

SANRAL



**BUILDING SOUTH AFRICA
THROUGH BETTER ROADS**

THE SOUTH AFRICAN NATIONAL ROADS AGENCY SOC LIMITED

**CONTRACT SANRAL: X.002-229-2025/1F (Non-Toll) & X.002-230-2025/1F
(Toll)**

SCM REFERENCE: NRA 2025/0372

**CONSULTING SERVICE FOR THE PROVISION AND MANAGEMENT
OF WELLNESS SERVICES FOR ROUTINE ROAD MAINTENANCE
PROJECTS IN THE MPUMALANGA PROVINCE**

ISSUE DATE:	27 JULY 2026
BRIEFING SESSION DATE:	7 AUGUST 2026 @ 10 :00
CLOSING DATE:	31 AUGUST 2026
CLOSING TIME:	12:00 PM

**VOLUME 3
BASE DATE: JULY 2026
BOOK 1 OF 3**

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PART T1: TENDERING PROCEDURES

**SBD1 FORM
INVITATION TO BID**

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SANRAL					
BID NUMBER:	: X.002-229-2025/1F (Non-Toll) & X.002-230-2025/1F (Toll)	CLOSING DATE:	31 AUGUST 2026	CLOSING TIME:	12:00
DESCRIPTION	CONSULTING SERVICE FOR THE PROVISION AND MANAGEMENT OF WELLNESS SERVICES FOR ROUTINE ROAD MAINTENANCE PROJECTS IN THE MPUMALANGA PROVINCE				
Validity Period: 12 Weeks calendar days including the first day and including the last day.					
SANRAL Gauteng Provincial Office					
Physical Address:					
38 Ida Street, Menlo Park, Pretoria, 0081					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Procurement Officer		CONTACT PERSON	Procurement Officer	
TELEPHONE NUMBER	N/A		TELEPHONE NUMBER	N/A	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	ProcurementNR4@sanral.co.za		E-MAIL ADDRESS	ProcurementNR4@sanral.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO NO					
DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO					
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO NO					
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO NO					
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO					
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

.....

T1.1 TENDER NOTICE AND INVITATION TO TENDER

The South African National Roads Agency SOC Limited (SANRAL) invites tenders for CONSULTING SERVICE FOR THE PROVISION AND MANAGEMENT OF WELLNESS SERVICES FOR ROUTINE ROAD MAINTENANCE PROJECTS IN THE MPUMALANGA PROVINCE

This project is in the province of **Mpumalanga Province**. The approximate duration is 60 months.

Only tenderers who are registered on the National Treasury Central Supplier Database are eligible to tender.

TENDER DOCUMENTS

Tender documents are available from **27 JULY 2026** for free download from National Treasury's eTender Publication Portal (<http://www.etenders.gov.za>) and SANRAL Website

A compulsory briefing session

A compulsory briefing session will be conducted **Virtually** on the **7 AUGUST 2026**, at **10H00** for a period of **± 2 hours**. The briefing session will start punctually, and information will not be repeated for the benefit of Respondents arriving late.

Briefing meeting link:

Join: <https://teams.microsoft.com/meet/327945643258623?p=OTHiTUqYpkgzO2Kmno>

Late arrivals (15 Minutes late) will not be allowed to participate in the meeting, and their submissions shall be declared non-responsive. A tenderer's representative cannot represent more than one tenderer at the tender briefing meeting.

A tender clarification briefing presentation will be sent to all Bidders who attended the briefing session. It is the responsibility of the Bidder to ensure they receive the presentation.

Closing Date

The closing date and time for receipt of tenders is **31 AUGUST 2026 @ 12 pm** (South African Time). Tenders must be placed inside the tender box at:

Location of tender box:

Reception Area

The Gauteng Provincial Office

The South African National Roads Agency SOC Ltd

38 Ida Street

Menlo Park

Pretoria

0081

- Telephonic, telegraphic, telex, facsimile, e-mailed tenders will NOT be accepted.
- No late tenders will be accepted after closing date and time.
- Bidders to ensure that their names and contacts details are reflected on the cover page of the bid document.
- Tenders may only be submitted on the tender documentation that is issued.
- Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the Tender Data.

T.1.2 TENDER DATA

The conditions of tender are the standard conditions of tender as contained in Annexure C of the CIDB STANDARD FOR UNIFORMITY IN ENGINEERING AND CONSTRUCTION WORKS CONTRACTS as per Government Notice No. 423 published in Government Gazette No. 42622 of 08 AUGUST 2019 and as amended from time to time. (see www.cidb.org.za).

The standard conditions of tender make several references to the tender data for details that apply specifically to this tender. The tender data shall have precedence in the interpretation of any ambiguity or inconsistency between the tender data and the standard conditions of tender.

Each item of data given below is cross-referenced to the clause marked "C" in the above-mentioned Standard Conditions of Tender.

Clause Number	Data
C.1	GENERAL
C.1.1	Actions The Employer is The South African National Road Agency SOC Limited (SANRAL). The Employer's domicilium citandi et executandi (permanent physical business address) is: 48 Tambotie Avenue Val de Grace Pretoria, 0184
C.1.2	Tender Document The tender documents issued by the Employer comprise: Part T1: Tendering Procedures T1.1 Tender notice and invitation to tender (White) T1.2 Tender data Part T2: Returnable Schedules T2.1 List of returnable documents T2.2 Returnable schedules Part C1: Agreements and contract data C1.1 Form of offer and acceptance (Yellow) C1.2 Contract data (Yellow) Part C2: Pricing data C2.1 Pricing instructions (assumptions) (Yellow) C2.2 Pricing Schedules / Bills of Quantities (Yellow) Part C3: Scope of work C3 Scope of work (Blue) Part C4: Project Information C4 Project Information (Green) (Part C5: Annexures (White)
C.1.4	Communication and employer's agent The language for communications is English. The Employer's agent can be contacted at ProcurementNR4@sanral.co.za

C.1.5	Cancellation and Re-Invitation of Tenders
C.1.5.1	An employer may, prior to the award of the tender, cancel a tender if a) due to changed circumstances, there is no longer a need for the engineering and construction works specified in the invitation. b) funds are no longer available to cover the total envisaged expenditure; or c) no acceptable tenders are received. d) there is a material irregularity in the tender process.
C.1.5.2	The decision to cancel a tender invitation must be published in the same manner in which the original tender invitation was advertised
C.1.5.3	An employer may only with the prior approval of the relevant treasury cancel a tender invitation for the second time.
C.1.6	Procurement procedures
C.1.6.1	General Unless otherwise stated in the tender data, a contract will, subject to C.3.13, be concluded with the tenderer who in terms of C.3.11 is the highest ranked or the tenderer scoring the highest number of tender evaluation points, as relevant, based on the tender submissions that are received at the closing time for tenders.
C.2	Tenderer's Obligations
C.2.1	Eligibility
C.2.1.1	Submit a tender offer only if the tenderer satisfies the criteria stated in the tender data and the tenderer, or any of his principals, is not under any restriction to do business with employer. Notify the employer of any proposed material change in the capabilities or formation of the tendering entity (or both) or any other criteria which formed part of the qualifying requirements used by the employer as the basis in a prior process to invite the tenderer to submit a tender offer and obtain the employer's written approval to do so prior to the closing time for tenders. Joint Ventures are eligible to submit tenders provided that: every member of the joint venture is registered with the CSD
C.2.2	Cost of tendering Tender documents are available from eTenders and SANRAL website at no cost.
C.2.3.	Check documents Check the tender documents on receipt for completeness and notify the employer of any discrepancy or omission
C.2.4	Confidentiality and copyright Confidentiality and copyright of documents Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the employer only for the purpose of preparing and submitting a tender offer in response to the invitation.
C.2.6	Acknowledge addenda Failure to apply instructions contained in addenda may render a tenderer's offer non-responsive in terms of condition of tender C.3.8.
C.2.7	Clarification meeting

	The arrangements for a compulsory briefing session are as stated in the Tender Notice and Invitation to Tender (T1.1). Tenderers must sign the attendance list in the name of the tendering entity. Addenda will be issued to and tenders will be received only from those tendering entities appearing on the attendance list.
C.2.8	Seek clarification Request clarifications at least eight (8) working days before the closing date.
C.2.9	Insurance No insurance is provided by the Employer.
C.2.10	Pricing the tender offer
C.2.10.3	The rates and prices shall be adjusted as specified in the conditions of contract clause 13.8 Adjustments for Changes in Costs
C.2.10.4	Tenderers are required to state the rates, amounts and currencies in Rand.
C.2.11	Alterations to documents Do not make any alterations or additions to the tender documents, except to comply with instructions issued by the employer, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations
C.2.12	Alternative tender offers will not be considered.
C.2.13	Submitting a tender offer
C.2.13.2	The tenderer is required to submit all returnable schedule as printed copy and in .pdf format (saved on a flash drive)
C.2.13.3	Only the following needs to be submitted: a. Volume 3 – Printed copy and flash drive The following information has to be submitted in printed hard copy and flash drive: • The 1st file in pdf format which contains: • Scanned copy of Form of Offer (pdf) • Scanned copies of all returnable schedules and attachments (pdf) • Scanned copy of Pricing Schedule (pdf) • A 2nd file in Excel format • Completed pricing schedule b. Alternative offers will not be considered. In the event of any discrepancy between the contents of the electronically priced schedule and the electronically provided pricing schedule in pdf format, the contents of the provided pdf format shall be taken as the valid contents. For the information provided by the tenderer as part of his submission, e.g. rates, the signed print-out shall be taken as the valid submission.
C.2.13.5	The Employer's address for delivery of tender offers and identification details to be shown on each tender offer package are: As indicated in the Tender Notice Tenders must be submitted during office hours (09:00 to 16:00) Monday to Friday at the Employer's address. It is in the tenderer's interest to ensure that the delivery of the tender offer is recorded in the Employer's tenders received register in the name of the tendering entity. In cases where the tender document is couriered to the regional office clear instructions to the person delivering the document must be given that the register must still be completed in the name of the tendering entity.

C.2.13.7	Place and seal the printed and bound hard copy and flash drive in an envelope clearly marked "TENDER" and bearing the Employer's name, the contract number and description, the tenderer's authorised representative's name, the tenderer's postal address and contact telephone numbers.
C.2.14	Information and data to be completed in all respects Provided that the omission is not a material omission, the Employer reserves the right to condone the omission and may waive any nonconformities in the tender. Provided that the omission is not a material omission, the Employer reserves the right to condone the omission and may request the tenderer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the tender related to documentation requirements.
C.2.15	The closing time for submission of tender offers is 12:00 pm on the 31 AUGUST 2026
C.2.16	Tender offer validity
C.2.16.1	Hold the tender offer(s) valid for twelve (12) weeks for acceptance by the employer at any time during the validity period stated after the closing time stated in the tender data
C.2.17	Clarification of tender offer after submission Provide clarification of a tender offer in response to a request to do so from the employer during the evaluation of tender offers. This may include providing a breakdown of rates or prices and correction of arithmetical errors by the adjustment of certain rates or item prices (or both). No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.
C.3	The Employer's undertakings
C.3.1	Respond to requests from the tenderer
C.3.1.1	The Employer shall respond to clarifications received up to 3 (three) working days before tender closing date.
C.3.2	Issue Addenda The employer shall issue addenda until 10 (ten) working days before tender closing date.
C.3.3	Return late tender offers Tender offers received after the closing time stated in the Tender Data will be returned, unopened, (unless it is necessary to open a tender submission to obtain a forwarding address), to the tenderer concerned.
C.3.4	Opening of tender submissions
C.3.4.1	There will be public opening of tenders approximately 1 hour after tender closing, At the location of Tender box. Tender opening register will be made available to all bidders who submitted a bid.
C.3.7	Grounds for rejection and disqualification Determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices. In the event of disqualification, the Employer may, at its sole discretion, claim damages from the tenderer and impose a specified period during which tender offers will not be accepted from the offending tenderer and, the Employer shall inform the National Treasury in writing.
C.3.8	Test for responsiveness

C.3.8.2	A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the Employer's opinion, would: - detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Scope of Work, - significantly change the Employer's or the tenderer's risks and responsibilities under the contract, or - affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified. Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
C.3.9	Arithmetical errors, omissions, discrepancies and imbalanced unit rates
C.3.9.1	Check responsive tenders for discrepancies between amounts in words and amounts in figures. Where there is a discrepancy between the amounts in figures and the amount in words, the amount in words shall govern.
C.3.9.2	Check the highest ranked tender or tenderer with the highest number of tender evaluation points after the evaluation of tender offers in accordance with C.3.11 for: - the gross misplacement of the decimal point in any unit rate; - omissions made in completing the pricing schedule or bills of quantities; or - arithmetic errors in: - line item totals resulting from the product of a unit rate and a quantity in bills of quantities or schedules of prices; or - the summation of the prices.
C.3.9.3	Notify the tenderer of all errors or omissions that are identified in the tender offer and either confirm the tender offer as tendered or accept the corrected total of prices. Where the tenderer elects to confirm the tender offer as tendered, correct the errors as follows:
C.3.9.4	- If bills of quantities or pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as quoted shall govern, and the unit rate shall 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 shall govern, and the tenderer will be asked to revise selected item prices (and their rates if bills of quantities apply) to achieve the tendered total of the prices.
C.3.10	Clarification of Tender Offer Obtain clarification from a tenderer on any matter that could give rise to ambiguity in a contract arising from the tender offer.
C.3.11	Evaluation of tender offers Stage 1 Test for responsiveness - Bid is received before the closing date and time. - Bidder has submitted a completed and signed Form of offer. Stage 2 Mandatory Administration Criteria - Bidder has completed section 1: SBD 1 Form. - Bidder is registered with CSD - Bidder has Valid Letter of Good Standing issued in accordance with the Compensation for Occupational Injuries and Diseases Act (COIDA). - Attendance of compulsory briefing session. - X1 Project Leader who has an active Professional Registration with Engineering Council of South Africa (ECSA) or Project Management South Africa (PMSA) or South African

	Council for Project & Construction Management Professions (SACPCMP) and Employee Assistance Programme (EAP) accredited certificate and NQF Level 7. 8. X1 Facilitator/Educator with NQF Level 7, Degree, Facilitator SAQA accredited certificate.														
	Stage 3 Functionality Evaluation Criteria Functionality is the terminology used to define the technical ability of the Tenderer, based on experience to deliver the required product in accordance with the specialized quality, reliability, and functionality. The functionality evaluation will be conducted by the Evaluation Committee which comprises of various skilled and experienced members from diverse professional disciplines. The evaluation process will be based on functionality criteria. The criteria will be as follows: Points allocated for Functionality shall be evaluated in accordance with the criteria as listed below. Total Quality points allocated shall be 100. Tenderer must score minimum threshold of 70 points out of 100. This is required to be achieved for the tender to be eligible for further evaluation. Bidder shall submit list of projects relevant/similar to this tender scope of work which have been successfully completed within the last 15 years. Contactable client reference letters, and letters of awards are required for the stated projects. <u>SANRAL–EXPLANATION OF WELLNESS MANAGEMENT TENDER EVALUATION SCORING.</u> This document does not look at the tenderer's eligibility, compliance and responsive requirements, but merely explains the scoring methodology that is applied to tenders deemed complaint and responsive. The criterion for scoring is made up as follows: <table border="1"> <thead> <tr> <th>Evaluation Criteria</th><th>Points</th></tr> </thead> <tbody> <tr> <td>Technical Knowledge</td><td>20</td></tr> <tr> <td>Management Knowledge</td><td>20</td></tr> <tr> <td>Past performance</td><td>22</td></tr> <tr> <td>Call centre</td><td>18</td></tr> <tr> <td>EAPA-SA registration</td><td>20</td></tr> <tr> <td>TOTAL</td><td>100</td></tr> </tbody> </table> The minimum number of evaluation points for quality is not less than 70 points.	Evaluation Criteria	Points	Technical Knowledge	20	Management Knowledge	20	Past performance	22	Call centre	18	EAPA-SA registration	20	TOTAL	100
Evaluation Criteria	Points														
Technical Knowledge	20														
Management Knowledge	20														
Past performance	22														
Call centre	18														
EAPA-SA registration	20														
TOTAL	100														

	Evaluation Criteria	Maximum Points
	1. BIDDER EXPERIENCE IN PROVIDING ENGINEERING PROFESSIONAL SERVICES WORK IN RELEVANT /SIMILAR SCOPE OF WORKS: Maximum of four (4) projects will be evaluated: - Tender shall submit a list of projects relevant/similar to this tender scope of works which have been successfully completed within the last 15 years. Contactable client reference details and letter or certificate of Practical Completion shall be submitted as proof of experience. 1.1. Value per completed project: (i) Projects with a with a value of R0 and up to but excluding R10 Million (Inclusive of VAT) [0] (ii) Projects with a with a value of R10 Million and up to but excluding R15 Million (inclusive of VAT) [1] (iii) If project has a value of R15 Million and up to but excluding R18 Million (Inclusive of VAT) [2] (iv) If project has a value of R18 Million and up to but excluding R20 Million (Inclusive of VAT) [4] (v) Projects with a value of R20 Million or more (inclusive of VAT) [5]	20
	2. KEY PERSONNEL: 2.1. CONTRACTS MANAGER/ PROJECT LEADER RELEVANT PROJECT EXPERIENCE Maximum of three (3) projects will be evaluated: - (i) If project has a value of R0 and up to but excluding R8 Million (inclusive of VAT) [0] (ii) If project has a value of R8 Million and up to but excluding R15 Million (Inclusive of VAT) [2] (iii) If project has a value of R15 Million and up to but excluding R20 Million (Inclusive of VAT) [3] (iv) If project has a value of R20 Million and up (Inclusive of VAT) [6] Contract Manager / Project Leader Qualification (I) Active registration as PrTech Eng/ PrEng with ECSA or PrCPM with SACPCMP or PM, Sr PM / Pr. PM with PMSA [2]	20
	2.2. FACILITATOR/ EDUCATOR RELEVANT PROJECT EXPERIENCE Maximum of four (4) projects will be evaluated (i) If project has a value of R0 and up to but excluding R8 Million (inclusive of VAT) [0] (ii) If project has a value of R8 Million and up to but excluding R15 Million (Inclusive of VAT) [2] (iii) If project has a value of R15 Million and up to but excluding R20 Million (Inclusive of VAT) [3] (iv) If project has a value of R20 Million and up (Inclusive of VAT) [5] Facilitator/ Educator Qualification (i) NQF7 or higher degree [1] (ii) NQF7 or higher degree & Facilitator SAQA accredited certificate[2]	22

3. CALL CENTER – (Refer to Form B7 for guidance) 3.1 Operational Call Center Established (4) (i) No Call Centre [0] (ii) Outsourced Call Centre with 4 or more staff per shift (24 hours) [2] (iii) In-House Call Centre with 4 or more staff per shift (24 hours) [4] 3.2 Telephony & Technology (3) <table><thead><tr><th>Criterion</th><th>Points</th><th>Substantiation required</th></tr></thead><tbody><tr><td>Cloud telephony platform + call log</td><td>1</td><td>Service agreement or invoices/contract for the cloud telephony, with proof images/screenshots of the platform and recording.</td></tr><tr><td>Toll-free number + allocation letter</td><td>1</td><td>The number-allocation letter from the number provider for the toll-free line.</td></tr><tr><td>Case-management / CRM + reporting</td><td>1</td><td>A live portal - screen-recorded demo - plus sample (de-identified) monthly reports.</td></tr></tbody></table> 3.3 Call Center Employee Experience (4) (i) No staff trained with a counselling certificate. [0] (ii) All staff trained with a SAQA accredited counseling certificate or equivalent [4] 3.4 Clinical [1] <table><thead><tr><th>Criterion</th><th>Points</th><th>Substantiation required</th></tr></thead><tbody><tr><td>Clinical SOPs + multilingual + 24/7 roster</td><td>1</td><td>SOP library, a language matrix, and a 24/7 shift roster.</td></tr></tbody></table> 3.5 POPIA (2) (i) Registered Information Officer [1] (ii) Data residency + DPA - strictly SA-hosted [1] 3.6 Call Center – Line Capacity (4) (i) No Call Center [0] (ii) 4 incoming and outgoing lines [1] (iii) 5 to 10 incoming and outgoing lines [2] (iv) 10 or more incoming and outgoing lines [4] EAPA-SA For Employee Assistance Professionals Association (EAPA-SA), Tenderer must attach proof of the company or Director's registration certificate to form B6. 1) Tenderer's registration with EAPA-SA [10] "The tender is allocated 10 points for Company EAPA-SA registration. " 2) Tenderer's Directors or Key resources registration with EAPA-SA [10] "The tenders Directors or Key resources registration points are scored as follows:" i) No Directors or Key Person registered [0] ii) Director/s or one Key resource (Project Leader or Facilitator) registered [5] iii) Director/s or both Key resources (Project Leader and Facilitator) registered [10]	Criterion	Points	Substantiation required	Cloud telephony platform + call log	1	Service agreement or invoices/contract for the cloud telephony, with proof images/screenshots of the platform and recording.	Toll-free number + allocation letter	1	The number-allocation letter from the number provider for the toll-free line.	Case-management / CRM + reporting	1	A live portal - screen-recorded demo - plus sample (de-identified) monthly reports.	Criterion	Points	Substantiation required	Clinical SOPs + multilingual + 24/7 roster	1	SOP library, a language matrix, and a 24/7 shift roster.	18 20
Criterion	Points	Substantiation required																	
Cloud telephony platform + call log	1	Service agreement or invoices/contract for the cloud telephony, with proof images/screenshots of the platform and recording.																	
Toll-free number + allocation letter	1	The number-allocation letter from the number provider for the toll-free line.																	
Case-management / CRM + reporting	1	A live portal - screen-recorded demo - plus sample (de-identified) monthly reports.																	
Criterion	Points	Substantiation required																	
Clinical SOPs + multilingual + 24/7 roster	1	SOP library, a language matrix, and a 24/7 shift roster.																	

Criterion	Points	Substantiation required
Company EAPA-SA registration	10	Valid company registration with EAPA-SA for a minimum of 3 consecutive years.
Director/s or Key personnel registration	10	Director/s and/or Key personnel registered with EAPA-SA as an EA-Professional for a minimum of 3 consecutive years – registration certificates.
Total		100

Stage 4 Price and Preference

This is the final stage of the evaluation process and will be based on the PPPFA preference point system. Bidders will be ranked by applying the preferential point scoring 80/20 or 90/10 for bids with the rand value below or above R50 million. Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest acceptable tender will be used to determine the accurate system once tenders are received. A maximum of 80/ 90 points is allocated for price based on the following formulae:

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Bid under consideration

Pt = Price of Bid under consideration

Pmin = Price of lowest acceptable Bid

$$PS = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Bid under consideration

Pt = Price of Bid under consideration

Pmin = Price of lowest acceptable Bid

SANRAL will score specific goals out of 10 or 20. If a bidder fails to meet the Specific goals as outlined on the table below and submit proof, the bidder will score zero (0) out of 10 or 20. SANRAL will not disqualify the bidder. In terms of this bid/tender, Preference points will be awarded in terms of the table below:

Specific goals	Criteria	10 points		20 points	
		Point allocation	Maximum points	Point allocation	Maximum points
B-BBEE Level	Level 1	10.00	10.00	20.00	20.00
	Level 2	9.00		18.00	
	Level 3	6.00		14.00	
	Level 4	5.00		12.00	
	Level 5	4.00		8.00	
	Level 6	3.00		6.00	
	Level 7	2.00		4.00	
	Level 8	1.00		2.00	
	Non-compliant contributor	0.00		0.00	

Criteria for breaking deadlock

If two or more tenders score the same number of points and these tenders are also the highest ranked tenders, the tender with the highest preference points will be recommended for award.

If functionality is part of the evaluation process and two or more tenders score equal total points and equal preference points, the tender that scored the highest points for functionality will be recommended for award.

If two or more tenders score the same number of financial points and preference points and these tenders are also the highest ranked tenders, the tenderer to be recommended for award will be decided by the drawing of lots.

C.3.13

Acceptance of tender offer

The conditions stated in clauses C.3.13(a) to (f) of the Conditions of Tender as well as the following additional clauses C.3.13(g) to (l) shall be applied as objective criteria in terms of section 2(1)(f) of the Preferential Procurement Policy Framework Act, 2000 (Act No 5 of 2000) and as compelling and justifiable reasons in terms of Conditions of Tender clause C.3.11:

- g) the tenderer or any of its directors is not listed on National Treasury's Register of Tender Defaulters or Restricted Suppliers, or the Employer's database, in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No 12 of 2004) as a tenderer or person prohibited from doing business with the public sector;
- h) the tenderer has not abused the Employer's supply chain management system; and
- i) the tenderer has not failed to perform on any previous contract and has not been given a written notice to this effect.
- j) the tenderer is tax compliant. The recommended tenderer who becomes non-compliant, prior to award, shall be notified and must become compliant within 7 working days of the date of being notified. A recommended tenderer who remains non-compliant after the 7 working days of being notified, shall be declared non-responsive.
- k) the tenderer is registered and in good standing with the compensation fund or with a licensed compensation insurer. The licensed compensation insurer shall be approved by Department of Labour in terms of Section 80 of the Compensation for Injury and Disease Act, 1993 (Act No. 130 of 1993).
- m) **Price negotiations.**

If the price offered by a tenderer scoring the highest points is not market related, the Organ of state may not award the tender to that tenderer.

The Organs of state may –

Negotiate a market related price with the tender scoring the highest points or cancel the tender;

	• If the tenderer does not agree to a market related price, negotiate a market related price with the tenderer scoring the second highest points or cancel the tender; • If the tenderer scoring the second highest points does not agree to a market related price, negotiate a market related price with the tenderer scoring the third highest points or cancel the tender; • If a market related price is not agreed as envisaged in paragraph 2(iii), the organ of state must cancel the tender. (n) Perform a risk analysis on the preferred tenderer to ascertain if any of the following might present an unacceptable commercial risk to the employer: The due diligence will take into consideration the following: • Integrity risk evaluation; • Operations, activities, locations and key customers; • Risk rating (i.e. high risk, medium to high risk, medium risk or low risk) of the tenderer. a) As part of this bid and subsequent contract, the tender requires a minimum of 30% sub-contracting. b) The following documents will be required at award stage: • Duly/fully signed Subcontracting Agreement between Main Contractor and Subcontractor/s specifying percentage that will be set aside for the subcontract and the scope of work that will be executed by the subcontract. • Valid B-BBEE Certificate/Sworn Affidavit.
C.3.16	Registration of the award SANRAL will notify unsuccessful tenderers when the tender process has been concluded. Any unsuccessful tenderer may request a debriefing in writing as specified in Clause C.3.18.
C.3.17	Provide copies of the contracts The number of paper copies of the signed contract to be provided by the Employer is 1.
C.3.18	Provide written reasons for actions taken All requests from tenderers shall be in writing.
ADDITIONAL CONDITIONS OF TENDER CLAUSES	
SC3.19	Jurisdiction Unless stated otherwise in the tender data, each tenderer and the Employer undertake to accept the jurisdiction of the law courts of the Republic of South Africa.