



PROVISION OF DRIVING SIMULATORS TO RTMC

RTMC BID NO:21/2018/19

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

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1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary to RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channeled to the email below, however such enquiries will be entertained until within ten days of publication on tender bulletin and National Treasury tender portal

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

5. **Instructions on submission of Bids**

- 5.1 Bids should be submitted in **Five (5) copies** (1 original and 4 copies) and one all bound in a sealed envelope endorsed, **RTMC BID 21/2018/19: Provision of driving simulators to the RTMC.**
- 5.2 The sealed envelope must be placed in the bid box at the Main Reception area of the RTMC **Eco Origin, Block F, 349 Witch-Hazel Street, Erf 3090, Highveld, Centurion Ext 79, 0157** by no later than **11:00 am on 12 March 2019.**
- 5.3 **Compulsory briefing session will be held on 25 February 2019 at 10h00am. Venue: Eco Origin, Block F, 349 Witch-Hazel Street, Erf 3090, Highveld, Centurion Ext 79, 0157**
- 5.4 The bidder's company name, closing date and the return address must also be endorsed on the envelope.
- 5.5 All bids submitted must be signed by a person or persons duly authorised thereto.
- 5.6 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.
- 5.7 Bid received by telegram, telex, email, facsimile or similar medium will not be considered.
- 5.8 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**
- 5.9 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.
- 5.10 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.
- 6.2 The bidder hereby offer to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.

7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.

7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

8. Supplier Development and Promotion of Emerging Black Owned Service Provider

8.1 The RTMC promotes enterprise development. In this regard, successful bidders are encouraged to mentor SMME's and/or Youth owned businesses. The implications of such arrangement will be subject to negotiations between the RTMC and the successful bidder.

8.2 It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.

8.3 To give effect to this requirement, bidders are required to submit a partnership/ subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

9. Bidders Details and Contact Person

DETAILS OF BIDDERS			
Name of your Company (in block letters)			
Signature(s) of the Bidder		Date	

or assignee(s)			
Name of person signing (in block letters)			
Capacity			
Are you duly authorized to sign this Bid?			
Company Registration Number			
VAT Registration Number			
Postal address (in block letters)			
Physical address (in block letters)			
Domicilium citandi et executandi in the RSA (full street address) (in block letters)			

DETAILS OF THE CONTACT PERSON	
Name of Contact Person	
Telephone Number	
Fax Number	
Cellphone Number	
E-Mail Address	

10. RESPONSE FORMAT

Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

10.1 Cover Page:

10.1.1 The cover page must clearly indicate the bid reference number, bid description and the bidder's name

10.1.2 **Annexure 1** Invitation to Bid (SBD 1 - duly completed and signed)

10.2 Schedule 1:

10.2.1 Executive summary of the bidder's Company/Joint Venture/Partnership/Close Corporation. (Agreements/ supporting documentation must be attached and any amendments post award should be approved by RTMC)

10.2.2 **Annexure 2** of this bid document (Duly completed and Signed)

10.3 Schedule 2:

10.3.1 Certified copies of your CIPC company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;

10.3.2 **Annexure 4** Declaration of Interest (SDB 4)

10.3.3 **Annexure 5** Declaration of Bidders Past SCM Practices (SBD 8)

10.3.4 **Annexure 6** Certificate of Independent Bid Determination (SBD 9)

10.3.5 **Annexure 7** Joint Venture/Consortium Agreement (In case of Consortium or Joint Venture)

Note: Where bidders form a Consortium or a Joint Venture, bidders must submit all documents as listed under Schedule 2 above for each party to the Consortium or Joint Venture.

10.4 Schedule 3:

10.4.1 Responses to **Section Two** of this document, in line with the format indicated in this bid document.

10.5 Schedule 4: (ENVELOPE 2)

10.5.1 A detailed pricing schedule breakdown for the bid including any supporting schedules on price determination. **The price schedule must be submitted on a separate sealed envelope. Failure to do so will result in disqualification.**

10.5.2 **Annexure 7** Price Schedule Summary (SBD 3.3)

10.5.3 **Annexure 8** Preferential Point Claim (SBD 6.1) and B-BBEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor. In case where a Joint Venture/Consortium is formed a combined B-BBEE Certificate must be provided.

11. **SPECIAL INSTRUCTIONS TO BIDDERS**

11.1 Bidders shall provide full and accurate answers to the questions posed in this document.

11.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.

11.3 RTMC reserves the right to appoint more than one service provider in order to ensure prompt delivery and efficiency of the service.

12. **EVALUATION CRITERIA**

The bid will be evaluated on a three-stage process.

- Stage 1 will be Mandatory Requirements. Bidders who fail to meet the mandatory requirement will be disqualified from further evaluation
- (a) Stage 2 will be on Functionality Evaluation which is **100** points. Only bidders that meet the minimum requirements for Stage 2 (65 points) will be eligible for consideration in Stage 3.
- Stage 3 being on the 80/20 Preference Point System (i.e. Price and B-BBEE).

12.1 STAGE 1 – MANDATORY REQUIREMENTS

NOTE: A BIDDER WHO FAILS TO MEET THE ABOVE MANDATORY REQUIREMENT WILL BE DISQUALIFIED FROM FURTHER EVALUATION

MANDATORY REQUIREMENT (1)	Comply (Yes / No)
<p>Bidders must be registered on National Treasury Central Supplier Data base (CSD)</p> <p>Registration on CSD (available on www.csd.gov.za)</p> <p>Tumelo Ntlaba - 012 406 9222</p> <p>Email: CSD@Treasury.gov.za</p> <p>Requirement: CSD report or reference number</p>	
<p>Bidders must sign all SBD bidding forms attached</p> <p>Requirement: Fully completed and signed SBD forms</p>	

12.2 STAGE 2 – FUNCTIONALITY CRITERIA

Stage 2 will be based on written proposals and shall be evaluated based on the following parameters for functionality:

Requirements	Score
A. Experience and Corporate overview and Similar work done	40
<p>A 1 Experience and Corporate overview:</p> <p>The bidder is expected to give an overview of sector specific experience in relation to manufacturing or supply, maintenance and training on driving simulators = 10 points</p> <p>Compliance requirement:</p> <ul style="list-style-type: none">• Company profile reflecting the following;<ul style="list-style-type: none">✓ Years of experience in relation to manufacturing or supply of simulators)<ul style="list-style-type: none">• 5 years experience or more = 5 points• 3 to 4 years experience = 3 points• 1 to 2 years experience = 2 points✓ Years of experience in relation to training provided on simulators<ul style="list-style-type: none">• (5 years experience or more in training = 5 points• 3 to 4 years experience in training = 3 points• 1 to 2 years experience in training = 2 points <p>Compliance requirement:</p> <p>Bidder to indicate period,clients and type of training provided to Facilitators / Tutors,learners or Train the Trainer programme)</p> <p>A.2 Similar work done</p> <p>Bidder/s are expected to attach copies of reference letters from reputable clients where similar service were rendered. The following details must reflect in the reference letter/s:-</p> <ul style="list-style-type: none">• Details of the service/ goods successfully rendered (supply / maintenance /training etc)	

<p>in relation to sector specific experience / simulators</p> <ul style="list-style-type: none"> • Role and Responsibilities, • Value of the contract/s • Contactable References. (letter of references in letterhead of the clients signed by any authorized person) <p>The responses will be evaluated based on the following:</p> <p>(a) 4 or more reference letters = 30 points</p> <p>(b) 2 to 3 reference letters = 20 points</p> <p>(c) 1 reference letter = 15 points</p>	
<p>B. Support Model</p>	<p>20</p>
<p>B1: The bidder is expected to provide after sales support and maintenance for the duration of the life cycle of the Simulator, therefore a maintenance plan must be in place and outline how the following elements will be maintained:</p> <ul style="list-style-type: none"> • Software support and maintenance = 5 points • Hardware support and maintenance = 5 points • Guaranties and Warranties = 5 points • Professional services = 5 points <p>NB: Refer to scope of work for more details</p> <p>Compliance requirement:</p> <p>Draft support plan / model with specific reference to the points highlighted above reflecting the following;</p> <ul style="list-style-type: none"> • Description of the service • Period (Frequency/ intervals of service) <p>The above elements will be evaluated independently as reflected on the draft support plan / model using the following measurers ;</p> <p>5 - Excellent Meets and exceeds the functionality requirements</p> <p>4 - Very Good Above average compliance to the requirements</p>	

3 - Good Satisfactory and should be adequate for stated element 2 - Average Compliance to the requirements 0 - Non Compliant Does not comply to the requirements	
C Transfer of Skills	20
<p>RTMC intends to appoint trainers who are expected to provide training to the learners and also to a certain extent do basic intervention/ support to the Simulators since they will be deployed to different sites in Provinces. As a result the bidder is expected to provide training.</p> <ul style="list-style-type: none"> • Describe your plan to transition knowledge to RTMC = 5 points • Training approach (practical and theory) = 5 points • List and attach training material that is normally provided = 5 points • Certificate of competency = 5 points <p>Compliance requirement:</p> <ul style="list-style-type: none"> • Draft Training Plan reflecting the above <p>Bidder to explain or give a narrative of each element listed above and provide supporting documents in order to qualify for points below.</p> <p>The above elements will be evaluated independently as a result should be clearly defined on the Training Plan. The following measures to be used ;</p> <ul style="list-style-type: none"> 5 - Excellent Meets and exceeds the functionality requirements 4 - Very Good Above average compliance to the requirements 3 - Good Satisfactory and should be adequate for stated element 2 - Average Compliance to the requirements 0 - Non Compliant Does not comply to the requirements 	
D Financial Due Diligence	20
<p>E1 The bidder will be required to outline their financial capability by demonstrating their ability to carry out the contract as per required delivery. The minimum amount which the bidder is expected to have or have access to is R500 000. Therefore proof of the following must be submitted:</p>	20

<ul style="list-style-type: none"> • Extended credit facility with financial institutions or • Access to over draft services or • Financial statements or • Letter of credit from manufacturer or main supplier or • Any other supporting information to prove financial capability <p>The bidder must provide their response in a manner that demonstrates their financial capability to manage the project and within prescribed turnaround times.</p>	
Total	100

NOTE: THE MINIMUM QUALIFYING SCORE FOR OVERALL FUNCTIONAL EVALUATION IS 65 POINTS. ALL BIDDERS THAT FAIL TO ACHIEVE THE MINIMUM QUALIFYING SCORE ON FUNCTIONALITY WILL NOT BE CONSIDERED FOR FURTHER EVALUATION ON PRICE AND B-BBEE.

Functionality will be evaluated at the following scales:

VALUE	DESCRIPTION
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non Compliant	Does not comply to the requirements

12.3 STAGE THREE – PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)

CRITERIA	MAXIMUM POINTS
Price	80
B-BBEE Rating	20
Grand Total	100

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

The purpose of this request is to invite suitably qualified service provider to supply 8 driving simulators to be used for the Learner Driver Education Programme.

2. PROBLEM STATEMENT

Road crashes and fatalities statistics reveal that young drivers are the group of drivers most likely to crash. There are a number of factors that can contribute to the high crash risk experienced by these drivers. While some of these factors are intrinsic to the young driver, such as their age, gender or driving skill, others relate to social factors and when or how often they drive. This includes peer pressure, overconfidence, risk-taking behaviour and lack of experience.

It is against this background that the Learner Driver Programme was developed with the main goal is to reduce the number of crashes involving young people in South Africa. This goal can be achieved through improving road safety knowledge among the school and post-school youth of the country and intensifying road safety skills at an early age in order to promote legitimate drivers. The learner driver education programmes aims at young people are designed and crafted in a manner that will improve on road safety skills, behaviour and attitude of young road users while also reaching the larger number of beneficiaries at a reasonable cost. A Learner Driver Education Programme has been developed with an aim to enhance safe driving skills among young people at an early age.

3. BACKGROUND AND DISCUSSION

- 3.1 The RTMC as a lead agency in road safety initiated a Learner-Driver Education Programme with an aim of reducing road fatalities among young drivers. The target group is Grade 10 - 12 learners of 17 years old and above. The beneficiaries of the programme were identified jointly with the Provincial Department of Basic Education and the Provincial Department of Transport and Community Safety.
- 3.2 Schools from the previously disadvantaged rural areas were selected to participate in the Programme taking into consideration their socio-economic conditions as compared to their urban counterparts.
- 3.3 The Programme aims to expose rural learners to the current technological advancement with regards to driver training and education through the use of driving simulators. The driving simulators will be used in the training of novice drivers (Secondary School learners), put

theory into practice, build confidence and improve basic driving skills in preparation for practical driving culminating to the attainment of driving licences.

- 3.4 Given the current global economic conditions and financial constraints there are limited funds available to implement all the desired projects. The driving simulator is considered the most cost-effective driver training technique that can be used as a model to reach many beneficiaries even in the far-out and isolated areas.
- 3.5 In addition to the above, the decision to use driving simulator is informed by the research studies conducted internationally indicating that the chance of passing the driving test is 5% higher for the learner drivers who followed a simulator training. It has also been proven in countries like Netherlands that simulator training leads to safer driving after passing the driving test.
- 3.6 Road Safety Education objectives can be achieved as the trainers using driving simulators have more freedom to prescribe the type, timing and frequency of driving lessons and to adapt the training to each student's capabilities. One study conducted found that professional drivers that received simulator training had 22% fewer crashes compared to those who did not undergo simulator training. The reduction in road crashes alleviate the economic burden to the country where the resources deployment can be dedicated elsewhere, and not in the crash scenes.

4. SCOPE OF WORK / MINIMUM REQUIREMENTS FOR DRIVING SIMULATORS

Bidder/s is/are required to accept all minimum requirements listed below without limitations by indicating YES or NO and append signature below as a confirmation of compliance.

Driving Simulator Scope of work / Minimum Requirements			YES or NO and Signature
Item No.	Description	Specification	
1	Static light vehicle driving simulator	VSIM C110 or equivalent 1,8 m (length) 0,8 m (width) 1,4 m (height)	
1.1	Driving Simulator key features	<p>The driving simulator must have the following features:</p> <ul style="list-style-type: none"> • Light weight and portable • Vehicle controls based on generic controls i.e. VW, Nissan, Chevrolet, Hyundai, Kia, etc • Adapted for Right hand drive • Image Generation system with 3 screens for clear viewing and interaction between the learner and the driving simulator • Onboard interface to setup vehicles and different scenarios to monitor the learners driving and control the vehicle • A virtual instructor to interact and provide route guidance that assesses the learner as they drive • The required driving simulator should 	

		<p>come standard with a generic dashboard with all the controls required for driving a real vehicle:</p> <ul style="list-style-type: none"> • Accelerator pedal, Brake pedal, Clutch pedal , Steering wheel , Light and indicator switches , Wiper control lever, Hand brake , Ignition, including a vehicle key to start the simulated vehicle; Switches on the dashboard to operate with any of the vehicle systems; • The instrument cluster of the real vehicle to be fitted to the simulator with all the gauges, warning and indicator lights functioning. 	
1.2	Capability and Attributes	<p>General conditions:</p> <p>The driving simulators should be inclusive of the following:</p> <ul style="list-style-type: none"> • hardware (Printer / results device) • audio-visual, • computer software and • be mutually compatible to assure a complete functioning system. • Fitted with minimum of 2500 kilowatt generator 	
2	Occupational Health and Safety Standards	<ul style="list-style-type: none"> • The supplied driving simulators should adhere to the occupational safety and standards in terms of its operations so that safety is not compromised. • The safety systems should include the use of the equipment as an electrical component in compliance with accepted voltages and provision for protection against lightning should 	

		be made i.e. earth leakage requirements	
3	The Performance Report for each lesson	<ul style="list-style-type: none"> • The driving simulator should specify the number of lessons programmed in the system, starting with very basic lessons and progressing to more advanced lessons with automated traffic. • The learner has to progress through the lessons sequentially in order to move to the next level. • The lessons should be locked and only unlocked when the previous lesson has been completed successfully. • Each lesson should have predefined learning outcomes and the learner be instructed to follow these instructions and then get assessed against performing the instructions correctly as per the desired lesson outcomes. • The results of the learner's performance in each lesson should be stored and the facilitator should be able to access the learner's progress and the results being achieved for each lesson. 	
4	Facilitator / Tutor Training	<ul style="list-style-type: none"> • The bidder shall provide the following training modules to the facilitators / tutors: • Product knowledge training on the driving simulators to operate the driving simulators and coach the learner-drivers using the simulators; and operational level maintenance of the simulators; 	

		<ul style="list-style-type: none"> • Theory training on the National Road Traffic Act No. 93 of 1996 and the K53 Driving Standards in relation to all road traffic regulations; and • Facilitation of the simulator based training to the learners / beneficiaries 	
5	Management Reports	<ul style="list-style-type: none"> • Each Driving simulator must be able to generate business intelligence report i.e. number of students tested, passed, failed, areas of focus, etc. 	
6	Delivery and commissioning	<ul style="list-style-type: none"> • The bidder shall specify Delivery Lead Time to produce the simulators and specify further time after delivery to complete the acceptance testing and handover to the RTMC. 	
7	Maintenance and Support	The bidder should provide on-site repair and maintenance of the driving simulators system, and this service should be provided within a reasonable period i.e. 48 hours of a service call, excluding weekends and holidays.	
8	Simulation Scenarios	<p>The driving simulator should have the following scenarios (Not limited):</p> <ul style="list-style-type: none"> • Driving on gravel roads, • Driving on tarred roads, • Driving in rainy conditions and wet surfaces, • Driving in mist / fog, • Driving at both day and night, • Driving in rural/urban environments, • Driving in residential/densely populated areas, and • All scenarios should reflect South African road conditions 	

9	Simulation Requirements	<p>The Driving Simulator must meet the following requirements:</p> <ul style="list-style-type: none"> • Built-in K53 test computer system, • A 180 degree view of high resolution screens, • A motion platform, • Voice narration, • A dynamic force feedback steering wheel, • A driver's seat and pedals, • computer capability to give a driver's assessment report per individual, • Functionality to analyse results for each driving lesson, • Provide a management feedback report (Performance report for each lesson) on driver training with established trends, and • The sedan / LDV unit to have three screens. 	
10	Support plan / model	<p>RTMC will be a single point of contact for incident resolution and request fulfilment. Incidents resolution targets will be defined in service level agreement with RTMC relevant business unit. The successful bidder will be expected to have capacity to provide the necessary on-going support.</p> <p>Since simulators shall be deployed at different provinces bidder is expected to cater for such. As part of the offering, the supplier must provide the following:</p> <ul style="list-style-type: none"> • Training for the RTMC instructor/s 	

		<p>(numbers to be agreed upon,</p> <ul style="list-style-type: none"> • Training for troubleshooting for first maintenance, • 5-year maintenance support for hardware and software, and • Training to RTMC IT group to do first line support on the software and future upgrades. • Describe the software support & maintenance process and methodologies currently used in the organisation. This should include but not be limited to processes such as software development lifecycle, release strategy, release implementation planning, version control, testing, user acceptable testing, and end user and technical training. Identify supporting tools and methods used to manage these processes. <p>A sample Software Support and Maintenance Agreement should be included as proposal</p> <ul style="list-style-type: none"> • Describe the hardware support & maintenance processes and methodologies in use within your organization. A sample Hardware Support and Maintenance Agreement should be included as proposal • Guarantees and Warranties – The Proponent should provide details of all guarantees and warranties that accompany its solution. At a 	
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		<p>minimum, these must include a warranty that the solution will meet or exceed any performance and reliability standards included in its response to this bid for the entire period that it is being maintained by the proponent.</p> <ul style="list-style-type: none"> Describe the professional services you offer. Include the size of your professional services organization and how you will collaboratively work with RTMC and other RTMC Business Units. 	
11	Manufacturing Requirements	<p>The bidder's quality management process and procedures should be aligned to ISO 39001 and SABS processes and procedures. All document templates and guidelines detailing the processes, procedure and activity definitions for each phase should be made available upon request.</p> <p>The entire hardware and software should be locally designed, developed and produced for ease of acquiring technical support in terms of service maintenance and spare parts when the need arises.</p>	
12	Lifecycle of simulators	<p>The bidder shall specify a minimum warranty period up to the original equipment manufacturers warranty period provided the systems are used in the manner they are designed for.</p>	
13	Maintenance Plan	<p>The bidder must make provision for the Maintenance Plan, which must be linked with the lifecycle of the simulator. The</p>	

		Plan must be able to indicate the intervals at which the simulators will be serviced.	
		<p>The standard warranty support offering include:</p> <p>Support hours / days availability, contact methods, prioritization, incident response (acknowledgement of incident receipt) and resolution targets (fixed or workaround applied). RTMC resolution targets are prioritized based on impact (mission critical, business critical, business support) and urgency (number of users affected or how quickly service must be restored). These elements inform priority. Propose an optional support solution that would allow RTMC to achieve its SLA targets where the vendor is responsible for incident resolution.</p>	
14	Quality Assurance	The bidder's quality management process and procedures should be aligned to ISO 39001 and SABS processes and procedures	
15	Period of the contract	5 years for maintenance / After sales support	

SECTION: 3

ANNEXURE AND STANDARD BIDDING DOCUMENTS

**See the attached SBD forms
(All SBD forms must be signed)**

ANNEXURE AND STANDARD BIDDING DOCUMENTS

DOCUMENT	DESCRIPTION
BDGI	Bid Documents General Information
Annexure 1	Invitation to Bid (SBD 1)
Annexure 2	Acceptance of Bid Conditions and Bidder's Structure
Annexure 3	Declaration of Interest (SBD 4)
Annexure 4	Declaration of Bidder's Past Supply Chain Management Practices (SBD 8)
Annexure 5	Certificate of Independent Bid Determination (SBD 9)
Annexure 6	Pricing Schedule (SBD 3.3)
Annexure 7	Preference Points Claim Forms (SBD 6)

BIDDING DOCUMENTS : GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional particulars shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.