2 Bidders failing to attend the compulsory RFP briefing will be disqualified.

3 BRIEFING SESSION MINUTES AND NOTES

- 3.1 PRASA will issue briefing session minutes or notes together with the response to the clarification questions on the **14 August 2026**.
- 3.2 Clarifications will be issued to all Bidders to this RFP utilizing the contact details provided at receipt of the responses to the RFP documentation, after submission to the authorised representative.
- 3.3 Bidders / Bidders are requested to promptly confirm receipt of any clarifications sent to them.
- 3.4 Bidders / Bidders must ensure responses to the clarifications are received on or before the deadline date stated.

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4 PROPOSAL SUBMISSION OF RFP RESPONSE

Proposal Responses should be submitted to PRASA in a sealed envelope addressed as follows:

The Secretariat / Tender Office

RFP No: HO/HCM/517/07/2026
Description of Bid APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES
Closing date and time: **19 August 2026 @ 12:00**
Closing address 30 WOLMARANS STREET, BRAAMFONTEIN, JOHANNESBURG IN GAUTENG

5 DELIVERY INSTRUCTION FOR RFP

Delivery of Bid

The Bid envelopes should be deposited in the PRASA tender box which is located at the main entrance of the PRASA HOUSE and should be addressed as follows:

UMJANTSHI HOUSE, 30 WOLMARANS STREET, BRAAMFONTEIN, JOHANNESBURG IN GAUTENG

5.1 B-BBEE Joint Ventures or Consortiums

Bidders who would wish to respond to this RFP as a Joint Venture [JV] or consortium with B-BBEE entities, should state their intention to do so in their RFP submission. Such Bidders should also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party. If such a JV or consortium agreement is unavailable, the partners should submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by PRASA through this RFP process. This written confirmation should clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to PRASA.

6 COMMUNICATION

6.1 For specific queries relating to this RFP during the RFP process, bidders are required to adhere strictly to the communication structure requirements. An RFP Clarification Form should be submitted to **ali.maupa@prasa.com and rosemary.moagi@prasa.com** by the **07 August 2026**, substantially in the form set out in **Annexure D** hereto.

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- 6.2 In the interest of fairness and transparency PRASA's response to such a query will be made available to the other Bidders who have attended a compulsory and a non-compulsory briefing session. For this purpose, PRASA will communicate with Bidders using the contact details provided at the compulsory and a non-compulsory briefing session.
- 6.3 After the closing date of the RFP, a Bidder may only communicate in writing with the Bid Secretariat, at telephone number **011 013 0169**, email ali.maupa@prasa.com and **011 013 1789**, email rosemary.moagi@prasa.com on any matter relating to its RFP Proposal.
- 6.4 Bidders are to note that changes to its submission will not be considered after the closing date.
- 6.5 Bidders are warned that a response will be liable for disqualification should any attempt be made by a Bidder either directly or indirectly to canvass any officer(s) or employee of PRASA in respect of this RFP between the closing date and the date of the award of the business. Furthermore, Bidders found to be in collusion with one another will automatically be disqualified and restricted from doing business with PRASA in future.
-
- 6.6 Bidders are advised to utilize this email address (Complaints@prasa.com) for lodging of complaints to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:
- 6.1.1. Bid/Tender Description;
 - 6.1.2. Bid/Tender Reference Number;
 - 6.1.3. Closing date of Bid/Tender;
 - 6.1.4. Supplier Name;
 - 6.1.5. Supplier Contact details; and
 - 6.1.6. The detailed compliant.
- 6.7 PRASA also encourages bidders to visit the PRASA website for whistleblowing contract details for alleged activities of suspected Fraud and or Corruption.

7 CONFIDENTIALITY

- 7.1 PRASA shall ensure all information related to this RFP is to be treated with strict confidence. In this regard Bidders / Bidders are required to certify that they have acquainted themselves with the Non-Disclosure Agreement. All information related to a subsequent contract, both during and after completion thereof, will be treated with strict confidence.

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Should the need however arise to divulge any information gleaned from provision of the Services, which is either directly or indirectly related to PRASA's business, written approval to divulge such information should be obtained from PRASA.

- 7.2 Bidders must clearly indicate whether any information submitted or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing, PRASA shall deem the response to the RFP to have waived any right to confidentiality and treat such information as public in nature.
- 7.3 By participating in the bidding process and submitting documentation you consent that we may process the same for the purposes of the bid. We may disclose your information [including your personal information, that of your directors, agents, service providers, joint venture partners, and service providers, collectively referred as "related parties"] to our service providers, including data storage and processing providers. We may obtain your information including that of your related parties from our service providers and Government agencies, Industry Regulators such as the Construction Industry Development Board, the Central Supplier Database. In case of our service providers, we will ensure that such third-party service providers will process your information and that of related parties for the purposes specified by us and such parties employ the appropriate security to protect that information.
- 7.4 We may disclose your information:
- as a result of our reporting obligations under the law, including to Parliament of the Republic of South Africa, to our external auditors, the Public Protector;
 - where we are obliged by law [to the Government departments and entities such as Department of Trade and Industry/BEE Commission/ the CIDB, South African Revenue Services, Unemployment Insurance Fund, the industry Regulators, Industry Ombudsmen, etc.] or industry codes authorized by the various Regulator to do so;
 - where we believe it is necessary to protect our rights
 - on our website in connection with the supply chain management process
 - to the payment processing service providers such as banks to assist with payment instructions;
 - to law enforcement and Government Agencies for the purposes of fraud prevention;
 - for security screening and checks to verify your personal information and that of related parties;
 - to obtain tax clearance certificates;
 - to our brokers/insurers;
 - to service providers providing information and communication services.

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7.5 Please refer to our Privacy Notice on our website.

8 INSTRUCTIONS FOR COMPLETING THE RFP

8.1 All responses to the RFP should be submitted in a sealed envelopes/box; the envelop/box shall have the compliance response and the technical or functional response.

8.2 Bidders are required to package their response/Bid as follows:

Volume 1 (Envelop 1/Package 1)

- **Part A:** Mandatory Requirements Response
 - **Part B:** Technical or Functional Response (response to scope of work)
- 8.3 **Bidders must submit 1 original response and may submit copies and an electronic version which must be contained in a Memory Card/External hard drive etc clearly marked in the Bidders name. PRASA reserves the right to consider information provided in all formats irrespective the format i.e original/copy/electronic.**
- 8.4 Bidders should ensure that their response to the RFP is in accordance with the structure of this document.
- 8.5 Where Bidders are required to sign forms, they are required to do so using preferably black ink pen.
- 8.6 Any documents forming part of the original responses to RFP but which are not original in nature, should be certified as a true copy by a Commissioner of Oaths.
- 8.7 Each response to RFP must be in English and submitted in A4 format, except other graphic illustrations, which may not exceed A3 format, unless the contrary is specifically allowed for in this RFP. Responses to RFP should be neatly and functionally bound, preferably according to their different sections.
- 8.8 The original responses to RFP must be signed by a person duly authorized by each consortium member and Subcontractor to sign on their behalf, which authorization must form part of the responses to RFP as proof of authorization. By signing the responses to RFP the signatory warrants that all information supplied by it in its responses to RFP is true and correct and that the responses to RFP and each party whom the responses to RFP signatory represents, considers themselves subject to and bound by the terms and conditions of this RFP.

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- 8.9 The responses to RFP formulation should be clear and concise and follow a clear methodology which responses to RFP should explain upfront in a concise Executive Summary and follow throughout the responses to RFP.
- 8.10 Responses to RFP must provide sufficient information and detail in order to enable PRASA to evaluate the responses to RFP, but should not provide unnecessary detail which does not add value and detracts from the ability of PRASA to effectively evaluate and understand the responses to RFP. The use of numbered headings, bullet points, sections, appendices and schedules are encouraged.
- 8.11 Information submitted as part of a responses to RFP should as far as possible, be orderly according to the order of the required information requested by PRASA. All pages should be consecutively numbered.
- 8.12 Responses to RFP should ensure that each requirement contained in the RFP is succinctly addressed. Responses to RFP should as far as possible use the terms and definitions applied in this RFP and should clearly indicate its interpretation of any differing terminology applied.
- 8.13 Response to RFP documents are to be submitted to the address specified in this RFP, and Bidders should ensure that the original and copies (where applicable) are identical in all respects as PRASA will not accept any liability for having disqualified a bidder for failing to provide a mandatory returnable document.
- 8.14 Unless otherwise expressly stated, all Proposals furnished pursuant to this RFP shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated.
- 8.15 Any additional conditions must be embodied in an accompanying letter. Subject only to clause 16 [Alterations made by the Bidder to Bid Prices] of the General Bid Conditions, alterations, additions or deletions must not be made by the Bidder to the actual RFP documents.
- 8.16 Bidders are required to review the Contract. Bidders may further amend and/ or delete any part of the Draft Contract where they deem fit to do so. Where Bidders have amended and or deleted any part of the Contract, it must be clearly visible by using track changes and must ensure that the disc copy of their bid submission for the Draft Contract is in word version and not password protected. **It must be noted that the marked-up Contract will form part of contract negotiations processes with the preferred bidder.**

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9 RFP TIMETABLE

PRASA may at its sole discretion amend any of the milestone dates indicated in the table below. Bidders will be informed of any amendments to the timeline through the issue of the Addendum/ Briefing Notes.

RFP PROCESS	MILESTONE DATES
Bid issue date	17 July 2026
Briefing Session for Bidders	31 July 2026 at 10h00
Closing date for Questions	07 August 2026
Closing date for Responses	14 August 2026
Closing Date for Submission of final Bid	19 August 2026 at 12h00
Evaluation of Proposals (Bidders note that PRASA may call for Presentation of bidders offers at any stage of the evaluation process)	TBA
Appointment of the successful Bidder	TBA
Contract Negotiations	TBA
Signing of Contract	TBA
Contract Commencement	TBA

10 LEGAL COMPLIANCE

- 10.1 Bidders should ensure that they comply with all the requirements of the RFP and if Bidders fail to submit any of the required documents, such Bids may, at the sole discretion of PRASA, be disqualified. PRASA reserves the right to call a Bidder to provide additional documents which may have not been submitted.
- 10.2 The successful Bidder [hereinafter referred to as the **Service Provider**] shall be in full and complete compliance with any and all applicable laws and regulations.

11 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za>. Bidders are required to provide the following to PRASA in order to enable it to verify information on the CSD:

Supplier Number: _____ **Unique registration reference number:** _____.

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12 TAX COMPLIANCE

- 12.1 Bidders must be compliant when submitting a proposal to PRASA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) as amended and Value Added Tax Act, 1991 (Act No. 89 of 1991) as amended.
- 12.2 It is a condition of this RFP that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 12.3 The Tax Compliance status requirements are also applicable to foreign Bidders/ individuals who wish to submit bids.
- 12.4 Bidders are required to be registered on the Central Supplier Database (CSD) as indicated in paragraph 11 and the National Treasury shall verify the Bidder's tax compliance status through the Central Supplier Database (CSD).
- 12.5 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database (CSD) and their tax compliance status will be verified through the Central Supplier Database (CSD).

New Tax Compliance Status (TCS) System

- 12.6 SARS has implemented a new Tax Compliance Status (TCS) system in terms of which a taxpayer is now able to authorise any 3rd party to verify its compliance status in one of two ways: either through the use of an electronic access PIN, or through the use of a Tax Clearance Certificate obtained from the new TCS system.
- 12.7 Bidders are required to provide the following to PRASA in order to enable it to verify their tax compliance status:

Tax Compliance Status (TCS) Pin:_____.

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13 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Bidders or any of its/his/her/their officers, employees, agents or advisers. PRASA agrees that it shall only process the information disclosed by Bidders in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Bidders or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Bidders. Similarly, PRASA requires Bidders to process any personal information disclosed by PRASA in the bidding process in the same manner.

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SECTION 2

BACKGROUND OVERVIEW AND SCOPE REQUIREMENTS

1. INTRODUCTION AND BACKGROUND

- i. PRASA is established in terms of Section 22 of the Legal Succession to the South African Transport Services Act on 2008 (as amended).
- ii. It is a public entity wholly owned by Government and reports to the Minister of Transport.
- iii. The legal mandate directs PRASA to deliver commuter rail services in the Metropolitan areas of South Africa, long-distance (inter-city) rail and bus services within, to and from the borders of the Republic of South Africa.
- iv. This mandate is implemented in consultation with and under the guidance of the Minister of Transport.

1.1 BACKGROUND INFORMATION

a. Status quo

- 1) PRASA operates offices and depots in all South African Provinces with approximately 12858 employees nationally.
- 2) Medical aid is a benefit that PRASA offers to its employees and their dependents.
- 3) PRASA's approved medical Aid providers are Discovery, Bonitas, Sizwe Hosmed and Transmed. (the broker would have to be accredited with Discovery, Bonitas and Sizwe Hosmed, as Transmed Medical Fund has no contract with any brokerage house or firm for marketing Transmed and its benefits).

b. Problem Statement

- 1) The complexities of the medical scheme industry make it a veritable minefield which the average person finds extremely confusing. While the schemes' call center are generally good in providing you with information,

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some members seek the assistance of a broker to help them choose a medical scheme, or to understand some of the intricacies once they try and claim from their scheme or encounter other problems.

1.1. To explore primary health care/insurance services to assist in addressing uncovered employees in obtaining medical services.

2) Problems members encounter with Medical Aid Schemes:

- a. Selecting a suitable benefit option offered by one of the preferred medical aid schemes.
- b. The high annual contribution increases (higher than CPI inflation and salary increase).
- c. The reduction of benefits.
- d. Possible co-payments.
- e. Understanding the exact benefits (including prescribed minimum benefits, chronic medication and the medicine formulary, dental benefits, hospitalisation, and day-to-day benefits).
- f. Understanding the structure of the benefits (medical savings account, self-payment gap, above threshold benefits).
- g. Understanding the structure of membership (is it a main member + 1 or 2 or 3, or is it an adult or child dependent structure)
- h. The smooth running (at best) of the claim's procedure.

2. OBJECTIVE OF THE PROPOSED PROJECT

a. Desired outcomes for carrying out the proposed project

- I. PRASA seeks to appoint Medical Scheme brokerage services that will, amongst others, be Health Care Consultants in terms of the Medical Schemes Act (Act 31 of 1998) and subject to any Regulations promulgated in terms of the Act and any other legislation in force and applicable to the appointment, code of conduct, duties and responsibilities, and remuneration of a Health Care Consultant, as defined and amended from time to time in such legislation.

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- II. The Medical Scheme Broker will be required to understand PRASA business, environment, understand (within legal prescripts) the state of PRASA employee's health and wellness and their needs as well as be required to contribute towards developing and implementing the PRASA employee benefits strategy over the next three years.
- III. The successful bidder will be expected to conduct risk analyses and health care assessments for interested employees, in order to weigh up the most appropriate medical scheme options, based on the employees' budget and specific requirements

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b. Project benefits to PRASA

- I. The appointment of a Medical Scheme broker will assist PRASA in providing the best possible assistance to employees in terms of managing their healthcare needs and administration thereof.
- II. PRASA wishes to appoint a Medical Scheme Broker to ensure that members of Medical Aid Scheme (employees) are properly serviced in terms of Medical Scheme cover.
- III. The Medical Scheme Broker will manage and administer membership matters of PRASA employees

v. Current mechanisms in place to address the problem

- I. The current Medical Aid brokers contract has expired, HCM Benefit and Payroll teams together with the medical aids schemes are assisting employees

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II. KEY OBJECTIVES OF THE RFP

This RFP has been prepared for the following purposes:

To set out the rules of participation in the Bid process referred to in this RFP.

- a. To disseminate information on the Project contemplated in this RFP.
- b. To give guidance to Bidders on the preparation of their RFP Bids.
- c. To gather information from Bidders that is verifiable and can be evaluated for the purposes of appointing a successful Bidder.
- d. To enable PRASA to select a successful Bidder that is:
- e. Technically qualified and meet the empowerment criteria described in this RFP;
- f. Carry all the obligations of the Contract.

III. SCOPE OF WORK

i. The Medical Scheme Broker will be required to:

- I. provide a service to PRASA employees, advising them of medical scheme options and health plans.
- II. Continuously evaluate the effectiveness and relevance of the Employerselected medical scheme(s).
- III. Schedule monthly meetings with the relevant PRASA stakeholders to discuss medical scheme matters and advise on ways to enhance servicedelivery and any current matters/issues.
- IV. Monitor the effectiveness and service delivery of the administrative supportthat is provided to the PRASA by the Medical Scheme/s through their dedicated Administrator.
- V. Work with the relevant PRASA stakeholders and the appointed Employee Assistance Programme (EAP) Service Provider to formulate, develop and implement an effective Wellness and Medical Scheme Strategy.

ii. Areas of Focus:

- I. This service will cover the entire PRASA, all PRASA Divisions and Subsidiaries for all employees inclusive of fixed term contractors in the following areas:
 - a. Medical Scheme membership management of PRASA
 - b. Electronic/ Telephonic accessibility for PRASA employees and pensioners queries/application

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- c. Marketing and Communication
- d. Strategic Services
- e. Reporting
- f. Programme Management

iii. Details on the Preferred Solution

- I. The appointed broker must provide all services as listed in the scope of work.

iv. Targeted Area and Coverage of the Project

- I. This service will cover the entire PRASA, all PRASA Divisions and Subsidiaries for all employees inclusive of fixed term contractors.

Subsidiary	Locations	Employees
Intersite (Pty) Ltd (PRASA CRES)	All Provinces	92
Metrorail	All Provinces	6170
PRASA Head Office	Gauteng	5327
PRASA Group Capital (Technical Division)	All Provinces	197
Long Distance Passenger Transport (LDPT)	All Provinces	782
Grand Total		12 568

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IV. TECHNICAL SPECIFICATION OF WORKS/ SERVICES REQUIRED

5.1 Medical Scheme Membership Management of PRASA should include, butnot be limited to:

- I. Minimum 1X consultant on dedicated PRASA sites to provide member advice and process membership movement. The consultant will be responsible for the monthly Medical Scheme billing and reconciliations with medical schemes and payroll, this resource should be available at PRASA Gauteng Head office and might be required to rotate to other locations. (PRASA Corporate, Gauteng, KZN, EC and WC)
- II. Call Centre/Help desk services accessible for PRASA employees.
- III. Escalated query assistance.
- IV. Site visits in all 9 provinces to address member queries.
- V. Bidder is required to participate in annual road shows in all nine (9) provinces for year-end reviews, funded by the Medical Scheme Broker.
- VI. Bidder should be able to conduct at least one (1) annual Wellness Day in the major PRASA sites nation-wide, at the cost of the bidder for non- Medical Scheme members.
- VII. Induction of new members.
- VIII. Preferable, experience in facilitating and implementing a 24/7 employee assistance and trauma response through Call Centre or Help Desk.

5.2 Call Centre Accessibility for PRASA Employees queries/application with respect to:

- I. Benefit/contribution comparisons and projected costing
- II. Application and membership amendment requirements
- III. Underwriting queries
- IV. Prior authorization process
- V. Claim Resolution
- VI. Dispute resolution

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5.3 Marketing and Communication

- I. Bidder must provide communication to employees of PRASA this includes newsletters, current topics etc. Bidders must provide posters/pamphlets/brochures to keep the PRASA' employees and their dependents informed.
- II. Provision of early warning communications to PRASA' employees about possible changes to legislation, benefits, rules and regulation of any of the PRASA' accredited medical schemes.
- III. Induction and General Awareness (Continuous on-site sessions) especially regarding year end updates linked to times when medical schemes normally announce their changes to rules, benefits, and options. The road shows will be at the cost of the broker.
- IV. Annual road shows to communicate Medical Scheme changes and facilitate option selection:
 - a. Advice to employees considering affordability and what the best options would be for each employee within the income bracket.
 - b. Advice in several official languages, with due consideration to the demographic areas. The road shows will be at the cost of the broker.
- V. All communication should be aligned with the communication principles as per annexure A

5.4 Accessibility Strategic Services

- I. Bidder should provide strategic services,
 - a. Year-end revision process.
 - b. Review of profile members,
 - c. Management of the post-retirement provision and data base. Ensuring the data is checked against the Home Affairs website. The bidder must provide the annual valuation conducted by an actuary at the Medical Aid Brokers cost. The bidder must provide the annual valuation conducted by an actuary at the Medical Aid Brokers cost.
 - d. Scheme and option comparisons.
 - e. Legislative review and update(s);
 - f. Market trend analysis and forecasting including review of Medical Scheme Offering at PRASA versus the market (Incorporating medical aids Performance and Solvency measures)

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g. Industry developments

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- h. Broker must be able to support PRASA with the sourcing of Primary Health Care services.
- i. Review of recognized medical schemes.
- j. Participate at various wellness events.
- k. Ensure PRASA is involved in strategic and stakeholder meetings and workshops, Communication strategy recommendations and planning.

5.5 Accessibility Reporting

- I. Reporting should include, but not limited to:
 - a. Reporting quarterly and annually on the membership movement, identified challenges, advice on different options available.
 - b. Risk management and identified lessons learnt reports.
 - c. Benchmark review of current schemes to evaluate suitability for PRASA employees.
 - d. Website with information on recognized medical schemes.
 - e. Notices to employees and documented advice subject to approval by PRASA.
 - f. Individual correspondence with employees.
 - g. Management of the post-retirement data base by checking the Home Affairs website to make sure payment is not made to deceased retirees. (Post-retirement medical aid contribution)

5.6 Accessibility Programme Management

- I. The Service Provider is expected to manage the administration of membership as well as change requests.
- II. The Service Provider needs to work closely with HR offices at all PRASA' regions.
- III. Actively resolve claims resolutions

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- IV. The Service Provider will have to facilitate the application for membership or change of membership process and ensure that all relevant documentation have been completed correctly by applicants and submitted.
- V. The Service Provider must monitor progress and react to enquiries made by applicants.
- VI. The Service Provider must protect confidentiality of members in terms of medical scheme related issues/inquiries.
- VII. The Service Provider must have capacity to service all of PRASA' sites across the country.
- VIII. The Service Provider must ensure that a dedicated functional/operational structure will be appointed to manage this contract.
- IX. The scope of work must comply to PRASA Health and Safety Protocols including Covid 19 related matters.
- X. The Medical Scheme Broker to provide:
 - a. New member applications
 - b. Amendments to existing memberships
 - c. Cancellation of memberships
 - d. Facilitate claim processes and queries.
 - e. Actively manage fraudulent claims by informing the employer and addressing the matter with the employee.
 - f. Educate member base to manage their Medical Scheme effectively.
 - g. Manage Service level agreements and ensure they adhere to required standards.

5.7 Services provided to PRASA Employees

- I. The appointed Medical Scheme Broker to PRASA will be required to introduce a number of processes and tools that will assist employees with the selection of most suitable plan options.
- II. The Medical Aid Broker will be required to assist with in-house awareness campaigns to inform employees on medical Scheme-related matters.

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- III. The designated consultants assigned to PRASA should be able to:
- a. Analyze an employee's current situation and be able to provide better benefit options based on their current health profile as employee's health care needs may change.
 - b. Provide efficient and effective communication and education critical to the perception an employee has of the medical scheme.
 - c. Report on and monitor the claims processing efficiencies of the medical scheme administrator with regard to both initial and escalated / problematic claims.
 - d. Provide weekly / monthly face to face consultations where employees are assisted with:
 - i. Solving their problematic claims by submitting the query to the medical scheme, monitoring the progress and provide feedback to the employee.
 - ii. Be able to analyze an employee's health history and on this basis be able to recommend the most appropriate medical Scheme plan option.
 - iii. Educate employees on how to utilize their medical Scheme more effectively.
 - iv. The consultant must be able to negotiate on behalf of the PRASA employee if there is a dispute about a specific claim.
 - v. The Medical Scheme broker will be required to be at the PRASA offices provide face to face sessions with its employees.
 - vi. The frequency of these sessions will be negotiated with the employee benefits office.

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5.8 Assistance to the PRASA Employee Benefits Team:

- a. Provide support with management of Service Level Agreements with medical schemes.
- b. Provide a dedicated consultant / administrator who will assist the PRASA Employee benefits team with medical scheme queries.
- c. Provide guidance and training to our Human Capital Administrators on the different administrative processes.
- d. Provide monthly progress reports on each aspect of administration (e.g. new membership, addition of dependent, cancelation of membership, membership continuation etc.);
- e. Medical Scheme Broker to follow up with employees if required to ensure relevant requirements are met for resolution of any queries.
- f. Present year end sessions on annual basis to employees at each of the regional centres.
- g. Present medical scheme education at employee orientation sessions.
- h. Provide support and advisory service on the processes of incapacity-due-to-ill-health process.
- i. Provide guidance and support with employee health care communication strategy and annual year planner linked to hot topics; and
- j. Provide support for any medical related programmes that PRASA will be engaging on and give support to any system.

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5.9 Employee Wellness Programme

- I. The Medical Scheme Broker will be required to participate in the design and implementation of the PRASA Wellness Programme and events during the course of the year together with the PRASA appointed EAP service provider.
- II. The PRASA welcomes new and industry relevant wellness strategies and will expect the Medical Scheme Broker to keep the organisation up to date with trends and peer practices.

A. EVALUATION METHODOLOGY

The evaluation of Bids will be based on the information contained in Bids received in RFP and, which may be further supplemented by presentations and clarification information provided, if required. All Bids shall be equally evaluated by various committees involved in the evaluation process in accordance with stated Evaluation Criteria. Procurement integrity and fairness, transparency, competitiveness and full accountability will at all times be paramount.

B. EVALUATION AND SCORING METHODOLOGY

The evaluation of the Bids by the evaluation committees will be conducted at various levels. The following levels will be applied in the evaluation:

LEVEL	DESCRIPTION
Verify completeness	The Bid is checked for completeness and whether all required documentation, certificates; verify completeness warranties and other Bid requirements and formalities have been complied with. Incomplete Bids will be disqualified.
Verify compliance	The Bids are checked to verify that the essential RFP requirements have been met. Non-compliant Bids will be disqualified.
Detailed Evaluation of Technical	Detailed analysis of Bids to determine whether the Bidder is capable of delivering the Project in terms of business and technical requirements. The minimum threshold for technical evaluation is 70%, any bidder who fails to meet the minimum requirement will be disqualified. The award will be made to the bidder who scores the highest number of points based on the functional evaluation in stage 2.

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Functional Presentation	In the event there is tie (draw), further scoring of Bidders using the Presentation will be conducted. The bidders will be required to prepare and present a presentation to the Bid Evaluation Committee of no more than 45 minutes as per Annexure B that provides minimum guidance that must be covered by the bidders.
Recommendation	Report formulation and recommendation of Preferred and Reserved Bidders
Best and Final Offer	PRASA may go into the Best and Final Offer process in the instance where no bid meets the requirements of the RFP and/or the Bids are to close in terms of points awarded.
Approval	Approval and notification of the final Bidder.

C. EVALUATION CRITERIA

Interested bidders for this project shall be evaluated in terms of their administrative responsiveness, substantive responsiveness, technical/functional (capacity testing) evaluation and preference points. The evaluation committee shall use the following Evaluation Criteria depicted in Table 4 below for the selection of the preferred bidder that shall render / deliver the required works, goods and / or services.

Details of the stages outlined in table 1 are presented in the following sections.

EVALUATION CRITERIA	WEIGHTING
Stage 1	Compliance
Stage 1A - Mandatory Requirements	
Stage 1B - Other / Basic Mandatory Requirements	
Stage 2	Technical/Functionality
Technical/Functional Requirements	Threshold of 70 %
Stage 3 (In case there is two or more bidders who obtained the same highest Technical Score on Stage 2)	
Functional presentation - In case of a tie (draw), further scoring of Bidders using the Presentation will be conducted. The bidders will be required to prepare and present a presentation of no more than 45 minutes as per Annexure B.	Minimum required threshold – 70%

8.1. STAGE 1: COMPLIANCE REQUIREMENTS

Stage 1A – Mandatory Requirements - (To be submitted in envelope 1)

If a supplier / bidder does submit the following documents the Proposal/bid will be disqualified automatically.

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Only bidders who comply with stage 1A will be evaluated further.

Table 5: Mandatory and Basic Compliance Requirements

No.	Description of requirement	✓
STAGE 1: (A) MANDATORY REQUIREMENTS		
No.	Description of requirement	✓
a)	Signed Joint Venture, Consortium Agreement or Partnering Agreement (whichever is applicable). The agreement should indicate the leading bidder where applicable.	
b)	ACCREDITATION WITH COUNCIL OF MEDICAL SCHEMES Substantiation: The bidder/ brokerage must provide a certified copy (not older than 3 months) of a valid accreditation and certificate with The Council of Medical Schemes(CMS) as a Health Care Broker.	
c)	The bidder/ brokerage must provide a certified copy (not older than 3 months) of a valid proof of a registration with FSP with the Financial Sector Conduct Authority (FSCA) and Financial Advisory and Intermediary Services Act (FAIS).	
d)	The bidder/ brokerage must provide a certified copy (not older than 3 months) of a valid proof of a registration for each of their representatives as Licensed Financial Advisors with the FSCA.	
e)	Compulsory Briefing Session – Fully complete “Form D” as stipulated throughout the RFP which is provided by PRASA including Compulsory Briefing Session (physical meeting) Attendance Register Bidders must also reflect on the Compulsory Briefing Session Attendance Register Joint Ventures/Consortiums Partners On behalf of the JV/ Consortium Partners, a completed "Form D", Compulsory Briefing. Session Attendance Register from one of the JV/ Consortium Partners is acceptable.	
f)	Proof of Accreditation with Medical Aid Schemes contracted with PRASA PRASA's approved medical Aid providers are Discovery, Bonitas, Sizwe	

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	Hosmed and Transmed. The broker would have to be accredited with Discovery, Bonitas and Sizwe Hosmed. (Transmed Medical Fund has no contract with any brokerage house or firm for marketing Transmed and its benefits and therefore no accreditation with Transmed would be required from the broker).	
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Table 2

Stage 1B – Basic Compliance Requirements - (To be submitted in envelope 1)

If you do not submit/meet the following basic compliance requirements, PRASA may request the bidder to submit the information within five (5) working days. Should this information requested not be provided, your bid proposal will be disqualified.

Only bidders who comply with stage 1B will be evaluated further.

No.	Description of requirement	✓
STAGE 1 (B): BASIC COMPLIANCE REQUIREMENTS		
a)	Company Registration Documents	
b)	Copies of Directors' ID documents certified not older than three months	
c)	Completion of ALL RFP documentation (includes ALL declarations, ALL Standard Bidding Documents (SBD) and Commissioner of Oath signatures required)	
d)	Original or Certified B-BBEE Certificates issued by SANAS or Sworn Affidavits Signed by the EME / QSE representative and attested by a Commissioner of Oaths. In cases of JVs or consortiums, a combined B-BBEE certificate in the name of the JV/Consortium must be submitted	
e)	Valid Tax Clearance Certificate (must be valid on closing date of submission of the proposal) and SARS Issued Pin	
f)	Letter of Good Standing: Compensation for Occupational Injuries & Diseases Act (COIDA)	
g)	CSD supplier registration number	

Table 3

8.2 STAGE 2: TECHNICAL / FUNCTIONALITY REQUIREMENTS - (TO BE SUBMITTED IN envelope 1)

Qualifying bidders shall be evaluated on technicality / functionality after meeting all mandatory compliance requirements outlined above. The minimum threshold for the technical/functionality requirements is 70%.

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Details of the scoring methodology presented above are outlined below:

Table 4: Scoring Methodology	
CRITERIA	WEIGHT
Methodology and Approach	25
Medical Aid Broking Experience of the company – references	40
Financial Capacity	15
National Footprint	20
Total	100

FUNCTIONAL EVALUATION CRITERIA

Bidders are evaluated based on the functional criteria set out in this RFP. Only those bidders which score 70% points or higher (out of a possible 100) during the functional evaluation will be evaluated further. Bidders who score below the minimum requirements shall not be considered for further evaluation in stage 3.

Details of the technical / functional requirements are presented below.

Table 5: Technical/ functional requirements scoring		
Evaluation Criteria	Weight/ Scores	
Methodology and Approach (Refer to Annexure A for minimum requirements)		
Project Approach	25	
A submission of a detailed approach/process to be adopted, design to the project and the Medical Aid Brokering services to be proposed to PRASA, that is aligned to the scope of work, highlighting, but not limited, to the following elements - Service delivery model - Objectives - Strategic services - Risk mitigation - Reporting	5	0 = No Submission or irrelevant information provided. 1 = Detailed approach and methodology that is aligned to the PRASA scope of work highlighting 1 element 2 = Detailed approach and methodology that is aligned to the PRASA scope of work highlighting 2 elements 3 = Detailed approach and methodology that is aligned to the PRASA scope of work highlighting 3 elements 4 = Detailed approach and methodology that is aligned to the PRASA scope of work highlighting 4 elements

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Table 5: Technical/ functional requirements scoring

Evaluation Criteria	Weight/ Scores	
Methodology and Approach (Refer to Annexure A for minimum requirements)		
		5- Detailed approach and methodology that is aligned to the PRASA scope of work highlighting all 5 elements
Attach proof of at least 15 brief CVs with Council for Medical Schemes (CMS) Broker Numbers (BR) and Regulatory 5 Examinations (RE) certificates Each CV should be accompanied by the BR number and RE5 Certificate. (Failure to submit will lead to no score)	15	0 = No CVs 1 = 1 to 4 CVs Each with BR number and RE5 Certificate 2 = 5 to 7 CVs Each with BR number and RE5 Certificate 3 = 8 to 11 CVs Each with BR number and RE5 Certificate 4 = 12 to 15 CVs Each with BR number and RE5 Certificate 5 = 15 or more CVs Each with BR number and RE5 Certificate
Submit a Detailed communication and engagement plan for rollout nationally within PRASA -. The plan must highlight the elements 1. Communication and engagement Principles 1.1. What guides communication 1.2. Communication objectives 1.3. Key messages	5	0 = no communication and engagement plan submitted or submitted irrelevant information 1 = Detailed communication and engagement plan submitted with one Element 2 = Detailed communication and engagement plan submitted with two elements.

BID DISCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR MEDICAL SCHEME BROKERAGE SERVICES	
BID NUMBER: HO/HCM/517/07/2026	

Table 5: Technical/ functional requirements scoring

Evaluation Criteria	Weight/ Scores	
Methodology and Approach (Refer to Annexure A for minimum requirements)		
Medical Aid brokering Experience of the company (references)	40	
The Bidder/Broker must provide proof of experience with Intermediary and Advisory capabilities - The bidder/broker must have at least the minimum of five (5) years' experience in dealing with a national client. Bidders/brokers will be scored based on the number of employees and membership employees below. - Attach letters of references accompanied by a bidder/broker company profile indicating the following: - minimum of 5 years' experience in last 10 years - the number of employees. - membership of employees (The letters can be from different entities and must be for different financial years collectively) All letters submitted should be on the client's company letterheads and signed with contact details and should not be older than five years.(where service is and or was rendered).		
Company Experience	20	0= No reference letters provided, or not Relevant
		1= Bidder provides proof of experience up to 2 years

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Table 5: Technical/ functional requirements scoring

Evaluation Criteria	Weight/ Scores	
Methodology and Approach (Refer to Annexure A for minimum requirements)		
		2= Bidder provides proof of experience above 2 years but less than and including 4 years
		3= Bidder provides proof of experience above 4 years but less than and including 5 years
		4= Bidder provides proof of experience above 5 years but less than 6 years
		5= Bidder provides proof of experience of 6 years and above
Client number of employees	10	0= No reference letters provided, or not Relevant
		1= Bidder provides proof of client having 0 to 4000 employees
		2= Bidder provides proof of client having 4001 to 8000 employees
		3= Bidder provides proof of client having 8001 to 10 000 employees
		4= Bidder provides proof of client having 10 001 to 14999 employees
		5 = Bidder provides proof of client having 15000 and above employees

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Table 5: Technical/ functional requirements scoring

Evaluation Criteria	Weight/ Scores	
Methodology and Approach (Refer to Annexure A for minimum requirements)		
Collective membership of employees	10	0 = No reference letters provided, or not relevant
		1= Bidder provides proof of client having 0 to 1999 collective membership of employees
		2= Bidder provides proof of client having 2000 to 4000 collective membership of employees
		3= Bidder provides proof of client having 4001 to 5000 collective membership of employees
		4= Bidder provides proof of client having 5001 to 7999 collective membership of employees
		5= Bidder provides proof of client having 8000collective membership of employees and above

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Financial capability:	15	
<u>Financial Capacity:</u> Demonstrate financial capability to undertake the national project. Bidder should submit a complete set of financial statements (Last 3 years audited financial statements prepared by a registered professional - the professional's name (who prepared the financial statements) and registration number must appear on the bidder's submission) (Operating cash flow - ratio measures a company's short-term liquidity. Formula: Operating Cash Flows Ratio = Cash Flows from Operations/Current Liabilities.)	15	0 =: No submission or non-complaint financial statements 1 =: Operating Cash Flows Ratio $X < 0$ 2 =: Operating Cash Flows Ratio $0 \geq X < 0.5$ 3 =: Operating Cash Flows Ratio $0.5 \geq X < 1.0$ 4 =: Operating Cash Flows Ratio $1.0 \geq X < 1.5$ 5 =: Operating Cash Flows Ratio $X \geq 1.5$
<u>National Footprint</u>	20	
National Footprint Coverage Footprint Ability to service PRASA Nationally The Proof of Operating address must be provided in the form of either one of the following documents: Rates and taxes from the Municipality for each Province/ Valid lease agreement for each Province/ affidavit from SAPS indicating the physical address where the business is operated for each Province. NB: In case of an Affidavit from SAPS, such must be made in the respective area of operation, or it will not be considered.	20	0 = 0 Presence or No submission 1 = 1 or 2 Provinces 2 = 3 or 4 Provinces 3 = 5 or 6 Provinces 4 = 7 or 8 Provinces 5 = 9 Provinces
TOTAL	100	

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8.3 STAGE 3: FUNCTIONAL PRESENTATION

The award will be made to the bidder who scores the highest number of points based on the functional evaluation in stage 2 above. In the event there is tie (draw), further scoring of Bidders using a Presentation will be conducted. The bidders will be required to prepare and present, a presentation to the Bid Evaluation Committee of no more than 45 minutes. Annexure B provides minimum guidance that must be covered by the bidders

9. PRICING AND SPECIFIC GOALS

The evaluation of pricing and specific goals has been excluded as PRASA will not be incurring any expenditure through this bid.

10. APPOINTMENTS OTHER THAN THE SUCCESSFUL BIDDER

10.1. PRASA may appoint a bidder other than the successful bidder under the following instances:

- (i) When a successful bidder, after having been informed of the acceptance of its Bid, fails to sign a contract within a prescribe period of time e.g. 14 (fourteen) days after being called upon to do so;
- (ii) When a successful bidder has failed to provide the necessary security, bonds or guarantees within the time required to do so by PRASA;
- (iii) When a successful bidder fails to meet a condition precedent for the award of business (e.g. to obtain the necessary funding); and
- (iv) When final contract negotiations with a preferred bidder fails and a contract is not agreed upon.

10.2. PRASA will only award a bid to a bidder other than the highest scoring bidder provided that the bid is still within the bid validity period.

10.3. Only if the second ranked bidder is also unable/unwilling, PRASA may proceed to the third ranked bidder.

11. VALIDITY PERIOD

This RFP shall be valid for **180 working days** calculated from Bid closing date.

12. POST TENDER NEGOTIATION (IF APPLICABLE)

PRASA reserves the right to conduct post tender negotiations with a shortlist of Bidder(s). The shortlist could comprise of one or more Bidders. Should PRASA conduct post tender negotiations, Bidders will be requested to provide their best and final offers to PRASA based on such negotiations.

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13. FINAL CONTRACT AWARD

PRASA will negotiate the final terms and condition the contract with the successful Bidder(s). This may include aspects such as Enterprise Development and Supplier Development, the B-BBEE Improvement Plan, price and delivery. Thereafter the final contract will be awarded to the successful Bidder(s).

14. FAIRNESS AND TRANSPARENCY

PRASA views fairness and transparency during the RFP Process as an absolute on which PRASA will not compromise. PRASA will ensure that all members of evaluation committees declare any conflicting or undue interest in the process and provide confidentiality undertakings to PRASA.

The evaluation process will be tightly monitored and controlled by PRASA to assure integrity and transparency throughout, with all processes and decisions taken being approved and auditable.

SECTION 3

PRICING AND DELIVERY SCHEDULE

1 DISCLOSURE OF PRICES QUOTED - NOT APPLICABLE FOR THIS RFP

Bidders are to note that, on award of business, PRASA is required to publish the tendered prices and preferences claimed of the successful and unsuccessful Bidders inter alia on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), the other medium used to advertise the bid i.e CIDB as required per National Treasury Instruction Note 09 of 2022/2023.

2 OWNERSHIP OF DESIGN

The plans and design developed and to be provided by PRASA shall at all times remain the property of PRASA.]

3 SERVICE LEVELS

1. An experienced national account representative(s) is required to work with PRASA's procurement department. [No sales representatives are needed for individual department or locations]. Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.

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2. PRASA will have quarterly reviews with the Service provider's account representative on an on-going basis.
3. PRASA reserves the right to request that any member of the Service Provider's team involved on the PRASA account be replaced if deemed not to be adding value for PRASA.
4. The Service provider guarantees that it will achieve a 100% [hundred per cent] service level on the following measures:
 - i. Random checks on compliance with quality/quantity/specifications
 - ii. On time delivery.
5. The Service provider must provide a telephone number for customer service calls.
6. Failure of the Service provider to comply with stated service level requirements will give PRASA the right to cancel the contract in whole, without penalty to PRASA, giving 30 [thirty] calendar days' notice to the Service provider of its intention to do so.

Acceptance of Service Levels:

YES	
-----	--

4 TOTAL COST OF OWNERSHIP (TCO)

1. PRASA will strive to procure goods, services and works which contribute to its mission. In order to achieve this, PRASA must be committed to working with suppliers who share its goals of continuous improvement in service, quality and reduction of Total Cost of Ownership (TCO).
2. Bidders shall indicate whether they would be committed, for the duration of any contract which may be awarded through this RFP process, to participate with PRASA in its continuous improvement initiatives to reduce the total cost of ownership [**TCO**], which will reduce the overall cost of transportation services and related logistics provided by PRASA's operating divisions within South Africa to the ultimate benefit of all end-users.

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5 FINANCIAL STABILITY

Bidders are required to submit their latest financial statements prepared and signed off by a professional accountant for the past years with their Proposal in order to enable PRASA to establish financial stability.

SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF BIDDER'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

6 VALIDITY OF RETURNABLE DOCUMENTS

The successful Bidder will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Bidder be awarded the contract [the Agreement] and fail to present PRASA with such renewals as and when they become due, PRASA shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which PRASA may have for damages against the Bidder.

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SIGNED at _____ on this _____ day of _____ 20.....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF BIDDER'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

7 CERTIFICATE OF ACQUAINTANCE WITH RFP TERMS & CONDITIONS & APPLICABLE DOCUMENTS

By signing this certificate the Bidder is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP, including those contained in any printed form stated to form part hereof, including but not limited to the documents stated below and PRASA will recognise 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 tendered prices or any other purpose:

1. PRASA's General Bid Conditions*

2. Standard RFP Terms and Conditions for the supply of Goods or Services or Works to PRASA

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Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by PRASA's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from the Standard terms or conditions could result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid to which they intend to respond, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if this Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20....

SIGNATURE OF WITNESSES

ADDRESS OF WITNESSES

1 _____

Name _____

SIGNATURE OF BIDDER'S AUTHORISED REPRESENTATIVE: _____

NAME: _____

DESIGNATION: _____

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8 GENERAL CONDITIONS

8.1. ALTERNATIVE BIDS

Bidders may submit alternative Bid only if a main Bid, strictly in accordance with all the requirements of the RFP is also submitted. The alternative Bid is submitted with the main Bid together with a schedule that compares the requirements of the RFP with the alternative requirements the Bidders proposes. Bidders must note that in submitting an alternative Bid they accept that PRASA may accept or reject the alternative Bid and shall be evaluated in accordance with the criteria stipulated in this RFP.

8.2. PRASA'S TENDER FORMS

Bidders must sign and complete the PRASA's Bid Forms and attach all the required documents. Failure by Bidders to adhere to this requirement may lead to their disqualification.

8.3. PRECEDENT

In case of any conflict with this RFP and Bidders response, this RFP and its briefing notes shall take precedence.

8.4. RESPONSE TO RFP-CONFIDENTIALITY

Response to RFPs must clearly indicate whether any information conveyed to or requested from PRASA is confidential or should be treated confidentially by PRASA. In the absence of any such clear indication in writing from a response to RFP, PRASA shall deem the response to RFP to have waived any right to confidentiality and treat such information as public in nature.

Where a Bidder at any stage during the RFP Process indicates to PRASA that information or any response to RFP requested from PRASA is or should be treated confidentially, PRASA shall treat such information or response to RFP confidentially, unless PRASA believes that to ensure the transparency and competitiveness of the RFP Process the content of the information or response to RFP should be conveyed to all Bidders, in which event it shall apply the following process:

- PRASA shall confirm with the Bidder whether the raising of confidentiality applies to the entire response to the RFP or only specific elements or sections of the response;

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- Where confidentiality is maintained by the Bidder and PRASA is of the opinion that the information or response to RFP if made publicly available would affect the commercial interests of the Bidder or is commercially sensitive information, PRASA shall not release such information to other Bidders if providing such information or response to the RFP would prejudice the competitiveness and transparency of the RFP Process;
- Where PRASA is of the opinion that information provided is not commercially sensitive or would have no impact on the commercial interests of the relevant Bidder if released and fairness and transparency requires that such information be released to all Bidders, PRASA may:
 - i. inform the relevant Bidder of the necessity to release such information and/or response to RFP and request the Bidder to consent to the release thereof by PRASA; or
 - ii. obtain legal advice regarding the confidentiality of the relevant information and/or response to RFP and the legal ability of PRASA to release such information; or
 - iii. refrain from releasing the information and/or response to RFP, in which event PRASA shall not take account of the contents of such information in the evaluation of the relevant response to RFP.

The above procedures regarding confidentiality shall not apply to any information which is already public knowledge or available in the public domain or in the hands of PRASA or is required to be disclosed by any legal or regulatory requirements or order of any competent court, tribunal or forum.

8.5. RESPONSE TO THE RFP – RFP DISQUALIFICATION

Responses to RFP which do not comply with the RFP requirements, formalities, terms and conditions may be disqualified by PRASA from further participation in the RFP Process.

In particular (but without prejudice to the generality of the foregoing) PRASA may disqualify, at its sole discretion and without prejudice to any other remedy it may have, a Bidder where the Bidder, or any of its consortium members, subcontractors or advisors have committed any act of misrepresentation, bad faith or dishonest conduct in any of its dealings with or information provided to PRASA.

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8.6. CORRUPTION, GIFTS AND PAYMENTS

Neither the Bidders to RFPs, its equity members, the sub-contractors, consortium members nor any of their agents, lenders or advisors shall directly or indirectly offer or give to any person in the employment of PRASA or any other Government official or any of the Advisory Team any gift or consideration of any kind as an inducement or reward for appointing a particular Bidder, or for showing or omitting to show favour or disfavour to any of the Bidders, its equity members or the sub-contractors in relation to the Project.

In the event that any of the prohibited practices contemplated under the above paragraph is committed, PRASA shall be entitled to terminate any Response to RFP's status and to prohibit such Response to RFP, its equity members, its SPV members, its Sub Contractors and their agents, lenders and advisors from participating in any further part of the procurement of the Project.

8.7. INSURANCE

Unless specifically provided for in this RFP or draft contracts, Bidders will be required to submit with their Bid for services professional indemnity insurance and works insurance to an extent (if any) if insurance provided by PRASA may not be for the full cover required in terms of the relevant category listed in this RFP. The Bidder is advised to seek qualified advice regarding insurance.

8.8. NO CONTACT POLICY

Bidders may only contact the bid administrator of PRASA as per the terms of the Communication Structure established by this RFP, except in the case of pre-existing commercial relationships, in which case contact may be maintained only with respect thereto and, in making such contact, no party may make reference to the Project or this RFP.

8.9. CONFLICT OF INTEREST

No Bidder member, subcontractor or advisor of the response to RFP may be a member of or in any other way participate or be involved, either directly or indirectly in more than one response to RFP or response to RFP during any stage of the Project procurement process, but excluding specialist suppliers of systems and equipment, non-core service providers or financial or commercial institutions whose role is limited purely to lending money or advancing credit to the response to RFP. Bidders are to sign the declaration of interest form. In order to prevent the conflict or potential conflict of interest between Lenders and Bidders to RFP, no advisors or the Contractor/s or Consortium/s to any response to RFP, consortium member or subcontractor may fulfil the role of arranger, underwriter and/or lead bank to the response to RFP.

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PRASA may disqualify the response to RFP from further participation in the event of a failure to comply with this provision. PRASA views the potential conflict of interest so great as to warrant the reduction of competition for advisory services.

8.10. BIDDER'S DECLARATION REGARDING PEP/PIP

PRASA requires bidders to disclose if they have Politically Exposed Persons ("PEP")¹ or Prominent Influential Persons ("PIP")² and related individuals in their organisation and/or beneficial owners / shareholders who are PEP/PIP.

PRASA reserves the right not to enter into a business relationship with such person, official or entity, provided there are objective factors that justify the conclusion of such business relationship, and the decision is based on achieving the best interest of PRASA.³

8.10.1. Is the bidder a PEP/PIP? **YES/NO**

8.10.2. Does the bidder have an existing relationship with a PEP/PIP? **YES/NO**

8.10.3. Where a relationship with a PEP/PIP exists, the bidder is required to furnish particulars of the nature of the exposure, term of the office and description of activities relating to exposure, in table below.

Name of PEP/PIP & Nature of Exposure/Influence	Term of the office	Description of activities relating to Exposure/Influence

¹Both foreign and domestic politically exposed person as specified in Schedule 3A and 3B of the Financial Intelligence Centre Act No. 38 of 2001 as amended. (refer to Annexure 2 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties).

²As reflected in Schedule 3C of the Financial Intelligence Centre Act No.38 of 2001 (refer to Annexure 2.1.2 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties).

³Clause 4.5 of the PRASA Code of Conduct for dealing with Politically Exposed Persons, Prominent Influential Persons and Related Parties.

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8.11. DECLARATION:

I/We the undersigned _____ (Name) hereby certify that the PEP/PIP information furnished in this bid document is true and correct. We further certify that we understand that where it is found that we have made a false declaration or statement in this bid, PRASA may disqualify our bid or terminate a contract we may have with PRASA where we are successful in this tender.

Signature

Date

Position

Name of bidder

8.12. COLLUSION AND CORRUPTION

Any Bidder shall, without prejudice to any other remedy available to PRASA, be disqualified, where the response to RFP –

- communicates to a person other than persons nominated by PRASA a material part of its response to RFP; or
 - Enters into any Contract or arrangement with any other person or entity that it shall refrain from submitting a response to RFP to this RFP or as to any material part of its Response to RFP to this RFP (refer the prohibition contained in Section 4(1)(b)(iii) of the Competition Act 89 of 1998).
- . The Bidders represents that the Bidder has not, directly or indirectly, entered into any agreement, arrangement or understanding or any such like for the purpose of, with the intention to, enter into collusive Biding or with reasonable appreciation that, collusive any agreement, arrangement or understanding or any such like may result in or have the effect of collusive Biding. The Bidder undertakes that in the process of the Bid but prior to PRASA awarding the Bid to a preferred bidder become involved in or be aware of or do or caused to be done any agreement, arrangement or understanding or any such like for the purpose of or which may result in or have the effect of a collusive Bid, the Bidder will notify PRASA of such any agreement, arrangement or understanding or any such like.; or

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- offers or agrees to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done, or causing, or having caused to be done any act or omission in relation to the RFP Process or any proposed response to RFP (provided nothing contained in this paragraph shall prevent a response to RFP from paying any market-related commission or bonus to its employees or contractors within the agreed terms of their employment or contract).

8.13. CONSORTIUM CHANGES

If exceptional circumstances should arise in which a after the submission to the bid and after closing date of submission of bids, there is change in the composition of the Bidder, either through substitution or omission of any member of the Bidder:

- The Response to RFP must notify PRASA in writing of the proposed changes supported by complete details of the material reasons for the changes, the parties impacted by the changes and the impact on the response to RFP.
- PRASA shall evaluate the reasons advanced by the Bidder for the requested changes to the Bidder structure and where PRASA is not satisfied that the reasons advanced are reasonable or material, refuse to accept the change and disqualify the response to RFP, or notify the Bidder in writing of its non-acceptance of the changes and require the Bidder to propose a suitable alternative to PRASA within 10 (TEN) days of its receipt of the decision of PRASA, upon receipt of which PRASA shall -
 - Evaluate the alternative proposed for suitability to PRASA, and where the alternative is accepted by PRASA, inform the Bidder in writing of such acceptance and PRASA shall reassess the response to RFP against the RFP requirements and criteria; or
 - Where the alternative is not accepted by PRASA, inform the Bidder in writing of such non-acceptance as well as its disqualification from the RFP Process.
 - Where PRASA is satisfied that the changes requested under (i) above are reasonable and material, the response to RFP, shall be allowed to effect the required changes and PRASA shall reassess the response to RFP against the RFP requirements and criteria.

8.14. COSTS OF RESPONSE TO THE RFP SUBMISSION

All costs and expenses associated with or incurred by the Bidder in relation to any stage of the Project, shall be borne by the Bidder. PRASA shall not be liable for any such costs or expenses or any claim for reimbursement of such costs or expenses.

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To avoid doubt, PRASA shall not be liable for any samples submitted by the Bidder in support of their Responses to RFP and reserves the right not to return to them such samples and to dispose of them at its discretion.

8.15. RESPONSE TO THE RFP WARRANTY

Bidders must provide a warranty as part of their Responses to RFP that their Responses to RFP are true and correct in all respects, that it does not contain a misrepresentation of any kind and that the taxes of all members of the Bidder company, consortium members and or subcontractors are in order and none of the members are undergoing corruption or any criminal-related investigations or have any past convictions for fraud or corruption.

9 CONDITIONS OF TENDER

General

- | | | |
|----------------|---|--|
| Actions | 1 | PRASA's <i>Representative</i> and each <i>tenderer</i> submitting a tender shall act as stated in these Conditions of Tender and in a manner which is fair, equitable, transparent, competitive and cost-effective. |
| Interpretation | 2 | Terms shown in <i>italics</i> vary for each tender. The details of each term for this tender are identified in the Request for Tender / Scope of work/ specification. Terms shown in capital initials are defined terms in the appropriate conditions of contract. |
| | 3 | Any additional or amended requirements in the Scope of work/ specification, and additional requirements given in the Schedules in the <i>tender returnables</i> are deemed to be part of these Conditions of Tender. |
| | 4 | The Conditions of Tender and the Scope of work/ specification shall form part of any contract arising from this invitation to tender. |

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- | | | |
|---|---|--|
| Communication | 5 | Each communication between PRASA and a <i>tenderer</i> shall be to or from PRASA's <i>Representative</i> only, and in a form that can be read, copied and recorded. Communication shall be in the English language. PRASA takes no responsibility for non-receipt of communications from or by a <i>tenderer</i> . |
| PRASA's rights to accept or reject any tender | 6 | PRASA may accept or reject any variation, deviation, tender, or alternative tender, and may cancel the tender process and reject all tenders at any time prior to the formation of a contract. PRASA or PRASA's <i>Representative</i> will not accept or incur any liability to a <i>tenderer</i> for such cancellation and rejection, but will give reasons for the action. PRASA reserves the right to accept the whole or any part of any tender. |
| | 7 | After the cancellation of the tender process or the rejection of all tenders PRASA may abandon the proposed work and services, have it performed in any other manner, or re-issue a similar invitation to tender at any time. |

Tenderer's obligations

The *tenderer* shall comply with the following obligations when submitting a tender and shall:

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| Eligibility | 1 | Submit a tender only if the <i>tenderer</i> complies with the criteria stated in the Scope of work/ specification. |
| Cost of tendering | 2 | Accept that PRASA will not compensate the <i>tenderer</i> for any costs incurred in the preparation and submission of a tender. |

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| Check documents | 3 | Check the <i>tender documents</i> on receipt, including pages within them, and notify PRASA's <i>Representative</i> of any discrepancy or omissions in writing. |
| Copyright of documents | 4 | Use and copy the documents provided by PRASA only for the purpose of preparing and submitting a tender in response to this invitation. |
| Standardised specifications and other publications | 5 | Obtain, as necessary for submitting a tender, copies of the latest revision of standardised specifications and other publications, which are not attached but which are incorporated into the <i>tender documents</i> by reference. |
| Acknowledge receipt | 6 | Preferably complete the Receipt of invitation to submit a tender form attached to the Letter of Invitation and return it within five days of receipt of the invitation. |
| | 7 | Acknowledge receipt of Addenda / Tender Briefing Notes to the <i>tender documents</i> , which PRASA's <i>Representative</i> may issue, and if necessary apply for an extension to the <i>deadline for tender submission</i> , in order to take the Addenda into account. |
| Site visit and / or clarification meeting | 8 | Attend a site visit and/or clarification meeting at which <i>tenderers</i> may familiarise themselves with the proposed work, services or supply, location, etc. and raise questions, if provided for in the Scope of work/ specification. Details of the meeting are stated in the RFP document, <i>i-tender</i> website and CIDB website. |
| Seek clarification | 9 | Request clarification of the <i>tender documents</i> , if necessary, by notifying PRASA's <i>Representative</i> earlier than the <i>closing time for clarification of queries</i> . |

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| Insurance | 10 | Be informed of the risk that needs to be covered by insurance policy. The <i>tenderer</i> is advised to seek qualified advice regarding insurance. |
| Pricing the tender | 11 | Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except VAT), and other levies payable by the successful <i>tenderer</i> . Such duties, taxes and levies are those applicable 14 days prior to the <i>deadline for tender submission</i> . |
| | 12 | Show Value Added Tax (VAT) payable by PRASA separately as an addition to the tendered total of the prices. |
| | 13 | Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the <i>conditions of contract</i> . |
| | 14 | State the rates and Prices in South African Rand unless instructed otherwise as an additional condition in the Scope of work/ specification. The selected <i>conditions of contract</i> may provide for part payment in other currencies. |
| Alterations to documents | 15 | Not make any alterations or an addition to the tender documents, except to comply with instructions issued by PRASA's <i>Representative</i> or if necessary to correct errors made by the <i>tenderer</i> . All such alterations shall be initialled by all signatories to the tender. Corrections may not be made using correction fluid, correction tape or the like. |
| Alternative tenders | 16 | Submit alternative tenders only if a main tender, strictly in accordance with all the requirements of the <i>tender documents</i> is also submitted. The alternative tender is submitted with the main tender together with a schedule that compares the requirements of the <i>tender documents</i> with the alternative requirements the <i>tenderer</i> proposes. |

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- 17 Accept that an alternative tender may be based only on the criteria stated in the Scope of work/ specification and as acceptable to PRASA.
- Submitting a tender** 18 Submit a tender for providing the whole of the works, services or supply identified in the Contract Data unless stated otherwise as an additional condition in the Scope of work/ specification.
- NOTE:** 19 **Return the completed and signed *PRASA Tender Forms and SBD forms provided with the tender. Failure to submit all the required documentation will lead to disqualification***
- 20 **Submit the tender as an original plus 1 copy and an electronic version which should be contained in Memory Cards clearly marked in the Bidders name as stated in the RFP and provide an English translation for documentation submitted in a language other than English. Tenders may not be written in pencil but must be completed in ink.**
- 21 Sign and initial the original and all copies of the tender where indicated. PRASA will hold the signatory duly authorised and liable on behalf of the *tenderer*.
- 22 Seal the original and each copy of the tender as separate packages marking the packages as "ORIGINAL" and "COPY". Each package shall state on the outside PRASA's address and invitation to tender number stated in the Scope of work/ specification, **as well as the *tenderer's name and contact address***. Where the tender is based on a two envelop system tenderers should further indicate in the package whether the document is **envelope / box 1 or 2**.
- 23 Seal original and copies together in an outer package that states on the outside only PRASA's address and invitation to tender number as

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stated in the Scope of work/ specification. The outer package should be marked “CONFIDENTIAL”

- 24 Accept that PRASA will not assume any responsibility for the misplacement or premature opening of the tender if the outer package is not sealed and marked as stated.

Note:

PRASA prefers not to receive tenders by post, and takes no responsibility for delays in the postal system or in transit within or between PRASA offices.

PRASA prefers not to receive tenders by fax, PRASA takes no responsibility for difficulties in transmission caused by line or equipment faults.

Where tenders are sent via courier, PRASA takes no responsibility for tenders delivered to any other site than the tender office.

PRASA employees are not permitted to deposit a tender into the PRASA tender box on behalf of a tenderer, except those lodged by post or courier.

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| Closing time | <p>25 Ensure that PRASA has received the tender at the stated address with the Scope of work / specification no later than the <i>deadline for tender submission</i>. Proof of posting will not be taken by PRASA as proof of delivery. PRASA will not accept a tender submitted telephonically, by Fax, E-mail or by telegraph unless stated otherwise in the Scope of work/ specification.</p> <p>26 Accept that, if PRASA extends the <i>deadline for tender submission</i> for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.</p> |
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| Tender validity | <p>27 Hold the tender(s) valid for acceptance by PRASA at any time within the <i>validity period</i> after the <i>deadline for tender submission</i>.</p> <p>28 Extend the <i>validity period</i> for a specified additional period if PRASA requests the <i>tenderer</i> to extend it. A <i>tenderer</i> agreeing to the request will not be required or permitted to modify a tender, except to the extent PRASA may allow for the effects of inflation over the additional period.</p> |
| Clarification of tender after submission | <p>29 Provide clarification of a tender in response to a request to do so from PRASA's <i>Representative</i> during the evaluation of tenders. This may include providing a breakdown of rates or Prices. No change in the total of the Prices or substance of the tender is sought, offered, or permitted except as required by PRASA's <i>Representative</i> to confirm the correction of arithmetical errors discovered in the evaluation of tenders. The total of the Prices stated by the <i>tenderer</i> as corrected by PRASA's <i>Representative</i> with the concurrence of the <i>tenderer</i>, shall be binding upon the <i>tenderer</i></p> |
| Submit bonds, policies etc. | <p>30 If instructed by PRASA's <i>Representative</i> (before the formation of a contract), submit for PRASA's acceptance, the bonds, guarantees, policies and certificates of insurance required to be provided by the successful <i>tenderer</i> in terms of the <i>conditions of contract</i>.</p> <p>31 Undertake to check the final draft of the contract provided by PRASA's <i>Representative</i>, and sign the Form of Agreement all within the time required.</p> <p>32 Where an agent on behalf of a principal submits a tender, an authenticated copy of the authority to act as an agent should be submitted with the tender.</p> |

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Fulfil BEE requirements 33 Comply with PRASA's requirements regarding BBBEE Suppliers.

PRASA'S UNDERTAKINGS

PRASA, and PRASA's *Representative*, shall:

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| Respond to clarification | 1 | Respond to a request for clarification received earlier than the <i>closing time for clarification of queries</i> . The response is notified to all <i>tenderers</i> . |
| Issue Addenda | 2 | If necessary, issue to each <i>tenderer</i> from time to time during the period from the date of the Letter of Invitation until the <i>closing time for clarification of queries</i> , Addenda that may amend, amplify, or add to the <i>tender documents</i> . If a <i>tenderer</i> applies for an extension to the <i>deadline for tender submission</i> , in order to take Addenda into account in preparing a tender, PRASA may grant such an extension and PRASA's <i>Representative</i> shall notify the extension to all <i>tenderers</i> . |
| Return late tenders | 3 | Return tenders received after the <i>deadline for tender submission</i> unopened to the <i>tenderer</i> submitting a late tender. Tenders will be deemed late if they are not in the designated tender box at the date and time stipulated as the deadline for tender submission. |
| Non-disclosure | 4 | Not disclose to <i>tenderers</i> , or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tenders and recommendations for the award of a contract. |
| Grounds for rejection | 5 | Consider rejecting a tender if there is any effort by a <i>tenderer</i> to influence the processing of tenders or contract award. |

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Disqualification	6	Instantly disqualify a <i>tenderer</i> (and his tender) if it is established that the <i>tenderer</i> offered an inducement to any person with a view to influencing the placing of a contract arising from this invitation to tender.
Test for responsiveness	7	Determine before detailed evaluation, whether each tender properly received • meets the requirements of these Conditions of Tender, • has been properly signed, and • is responsive to the requirements of the <i>tender documents</i>.
	8	Judge a responsive tender as one which conforms to all the terms, conditions, and specifications of the <i>tender documents</i> without material deviation or qualification. A material deviation or qualification is one which, in PRASA 's opinion would • detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Contract Data, • change PRASA's or the <i>tenderer's</i> risks and responsibilities under the contract, or • affect the competitive position of other <i>tenderers</i> presenting responsive tenders, if it were to be rectified.
Non-responsive tenders	10	Reject a non-responsive tender, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
Arithmetical errors	11	Check responsive tenders for arithmetical errors, correcting them as follows: • Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. • If a bill of quantities applies and there is a discrepancy between the rate and the line item total, resulting from multiplying the rate by the quantity, the rate as quoted shall govern. Where there is an

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obviously gross misplacement of the decimal point in the rate, the line item total as quoted shall govern, and the rate will be corrected.

- Where there is an error in the total of the Prices, either as a result of other corrections required by this checking process or in the *tenderer's* addition of prices, the total of the Prices, if any, will be corrected.

	12 Reject a tender if the <i>tenderer</i> does not accept the corrected total of the Prices (if any).
Evaluating the tender	13 Evaluate responsive tenders in accordance with the procedure stated in the RFP / Scope of work/ specification. The evaluated tender price will be disclosed only to the relevant PRASA tender committee and will not be disclosed to <i>tenderers</i> or any other person.
Clarification of a tender	14 Obtain from a <i>tenderer</i> clarification of any matter in the tender which may not be clear or could give rise to ambiguity in a contract arising from this tender if the matter were not to be clarified.
Acceptance of tender	15 Notify PRASA's acceptance to the successful <i>tenderer</i> before the expiry of the <i>validity period</i> , or agreed additional period. Providing the notice of acceptance does not contain any qualifying statements, it will constitute the formation of a contract between PRASA and the successful <i>tenderer</i> .
Notice to unsuccessful tenderers	16 After the successful <i>tenderer</i> has acknowledged PRASA's notice of acceptance, notify other <i>tenderers</i> that their tenders have not been accepted, following PRASA's current procedures.
Prepare contract documents	17 Revise the contract documents issued by PRASA as part of the <i>tender documents</i> to take account of: • Addenda issued during the tender period; • inclusion of some of the <i>tender returnables</i>; and

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- other revisions agreed between PRASA and the successful *tenderer*, before the issue of PRASA's notice of acceptance (of the tender).

Issue final contract	18 Issue the final contract documents to the successful <i>tenderer</i> for acceptance within one week of the date of PRASA's notice of acceptance.
Sign Form of Agreement	19 Arrange for authorised signatories of both parties to complete and sign the original and one copy of the Form of Agreement within two weeks of the date of PRASA's notice of acceptance of the tender. If either party requires the signatories to initial every page of the contract documents, the signatories for the other party shall comply with the request.
Provide copies of the contracts	20 Provide to the successful <i>tenderer</i> the number of copies stated in the Scope of work/ specification of the signed copy of the contracts within three weeks of the date of PRASA's acceptance of the tender.