TENDER TO APPOINT A SERVICE PROVIDER FOR THE PROVISION, LEASING, IMPLEMENTATION, COMMISSIONING AND AD HOC SUPPORT OF A POINT-OF-SALE SYSTEM, INCLUDING ASSOCIATED HARDWARE, FOR IZIKO MUSEUMS OF SOUTH AFRICA FOR A PERIOD OF TWELVE (12) MONTHS.

Reference Number	**IZIKO-POS-RFQ 09/2026**
Description	Appointment of a service provider to provide and lease Point-of-Sale (POS) hardware, implement and commission a POS system, and provide ad hoc support services for Iziko Museums of South Africa for a period of twelve (12) months.
Address	Iziko South African Museum 25 Queen Victoria Street Cape Town 8001
Attention	Sikelwa Madlavu
Advert Date	16 September 2026
Closing Date and Time for Submission	25 September 2026; 14h00
Method of Delivery	Quotes / Proposals, and accompanying documentation, **must be email** SCM scm@iziko.org.za; smadlavu@iziko.org.za
Technical Enquiries	Supply Chain; scm@iziko.org.za; Lance da Silva ldasilva@iziko.org.za
Name of Company	
CSD Supplier Number (MA Number)	
B-BBEE Status Level of Contribution	
Quote Price (Incl. VAT)	
Signature	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**

2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	**Identity Number**	**Name of organ of state**

2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.3.1 If so, furnish particulars:

……………………………………………………………………………………………
……………………………………………………………………………………………
………………………………………………………

2.4 Does the bidder or any of its director's/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	**Status (active/inactive/deleted)**

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification**.**

3 GENERAL DECLARATION

I ………………………………………………..., the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

………………………………… …………………………………………

Signature……...   Date

………………………………   ………………………………………...

Designation   Name of bidder

Name of bidder (Company Name)

1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1. The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. **To be completed by the organ of state**
The applicable preference point system for this tender is the **80/20** preference point system.

1.3. Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
(a) Price: and
(b) Specific Goals

1.4. **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	**100**

1.5. Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6. The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"The Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \qquad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where:

Ps=Points scored for price of tender under consideration

Pt=Price of tender under consideration

Pmin=Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICEE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80\left(1 - \frac{Pt - P\,max}{P\,\max}\right) \text{ or } \qquad Ps = 90\left(1 - \frac{Pt - P\,\max}{P\,max}\right)$$

Where:

Ps=Points scored for price of tender under consideration

Pt=Price of tender under consideration

Pmax=Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this tender;

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of –

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Evidence	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Persons, or categories of persons, historically disadvantaged- (HDI) by unfair dis crimination on the basis of	• Proof of B-BBEE certificate; • Company Registration Certification • Identification Documentation. • CSD report		

Race: Black persons (ownership)* 50% or more black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points			

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm: ……………………………………………………………………….

4.4. Company Registration number: …………………………………………………………

4.5. TYPE OF COMPANY/FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, ………………………………………………………………… the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;
(b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct;
(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
(e) forward the matter for criminal prosecution, if deemed necessary

…………………………………………

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……………………………………………………

DATE: ……………………………………………………

ADDRESS: ……………………………………………………

……………………………………………………

……………………………………………………

……………………………………………………

1. BACKGROUND

Iziko Museums of South Africa (“Iziko”) is a Schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts & Culture (DSAC). Iziko consists of 12 national museums and a Social History Centre located across the Western Cape under a unified governance structure.
Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and adheres to the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) and its associated regulations.

2. OVERVIEW

Iziko invites suitably qualified and experienced service providers to supply, install, customise, integrate, and lease a modern, centrally managed POS and Ticketing System for **12 months**.

The solution must support:

- Point of sale terminals
- Back-office management
- POPIA & PCI-DSS compliance
- Customisable functionality

3. PROJECT BRIEF

The appointed service provider will lease, implement, configure, customise, and support a full POS ecosystem for all Iziko sites listed below. The lease must cover all hardware, software, accessories, implementation, training, and support for the full 12-month period.

Included Services

- Hardware, peripherals
- Software configuration & management
- Installation at all end-user sites
- Customisation of software to Iziko requirements (no additional cost)
- Initial and ongoing training
- Full support & maintenance (including emergency support, 7 days/week, 08:00–17:00)
- Central back-office system for reporting, monitoring, configuration, and administration

Table 1: Sites & Number of POS Units Required

No.	Iziko Building	Address	Required Units
1	Iziko South African Museum & Planetarium	25 Queen Victoria Street, Cape Town	**3 POS**
2	Iziko South African National Gallery	80 St Johns Rd, Cape Town	**1 POS**

3	Iziko Slave Lodge	Cnr Adderley & Wale Street	**1 POS**
4	Iziko Bo-Kaap Museum	71 Whale Street, Cape Town	**1 POS**
5	Iziko Bertram House	39 Orange Street, Cape Town	**1 POS**
6	Iziko Old Town House	Greenmarket Square, Cape Town	**1 POS**
7	Iziko Rust & Vreugd	78 Buitenkant Street, Cape Town	**1 POS**
8	Nelson Mandela Prison (Drakenstein)	R301, Paarl	**1 POS**

4. SCOPE OF WORK

The bidder must provide a comprehensive solution including:

- Supply, installation, and configuration of POS hardware and software
- Customisation of reports and system functionality, as possible.
- 12-month technical support, maintenance, and updates
- Staff training and operational handover
- System uptime, monitoring, and secure payment processing

5. SYSTEM & TECHNICAL REQUIREMENTS

5.1 Hardware Requirements

- POS terminals that include the following hardware
    - Cash drawers and receipt printers
    - Card payment terminals (contactless, chip & PIN, NFC)
- Units must be:
    - Minimum screen size of 17”

5.2 Software Requirements

- POS application (Windows/Android compatible)
- Back-office system with reporting capabilities
- Ticketing module supporting multiple ticket types, discounts, group bookings
- Ticketing module must support allocated and numbered seating for the Iziko Planetarium.
- POPIA-compliant data processing
- Payment Card Industry and Data Security Standard - must be compliant and secure card payments

5.3 Networking Requirements

- LAN/Wi-Fi connectivity
- Secure architecture for multi-site deployment

5.4 Reporting requirements

The system, where possible, should generate:

- User access report
- Daily sales report per site, broken down by category and visitor type
- Daily cash vs card split report
- Monthly sales report per site, category, and visitor type
- Daily and monthly income & visitor numbers report

5.5 Bank intergrations

- The POS must integrate via APIs with the acquiring bank or licenced Payment Service Providers
- Bank Account payment integration such as EFTs, Direct Deposits, as possible.
- Iziko Museums of South Africa banks with Standard Bank, but has a merchant account with Nedbank

6. IMPLEMENTATION & MIGRATION REQUIREMENTS

On appointment, the bidder must provide:

- Migration plan (data, system configuration, legacy system cut over)

7. TRAINING REQUIREMENTS

- End-user operational training
- Training for point-of-sale administrators
- Training for updates and enhancements

8. SUPPORT & MAINTENANCE (12 Months)

- 24/7 support for critical issues
- Remote & onsite support
- Hardware swap-out, when required
- Software updates, patches, security fixes
- Data backup and recovery
- Monitoring & system diagnostics
- Incident management and escalation

9. ADMINISTRATIVE DOCUMENTS

Service Providers must submit all documents as outlined in Table below:

1	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za) and Tax Status Verification Pin together with tax registration number
2	Detailed pricing structure on your company letterhead: A cost schedule detailing full cost breakdown, inclusive of VAT, any disbursement, and escalations, if applicable, etc.
3	A Valid B-BBEE Certificate or Sworn Affidavit to determine the Service provider's status level.
4	Signed Request for Quotation (RFQ) Document
5	Valid Tax Certificate and/or Tax Pin
6	SBD 4 and SBD 6.1 documentation included in this RFQ

10. MANDATORY REQUIREMENTS CHECK LIST

No.	Requirement	Comply	Do Not Comply
1	POS hardware and software can be supplied, installed and configured as needed.	☐	☐
4	System supports multiple ticket types, discounts and group bookings.	☐	☐
6	System can integrate with banking/payment services.	☐	☐
7	System provides reports.	☐	☐
10	Bidder provides 12 months' technical support, maintenance, and updates.	☐	☐

BIDDER CERTIFICATION

I hereby certify that:

- All costs are fully inclusive and fixed for 12 months.
- No additional charges will apply beyond the pricing schedule.
- The bidder can fully deliver the required a POS & ticketing solution.

Name: ________________________

Signature: ____________________ **Date:** _________________________

Note: Failure to supply any of the administrative documents stipulated <u>may lead to the quote not being considered.</u>

11. PREFERENTIAL POINTS

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

	Specific goals allocated points	**Price**
Total maximum points	**20**	**80**

12. PRICING SCHEDULE

No.	Description	Qty	Unit/Monthly Price (Excl. VAT)	Total (Excl. VAT)
1	**Complete POS Station** – including POS terminal (minimum 17" screen), cash drawer, receipt printer, card payment terminal, POS software, installation, configuration, integration, testing and commissioning	10	**R**	**R**
2	**Monthly Support & Maintenance** – including training, technical support, software updates, monitoring, backups and hardware support/exchange.	12	**R**	**R**
	Subtotal			**R**
	Vat			**R**
	TOTAL INCLUDING VAT			**R**

Pricing Instruction

1. The Total Evaluated Bid Price will be used to calculate price points under the 80/20 preference point system. Only amounts captured on this table will be considered.

2. Iziko may withhold payment for a deliverable until the deliverable is submitted and accepted as complete by the project manager.

3. Bidders must attach a breakdown of assumptions, resource categories and rates used to prepare their pricing.

4. Quotes to be valid for 60 days from the bid closing date

Please Note: a formal detailed quotation to be sent with proposal. The pricing schedule above and formal quotation must include all applicable costs and there can be no variation after award has been made.

SIGNATURE		**NAME PRINT**	
CAPACITY		**DATE**	
NAME OF COMPANY			
INDICATE DELIVERY PERIOD IN WEEKS AFTER RECEIVING OFFICIAL ORDR=ER			

13. FORMAL CONTRACT

a) The proposal and appended documentation read together form the basis for an agreement to be negotiated and concluded in a formal contract between Iziko and the preferred Service Provider
b) A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred Service Provider/s.

14. GENERAL PRINCIPLES

(a) The lowest or only quotation received will not necessarily be accepted.
(b) Iziko and its Council reserves the right to accept or reject any quotation in response to the Request to Quote and to withdraw its decision to seek the provision of these services at any time.

15. DECLARATION

The undersigned, who warrants that he / she is duly authorized to do so on behalf of the enterprise:

i) confirms that neither the name of the enterprise or the name of any partner, manager, director, or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
ii) confirms that no partner, member, director, or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
iii) confirms that I / we are not associated, linked, or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest; and;
iv) confirms that the contents of these questionnaire/forms (SBD 4, & 6.1) are within my personal knowledge and are to the best of my belief both true and correct:
v) accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.

Please note that if the supporting documentation is not provided then the submission will be classified as non-responsive.

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD or **supplier has a non-compliant tax status**, then unfortunately that bidder maybe disqualified. Please return this document with the supporting documents.

2. Bid Document Submission

Emailed RFQ documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the IZIKO by the due date and time. Please note that any alterations to the bid document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.

Signed	------------------------------	Date	------------------------------
Name	------------------------------	Position	------------------------------
Enterprise name	------------------------------		