

RFP no: UL2021/01/02	THE SUPPLY AND DELIVERY OF ONLINE LEARNING DEVICES AND ACCESSORIES FOR STUDENTS AT THE UNIVERSITY OF LIMPOPO	Jan 2021
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The University of Limpopo (the “**University**”)

## TENDER DOCUMENT

Issue Date	20 January 2021
Due Date	10th February 2021 @ 15:00 pm

Primary Contact Person	Them bani Bodirwa
Contact Number	015 268 4063
Email Address	<a href="mailto:them bani.bodirwa@ul.ac.za">them bani.bodirwa@ul.ac.za</a>

*This official document forms part of your response. It must be completed, signed and returned to the University in its entirety. Please ensure that each page is initialled.*

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## ANNEXURE A

### SECTION A – THE TENDER PROCESS

#### 1. TENDER NOTICE & INVITATION

University of Limpopo invites tenders from experienced Services Providers and or Original Equipment Manufacturers(OEM) for the supply and delivery of student online devices (laptops with bags).

The prequalification criteria in accordance with the PPPFA regulations 2017 are as follows:

- Tenderers who are a B-BBEE status level 1 Or 2 contributors
- Are at least 51% owned by
  - Black persons OR
  - Women OR
  - Youth (not older than 35 years old as at closing date)

Only tenderers who comply with these pre-qualification criteria are eligible to submit tender offers.

A non-refundable tender deposit of R1 150 payable by EFT in favor of the Employer is required should the Tenderer decide to submit an offer. The following banking details are to be used:

**Account holder:** University of Limpopo  
**Name of Bank:** Standard Bank  
**Account Type:** Current Account  
**Account Number:** 030131405  
**Branch code:** 052548

A compulsory online briefing session will be held on Wednesday the 27<sup>th</sup> January 2021 from 10:00-11:30am. For this session, the online meeting link is published on Employer's website [www.ul.ac.za](http://www.ul.ac.za).

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The closing time for receipt of tenders is 15:00pm on Monday 10<sup>th</sup> February 2021.

All bids must be submitted via this email: [e-Tenders.SCM@ul.ac.za](mailto:e-Tenders.SCM@ul.ac.za)

Queries relating to this invitation may be addressed in writing to Mrs. Them bani Bodirwa, Email [them bani.bodirwa@ul.ac.za](mailto:them bani.bodirwa@ul.ac.za)

## 2. BACKGROUND

The University of Limpopo (UL) was established in 1959 as the University of the North. Currently the UL has population of about 22 000 students with a staff compliment of approximately 1300. The Turfloop Campus in Mankweng Township serves as the main campus of the University.

Due to the increased number of infections arising from the Covid-19 virus; the University of Limpopo has decided to continue with the online teaching and thereby limit the face to face teaching and interactions. In keeping with this mandate, the university is looking at assisting first entering students with the necessary tools/equipment(s) to enable them to gain access to online teaching.

The university is therefore looking for a suitable service provider to partner with in the supply and rolling out of online learning Devices that could be used for remote education.

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## 2.1 Purpose of this Assignment

- The purpose of this assignment is to **Facilitate Online Teaching** at the University of Limpopo by;
  - creating an environment that is conducive for online learning for students and making resources available for this purpose.
  - Considering the respective needs of a diverse student population and to acquire tools to accommodate these individual needs.

## 2.2 Objective

The University of Limpopo seeks to appoint a Service Provider or an Original Equipment Manufacturer (OEM) for the supply of devices that meet the requirements for online learning. The Service Provider/OEM should also provide technical assistance for a minimum period of two (2) years onsite or collect and return with an option to extend.

## 2.3 Deliverables

- a. Fully functional Device Image comprising all software/s required by the University of Limpopo.
- b. The supply of 5265 laptops.
- c. **Minimum Technical Specification/s for Laptops;**
  - Processor: Celeron N4000 / Intel/AMD
  - Operating System: WIN 10 HOME
  - Memory: 4GB RAM
  - Hard Disk Drive: 500GB HDD

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- d. The value of learning device/s and accessories for students should not exceed the total value R6000 (Six Thousand Rand) including delivery**
- e. Online learning device must be able to connect to the internet.
- f. Detailed ETA schedule for the delivery of the online learning devices.
- g. Detailed support and maintenance plan.
- h. Details of the proposed Channels for Support Services.
- i. Logistics and Distribution of Online Learning Devices to the University Limpopo;**
- Logistics Plan that include the packaging and delivery of Devices to UL warehouse.
  - An inventory report detailing number of Devices and the serial number of every device delivered, tested and accepted by the University.

#### **2.4 Scope of Services – Supply and Delivery of Devices and Accessories**

- a. Bidders will provide a detailed delivery plan for Devices.
- b. A minimum of two (2) years extended warranty.**
- c. The bidder must demonstrate a local presence to provide the following channels of support services;
- Call Logging Facility;
  - Call Resolution Helpdesk;
  - Online Support; and
  - Carry in service facility.
- d. The support services shall be inclusive of but not limited to:

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- Diagnostic and troubleshooting of hardware defect;
  - Replacement of parts (inclusive of transport and labour);
  - Reinstalled of Pre-installed software.
- e. Bidder shall provide a detailed support and maintenance plan containing of critical information pertaining, but not limited to; reporting, logging, resolution and closure of support related challenges.
- f. All Mobile Devices must be accompanied with Help Desk contact information and other necessary information.

### 2.5 No Guarantee of Volume of Work or Exclusivity of Contract

The University of Limpopo makes no guarantee of the value or volume of work to be assigned to the successful bidder. The Agreement to be negotiated with the successful bidder will not be an exclusive contract for the provision of the described Deliverables. UL may contract with other for the same or similar Deliverables to those described in the TENDER.

### 3. CONTACT PERSON

**3.1** Thembani Bodirwa (the “**Contact Person**”) is the sole point of contact for Proposers. All enquiries and contact regarding this TENDER should be in writing and directed to the Contact Person. She will arrange any necessary contact with the appropriate University personnel.

**3.2** The Contact Person’s details are as follows:

Ms. Thembani Bodirwa  
 Finance Department  
 University of Limpopo  
 Email: [Thembani.bodirwa@ul.ac.za](mailto:Thembani.bodirwa@ul.ac.za)

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#### 4. CANVASSING

**4.1** Canvassing by the Proposer in any form, of any member of staff or student of the University, for purposes of influencing the evaluation process, will automatically disqualify the Proposer from the evaluation process.

**4.2** The University of Limpopo (UL) is committed to maintaining a culture of ethical compliance. If you have information regarding fraud, corruption or collusion by suppliers, service providers, UL employees or any of its representatives, please contact toll free UL Whistle Blowing Hotline on 0800 26 26.

#### 5. COSTS

The University shall not be liable for any costs incurred by any Proposer in connection with its Response to this TENDER DOCUMENT.

#### 6. TENDER RESPONSES

**6.1** Responses to this TENDER should provide sufficient information to address the University's requirements as set out in this TENDER document, together with all attachments and addenda hereto. Proposers are required to complete and sign this TENDER document, together with all attachments and addenda hereto.

**6.2** The university shall request documents from the successful bidder, to be submitted as part of a Response.

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**6.3** The University shall not be responsible for, or pay for, any expenses or losses, which may be incurred by the Proposer in the preparation and delivery of its Responses.

**6.4** All material submitted in response to this TENDER shall become the property of the University and may only be returned to a Proposer at the University's discretion.

6.4.1 Responses submitted to the University may be reviewed and evaluated by any person appointed thereto by the University acting in its sole and absolute discretion, except for competitor Proposers.

6.4.2 The University has the right to use any or all of the information presented to it in any Response to the TENDER as it deems fit.

## **7. CONFIDENTIALITY**

7.1.1 The University considers this TENDER and all information, either written or verbal, which is provided to the Proposer in connection with this TENDER, to be proprietary to the University.

**7.2** By responding to this TENDER, the Proposer undertakes to:

7.2.1 keep strictly confidential and not to disclose, publish or advertise to any third party without the prior written consent of the University:

- any information either written or verbal relating to the Response or

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any contract concluded with the University prior to or subsequent to the TENDER evaluation process; or any information either written or verbal disclosed to the Proposer which the Proposer should reasonably have known to be confidential or proprietary; and

- procure that its officers, employees, agents and representatives shall keep all information referred to in 7.2.1 above confidential.

## **8 CONFLICT OF INTEREST**

Each Proposer must declare any actual or potential conflict of interests relating to the rendering of the Services to the University.

## **9 REQUESTS FOR ADDITIONAL INFORMATION**

The University will respond to reasonable requests for additional information relating to this TENDER. If a change or further explanation is deemed necessary by the University, the Contact Person will notify all Proposers that an addendum to the TENDER has been prepared.

## **10 ADDENDUM TO THE TENDER**

Any changes or modifications to this TENDER shall be made by a written addendum issued by the University. Proposers will be informed via email that an addendum to the TENDER has been prepared. It is the responsibility of the Proposer to complete and return the addendum.

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## 11 GENERAL TERMS AND CONDITIONS

**11.1** The University may undertake a preliminary evaluation of Responses received and may decide to exclude Responses from further consideration at that stage. The University will not be obliged to give reasons for such exclusions unless required by law to do so.

**11.2** The University does not bind itself to accept the lowest priced response.

**11.3** No Response shall be deemed to have been accepted unless and until a formal contract for the rendering of the Services is executed between the University and the Proposer.

**11.4** Responses shall remain open for acceptance by the University for a period of 90 (ninety) days from the Closing Date.

**11.5** The University reserves the right to inspect the Proposer's facilities and review the Proposer's quality assurance program during the adjudication period of this TENDER .

**11.6** The University shall have the absolute right to:

- i. accept a Response; or
- ii. reject a Response; or
- iii. disqualify a Response / a Proposer; or
- iv. not consider a Response at all.

**11.7** The University shall have no obligation to provide reasons for the exercise of the above rights unless required by law to do so.

**11.8** The University reserves its right to request for a clarity seeking presentation

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session at the sole discretion of the University.

## 12 AMPLIFICATION OF RESPONSES

**12.1** The University may, after the opening of all Responses, call on the Proposer to amplify in writing or orally any matter which is not clear in the Proposer's Response, and such amplification shall form part of the original TENDER.

**12.2** The University may require Proposers to give a presentation in support of their Responses. The Contact Person will schedule any such presentation at a mutually agreed time and, further, will agree the format and content of such presentation with individual Proposers.

**12.3** In the event of the Proposer failing to supply such further information or to give such presentation, the Response will be rejected.

## 13 EVALUATION PROCESS

13.1.1 University of Limpopo will apply a multi-criteria approach in evaluating the prospective offers.

13.1.2 University of Limpopo may request additional information, clarification or verification in respect of any information contained in or omitted from an offer. This information will be requested in writing.

13.1.3 University of Limpopo may conduct a due diligence on any Offer, which may include interviewing customer reference or other activities to verify an offer or other information and capabilities (including visiting the premises and/or sites to verify certain stated information or assumptions) and in this instances the bidder will be obliged to provide UL with all necessary

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access, assistance and/or information which UL may reasonably request and respond within the given time frame set by UL.

13.1.4 University of Limpopo may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the Offer.

13.1.5 University of Limpopo will evaluate the offers with reference to UL set and approved evaluation criteria as indicated in the offer document. UL reserves the right to appoint a specialist/consultant to assist in performing evaluations.

### **13.2 Mandatory Requirements**

13.2.1 UL has defined minimum pre-qualification/mandatory criteria listed in the table below which must be met by the bidder in order for UL to accept a submission for evaluation.

13.2.2 The pre-qualification evaluation will be carried out by the University's appointed evaluation committee to determine which submission responses are compliant or non-compliant with the offer specifications issued by UL as part of the offer process.

13.2.3 Where there is failure to comply with the pre-qualification criteria of UL for any reason or unable to verify whether the pre-qualification criteria is fully complied with, UL will disqualify the offer.

13.2.4 No points will be allocated for mandatory requirements. Offers not meeting these mandatory requirements will be disqualified

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### 13.3 Pre-qualification /Screening evaluation

The purpose of this pre-qualification evaluation is to determine which bid responses are compliant or non-compliant with the bid pre-qualification documentation as issued by UL as part of the bid process. It will entail a compliance check and the screening of mandatory documents, ensuring compliance thereof in respect of the following:

### 13.4 Pre-Qualification Checklist

I/We have attached to this document:	Tick submitted		Office use
	Yes	No	
B-BBBE certificate verified by SANAS- Appendix E	Yes	No	
Status level 1 or 2	Yes	No	
<b>51% owned by black persons OR</b>	Yes	No	
Women	Yes	No	
Youth ( not older than 35 years old at closing date)	Yes	No	

### 13.5 Mandatory Requirements Checklist

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
Financial Offer including Vat – Appendix A	Yes	No	
Proof of my/our company/closed corporation registration and a copy of my/our CM/CK certificates – Appendix B	Yes	No	
Signed Declaration of Interest – Annexure B, Section C	Yes	No	
Maintenance Plan – Appendix C	Yes	No	
Pricing schedule – Appendix D	Yes	No	
Valid (at the closing of the bid) SARS Tax Clearance Certificate and SARS Pin –	Yes	No	

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CSD registration report printed no later than a week before closure of tender-	Yes	No	
Set of recent financial Statements complying with applicable legislation			

### 13.5.1 Additional Requirements and/or Conditions of Contract

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
Proof of Bank Account, Submit letter from bank or cancelled cheque	Yes	No	
Formal Offer or Price Proposal	Yes	No	
VAT Registration Certificate	Yes	No	
Signed Joint Venture Agreement (if bidding as joint venture) - Include under Appendix M ( <b>Mandatory for Joint Ventures</b> )	Yes	No	

### **PLEASE NOTE:**

Bids that do not meet the Pre-Qualification requirements will not advance to the next stage of assessment. No points allocated to this stage.

The above mandatory documents must be inserted in a separate file or separate section of the offer document referred to as 'mandatory documents'.

**Note:** documents submitted in support of this offer must be documents of the bidding unit. It is not permitted that documents submitted pertain to different companies or units within a group. As an example, a Service Provider cannot submit its own BBBEE certificate but the financial statements of its parent or another company in the same group. Similarly, a Service Provider cannot submit its own financial statement, but the BBBEE certificate, SARS certificate, etc. of other companies in the group

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## 13.6 Evaluation Criteria

### 13.6.1 Stage 1 (FUNCTIONALITY)

This bid will be evaluated in two stages. On first stage, bids will be evaluated on functionality in terms of technical compliance and on second stage in accordance with 80/20 preference points system.

### 13.6.2 Phase 1: Evaluation of Functionality

Functionality will be evaluated in terms of experience and skill level.

University of Limpopo's evaluation criteria provide for the accumulation of points for a Tenderer's submission. Based on the extent to which functionality meets the University's minimum requirements of **70%** the tenderer's submission can proceed to the next stage of evaluation.

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Functionality Criteria	Weights
<b>Company References:</b> Provide contactable references that are not older than three years / letters of confirmation. Reference should be where services of similar nature is being provided. Reference check will be conducted. <b>Note: Please complete page of this document on references.</b>	<b>Maximum 10 points</b>
3 References provided	10
2 References provided	8
1 References provided	6
0 References provided	0
<b>Years of company experience in the industry (Company Profile)</b>	<b>Maximum 10 points</b>
More than 5 years of experience	10
Between 3 to 5 years of experience	8
Below 3 years of experience	6
Non submitted / no relevant experience	0
<b>Turn-around for fault reporting</b> - Attach proof of relevant proof that addresses your available resources and facilities that are already in existence. (Circle Applicable Below)	<b>Maximum 10 points</b>
Turn-around -time of < 24 hours (physical hours) for call log in facility /support	10
Turn-around-time > 24 hours but not more than 48 hours ( physical hours) for call log in facility /support	5
Turn-around-time more than 48 hours	2
No Info Provided	0
<b>Lead time (Within Specification)</b> - Delivery capability to satisfy the delivery schedule – Order	<b>Maximum 20 points</b>
Lead time less than two (2) weeks	20
Lead time within two (2) to four (4) weeks	15
Lead time within four (4) to six (6) weeks	10
Lead time more than six (6) weeks	5
No Info Provided	0

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<b>Guarantee and Warranty</b>	<b>Maximum 10 points</b>
Both submitted	10
Submitted One	5
None or one submitted	0
<b>Promotion of Local Based Service Providers</b>	<b>Maximum 10 points</b>
Limpopo	10
Other (Outside Limpopo)	5
No proof of local infrastructure provide	0
Tenderers are required to submit supporting documentation, as appropriate, to satisfy UL as to their primary place of business.(E.g. Lease Agreements/ Utility Bills)	
<b>Methodology / Contract Implementation</b>	<b>Maximum 20 points</b>
Ordering Process	5
Delivery Process	5
Commissioning Process	5
Technical Support	5
No Project Methodology / Contract Implementation submitted.	0
<b>Quality Manual or ISO 9001:2008 or ISO 9001:2015 Quality Management by accredited body</b>	<b>Maximum 10 points</b>
Standard Operating Manual = 5 points	5
Risk Management Procedure = 5 points	5
Non submitted = 0 points	0
<b>TOTAL POINTS FOR FUNCTIONALITY</b>	<b>100</b>

### 13.6.3 Functionality Criteria Cover Documents

#### Company References

Please complete the section below of this tender document for the allocation of reference. Please also provide references and include reference letters from three customers with similar requirements as UL. Telephonic scoring shall be based on these references provided.

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Name of Company/ University	Contact Name	Contact Number	Email Address
1.			
2.			
3.			

### ATTACH THREE (3) REFERENCE LETTERS

I/We have attached to this Appendix 1 the following documents:	Tick submitted		Office us
	Yes	No	
<p>References for similar arrangements should be provided to demonstrate your ability to fulfil UL's requirements and demonstrate service provider's ability to maintain satisfied customers. Three (3) Reference Letters to be Attached <b>to this Appendix F</b>:</p> <ul style="list-style-type: none"> <li>• Official Letterhead from your Client with the following: <ul style="list-style-type: none"> <li>- Name of your business mentioned on the letterhead</li> <li>- Period of contract</li> <li>- Value of Contract</li> <li>- Officially signed and dated with contact details (Name, telephone, email address)</li> <li>- Recommendation</li> </ul> </li> </ul>			

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### 13.7 Stage 2 (PRICE AND BBBEE)

POINTS	CRITERIA	DOCUMENTS REQUIRED
80	<b>Price</b> Points for price will be allocated in accordance with the formula.	Price schedule to be completed.
20	<b>BBBEE</b> Points on BBBEE will be allocated in accordance with the Service Providers BBBEE status.	Valid BBBEE Certificate from SANAS accredited verification agency.

#### 13.7.1 B-BBEE SCORE CARD

B-BBEE Status level of Contributor	Number of points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
<b>Non – complaint contributor</b>	<b>0</b>

#### 13.7.2 PRICE POINTS CALCULATION FORMULA

Calculation for awarding points on pricing:

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

Where:

$P_s$  = Points scored for comparative price of tender or offer under consideration;

$P_t$  = Comparative price of tender or offer under consideration; and

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

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#### 14 GENERAL COMPETENCE

UL shall use a combination of factors to determine the successful company with whom it wishes to negotiate a final contract. The criteria used shall include but not necessarily be restricted to:

- a) Completion and correctness of Response;
- b) Proven References and track record in the supply of the required services;
- c) Capacity (viz. its perceived capacity to handle the required services).

The Vendor must satisfy the University that they have the necessary financial capacity including working capital and other required resources

#### 15 SPECIAL TERMS AND CONDITIONS

- a) The university reserves the right to make an award based on the availability of devices.
- b) Please complete the attached spreadsheet and submit together with this TENDER.
- c) Total All Inclusive Price MUST NOT exceed R6000.00 per device.
- d) Service provider must deliver to University of Limpopo's warehouse.
- e) Service provider must provide the University with a complete fixed assets register for all devices delivered to the University.
- f) A minimum of two (2) years extended warranty (On-site or Collect and Return) whichever falls within the price range.
- g) Extended Warranty must be transferred into the name of the student upon collection.
- h) For the duration of the extended warranty, the service provider must provide repair services in the event that the device requires repairs and provide a loan device whilst the student's device is under the repair process.

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- i) Purchase order will be self-terminating, meaning that if not delivered to the University by the agreed date, the purchase order is no longer effective and the purchase order will be transferred to the next available supplier.
- j) The supplier whose purchase order self terminates will have NO claim against the University whatsoever.

**16 DISCLAIMER**

- a) The University of Limpopo is not compelled to accept any of the proposals and reserves the right to negotiate further with non, one or more bidders.
- b) The University of Limpopo is under no obligation to provide reasons for rejecting proposals where there are reasonable and justifiable reasons not to accept the proposals.
- c) No contract may be awarded to any person who has failed to submit an Original Tax Clearance Certificate or Tax Pin Number from the South African Revenue Service (SARS) certifying that the taxes of that person are in order or that suitable arrangements have been made with SARS.
- d) Where it is discovered that an advantaged company used a disadvantaged person, as a front to acquire an offer, such company will be disqualified and the offer will be withdrawn.

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**ANNEXURE B**

**SECTION A: BASIC INFORMATION**

<b>FORM 1: BASIC INFORMATION</b>		
1.	Name of Vendor (or Owner)	..... .....
2.	Type of organization e.g. Limited Liability Company/Joint Venture/Consortium/Other  Company Registration No / ID Number:	..... ..... ..... .....
3.	Registered address:	..... ..... ..... .....
4.	Postal address: Street address:	..... ..... ..... .....
5.	Contact Details Telephone No: Cellphone No: E-mail:	..... ..... ..... .....
6.	Contact Persons Name(s): Telephone No(s): Facsimile No(s): E-mail:	..... ..... ..... .....

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**SECTION B: SIGNATORY'S AUTHORITY**

**SIGNATORY'S AUTHORITY**

*The signatory for a company, joint venture or consortium must establish his/her authority by enclosing a copy of the relevant resolution(s) of the Board of Directors for each constituent company, duly signed and dated. An example is shown below:*

**COMPANY NAME**

By resolution of the Board of Directors at a meeting on the ..... (day)  
of..... (month)

and ..... year)  
at.....  
.....

..... (name) whose signature appears below, has been  
duly authorized to sign all documents in connection with University of Limpopo

On behalf of

.....  
[COMPANY NAME - BLOCK CAPITALS]

SIGNED FOR AND ON BEHALF OF THE COMPANY

.....  
.....

IN HIS/HER CAPACITY AS

DATE

.....  
SIGNATURE OF SIGNATORY

SPECIMEN

WITNESSES:

- ..... (Name)  
..... (Signature)
- ..... (Name)  
..... (Signature)

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**SECTION C: DECLARATION OF INTEREST**

1. Any person, including persons employed by the University, or persons having a kinship with persons employed by the University, including a blood relationship, may submit a Response in terms of this TENDER. In view of possible allegations of favoritism, should any resulting contract or part thereof be awarded to persons employed by the University, or to persons connected with or related to them, it is required that the Proposer or his/her authorized representative declare his/her position to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where the Proposer is employed by the University; and/or the legal person on whose behalf the Response is signed, has a relationship with persons/a person who are/is involved in the evaluation and/or adjudication of the Response(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the representative acts and persons who are involved with the evaluation and/or adjudication of the Response.
  
2. In order to give effect to the above, the following questionnaire must be completed and submitted with the Response.

2.1 Are you or any person connected with the Response employed by the University?

Yes / No. If so, please state particulars

.....

2.2 Do you, or any person connected with the Response have any relationship (family, friend, other) with a person employed by the University and who may be involved with the evaluation and or adjudication of the Response?

Yes / No. If so, please state particulars

.....

2.3 Are you or any person connected with the Response aware of any relationship (family, friend, other) between the Proposer and any person employed by the University, who may be involved with the evaluation and or adjudication of this Response?

Yes / No. If so, please state particulars

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