



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP- FIN-03

REQUEST FOR PROPOSAL (RFP) PACK

FINANCIAL MODELING

START DATE: 17 SEPTEMBER 2021
CLOSING DATE: 11 OCTOBER 2021
CLOSING TIME: 12H00

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable)	
CA(SA) or CIMA or CFA qualification required- Submit qualification	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Section C:** Service Level Agreement
4. **Annexure 1:** Procurement Handbook
5. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary

information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- No briefing session will be held
- Questions relating to the RFP will be accepted until 16h00 on the **24 September 2021**. All questions must be submitted to Lulama Giba via e-mail to Lulama@elidz.co.za.
- The closing date for this tender is at 12h00 on the **11 October 2021**;
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to be securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyside, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed “

Inadequate performance” and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE

Before starting work, service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;

4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly, tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae’s	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD registration certificate	

JV Participation Documentation (If applicable)	
CA(SA) or CIMA or CFA qualification required – Submit qualification	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

It will be the responsibility of the tenderer to ensure that the tender reaches the ELIDZ. Proof of posting will not be taken as proof of delivery. **All tender documents submitted are to be securely bound and submitted in duplicate.** Tenderers must submit technical and financial proposals in two separate envelopes clearly marked “Envelope A – Technical Proposal” and “Envelope B – Financial Proposal”. The financial proposal will only be opened should the technical proposal be found to be acceptable.

The Envelope A – Technical Proposal:

- Must include numbered or alphabetized section dividers and a contents page that indicates the numbered or alphabetized section names.
- Above-mentioned sections to align to documents listed in the above tables articulating the Supporting and Compulsory documentation to be submitted.

The tender should be placed in a sealed envelope marked “**RFP- FIN - 003 Financial Modeling.**” and deposited by hand in the tender box before the closing date and time of **12h00, 11 October 2021**. ELIDZ WILL NOT BE RESPONSIBLE FOR DOCUMENTS PLACED IN AN INCORRECT TENDER BOX.

The tender box will be marked tender name “**RFP-FIN- 003 Financial Modeling.**” which can be found in the following location:

The ELIDZ, Head Office Reception, Lower Chester Road, Sunnyridge, East London, 5201

Tender must be marked:

For the attention of: **Lulama Giba: SCM Officer**

The tender should be placed in a sealed envelope marked “RFP-FIN-003” and deposited by hand in the tender box before the closing date and time of **12h00, 11 OCTOBER 2021**. ELIDZ WILL NOT BE RESPONSIBLE FOR DOCUMENTS PLACED IN AN INCORRECT TENDER BOX.

The tender box will be marked tender name “RFP-FIN-003” which can be found in the following location:

The ELIDZ, Head Office Reception, Lower Chester Road, Sunnyridge, East London, 5201

Tender must be marked:

For the attention of: **Lulama Giba: SCM Officer**

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

Table of Contents

CHECKLIST FOR SUBMISSIONS.....	2
Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.	2
The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.....	2
1. Introduction	16
2. Considerations.....	27
2.1. Requirements Considerations.....	27
FUNCTIONALITY EVALUATION MATRIX	27
2.2. Financial Considerations	28
2.3. Time Constraints	28
2.4. Area of Service and Facilities	28
3. Detailed Requirements	28
3.1. Detailed solutions	28
4. Response Format	32
4.2 Location evidence	32
4.3 Service provider skills competency.....	32

1. Introduction

SCOPING INFORMATION:

ELIDZ FINANCIAL AND SOCIO-ECONOMIC MODEL

Procurement of a customized solution for the economic modelling of the periodic and cumulative financial performance and socio-economic impact of the East London Industrial Development Zone (ELIDZ) project for the generation of related periodic shareholder and stakeholder reporting on the project's outputs, outcomes and impacts.

BACKGROUND

The East London IDZ SOC Limited (ELIDZ) is an implementation project under South Africa's Special Economic Zones (SEZ) Programme, as administered by the national Department of Trade, Industry and Competition (the Dtic). The project has been initiated and funded through a combination of national and provincial (Eastern Cape) treasury resourcing.

Government has initiated the Special Economic Zones programme in order to deliver strategic enabling infrastructure and industrial support measures in designated locations across South Africa. This seeks to stimulate private direct investment (foreign and domestic) to promote additional economic activity in the industrial economy of the SEZ host region.

Collectively, this support also aims to facilitate and assist processes of industrial innovation to promote advances in the productivity and competitiveness of South African manufacturers (including existing and new exporter industries) and providers of internationally traded services.

SEZ enabling legislation therefore positions Special Economic Zones as mechanisms that are intended to serve as change catalysts and operate as instruments of transformative development within the industrial economy of the regions within which they are located. Among others, this transformative impact is intended to unlock the full economic potentials of the SEZ host region and facilitate broadened economic participation by its communities and citizens.

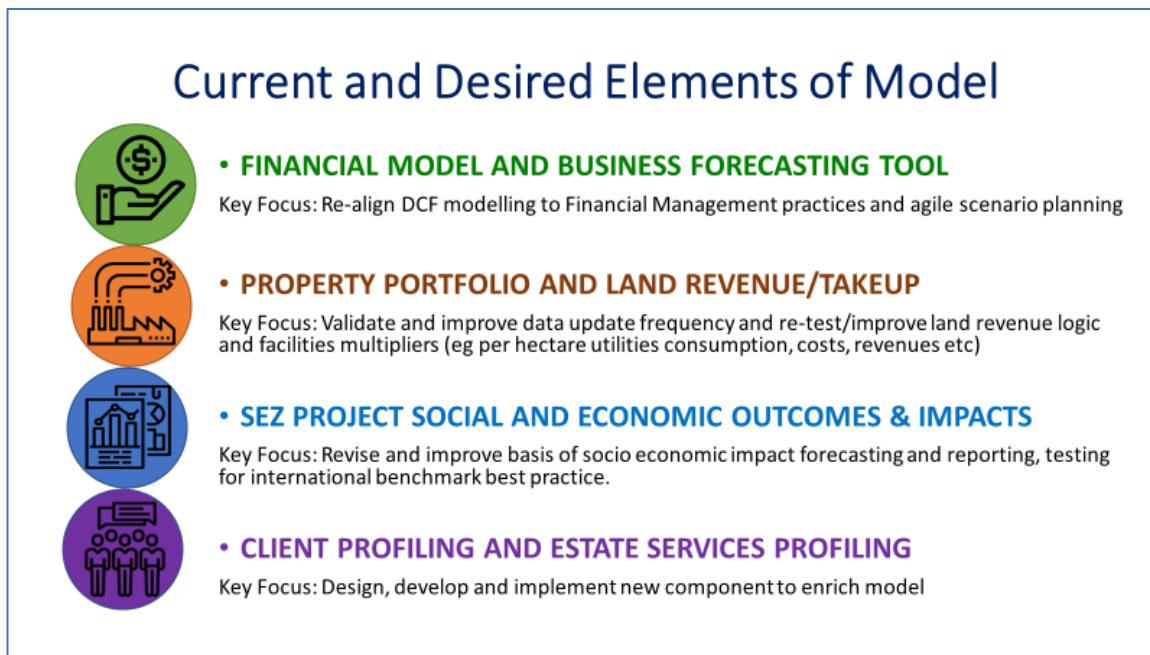
The SEZ Act defines the problem statement that SEZs are deployed to address as follows:

"...challenging global and domestic economic conditions demand a focus on new sources of competitiveness that lie in innovation and productivity, with an entrenched base in skills, infrastructure and efficient, responsive state action."

The ELIDZ has, since its project inception, sought to quantify and transparently disclose to its principals and other stakeholders the periodic measures of the financial and non-financial performance of its project implementation. This is undertaken both to account for the entity's application of resources placed at its disposal as well as to construct informed forecasts of future land and other resources needed to execute the ELIDZ's vision and mission.

A Microsoft Excel-based customized discounted cash flow (DCF) model was developed for this purpose. This was designed to serve both as a long-term project delivery forecasting tool and as a capture instrument for the recording of actual business results at the close of each financial trading period. Actuals are informed by data issued in the company's audited financial statements as well as from other supplementary sources (such as year-to-year changes in its annual registers of investor and property transactions).

The diagram below summarises discrete areas within the operations of the ELIDZ from which the current modeling solution derives its principal input data*:



** Please see annexure Slides detailing the scope of the four aspects shown above and their possible data sources/integration points.*

The original DCF model was constructed early in the implementation phase of the ELIDZ project and adopted various foundational business assumptions, impact multipliers and other modelling parameters (as were known or estimated at the time). Over time, efforts have been made to re-test and improve the precision of these assumptions.

The operations of the ELIDZ have, however, been diversified and extended with the introduction of new income-generative business activities and the targeting of new and expanded customer segments for existing market offerings and their revenue streams.

In addition, the programming under which the project is governed changed from the initial industrial development zones (IDZ) programming to the current special economic zones (SEZ) regime, which introduced dedicated SEZ policy and legislation for the zones sector.

Given the above, the ELIDZ believes it is opportune to revisit its solution for the economic modelling (forecasting and reporting) of the financial and socio-economic impact of the Zone. Its interest is to seek to engage professionals with the appropriate expertise to develop a best-in-class instrument to track the project's progress in attaining government's desired outputs, outcomes and impacts.

The information below sets out the scope of capability that the ELIDZ is seeking to contract with the service provider (or consortium of providers) to execute the assignment's two primary components, being:

- **Financial performance accounting, reporting and forecasting**
- **Socio-economic impact accounting, reporting and forecasting.**

A: Financial performance accounting, reporting and forecasting

Solution Provider Minimum Professional Expertise:

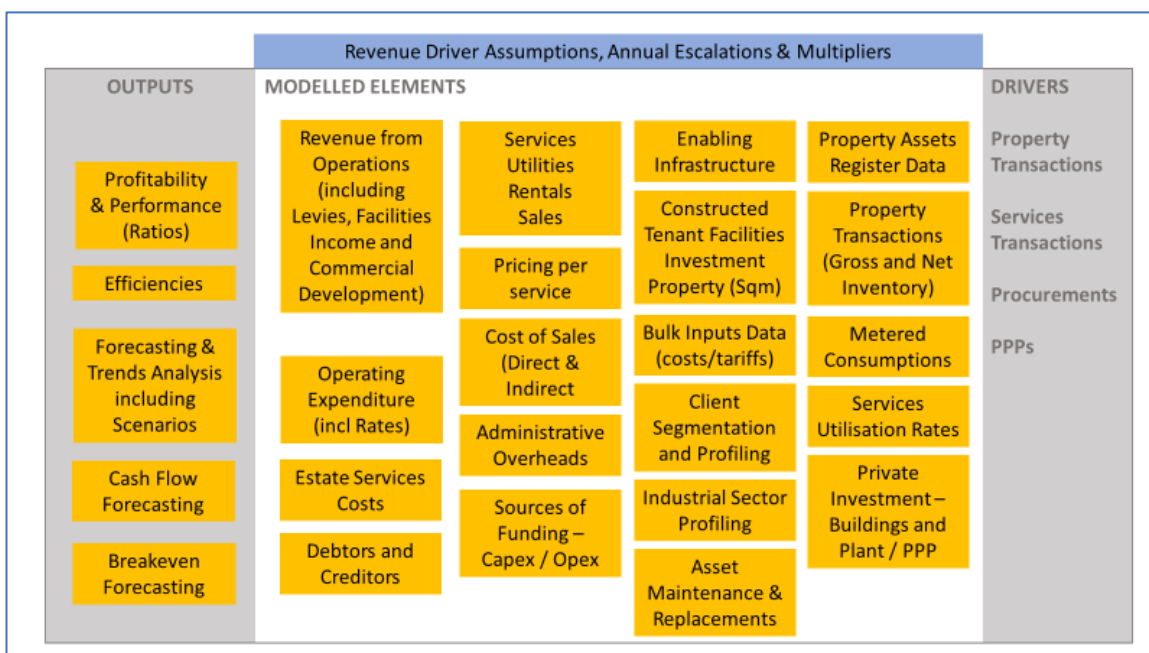
ELIDZ requires the expertise of a well-rounded professional team that extends to include proficiencies within the following qualifications, skills and experience:

ELIDZ requires the expertise of a well-rounded professional team that extends to include proficiencies within the following qualifications, skills and experience:

- CA(SA) or CIMA qualified
- Advanced Excel Skills
- Extensive experience in financial modelling
- Understanding of GRAP and IFRS
- Track record of preparing financial models for Commercial Property Developing projects, SEZ's/IDZ's or municipalities

Key Elements of the Delivered Solution:

The summary graphic below highlights **financial information content areas** contained in the current reporting and forecasting tool and serves as an indication of the minimum desirable features of an upgraded solution:



The assignment is to develop a comprehensive tool capable of the periodic accounting, measurement and reporting of the East London IDZ's financial activities across a range of services. Briefly this will entail the provision of the following:

- The development of a tool that will be able to provide forecasting information across range of services that the entity currently provides to clients. The entity currently has seven revenue streams, with different cost structures and require the modelling to be done such that the unique make-up of each are appreciated in the analysis of the costs and the revenues associated with it.
- A tool that will assist with **Financial Position Forecasting prepared according to GRAP** standards
- A tool to assist with **Profit and Loss Statements prepared on the accrual basis** of accounting
- A tool to assist with **cashflows forecasting for the organization.**
- **Budget forecasting and analysis** tool keeping track of operational expenditure **according to the activities outputs and outcomes of the entity**
- Provision of a **Breakeven analysis** tool for the entity
- Development of a **scenario planning** tool, to assist the entity with 'what-if' financial data analysis
- **Property Portfolio Analysis** tool that would track property transacted and analyse its effects on the institution's financial position.
- **Sensitivity analysis** tool that will enable the entity to analyse the level of sensitivity of various assumptions on the financial state of the organization.
- The translation and capturing of **historic data** into the format of the new modelling tool developed.

B: Socio-economic impact accounting, reporting and forecasting

Solution Provider Minimum Professional Expertise:

ELIDZ requires the expertise of a well-rounded professional team that extends to include proficiencies within the following broad disciplines and application areas:

- Developmental economics and economic modelling
- Socio-economic impact assessment
- Econometrics evaluation and statistical trends analysis
- Industrial research and mining of data/intelligence from research networks
- Data identification, collation, verification and transformation
- Business delivery model assessment
- Performance metrics development and monitoring
- Economic reporting
- Project accounting, reporting and modelling

- Information and information systems management
- ICT/systems analysis and solutions deployment.

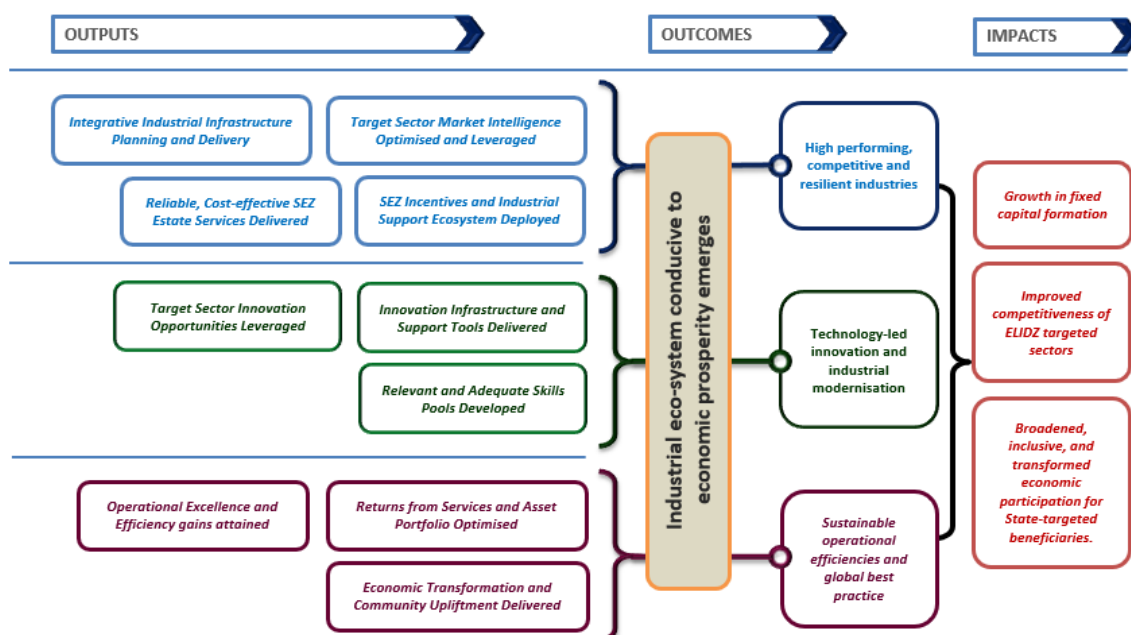
Socio-economic Impact: Introduction

As an implementing project under the South African Special Economic Zones programme, the East London Industrial Development Zone (ELIDZ) is expected to operate as an instrument of economic stimulus and transformation.

The SEZ programme was conceived to respond to challenging global and domestic economic conditions. These are demanding that South African industry focus on the development of new sources of competitiveness that lie in innovation and productivity, with an entrenched base in skills, infrastructure and efficient, responsive state action.

Applying these desired outcomes to the context of the East London location, the ELIDZ has developed its strategy for the current five-year planning term based on a theory of change that is depicted in the graphic below:

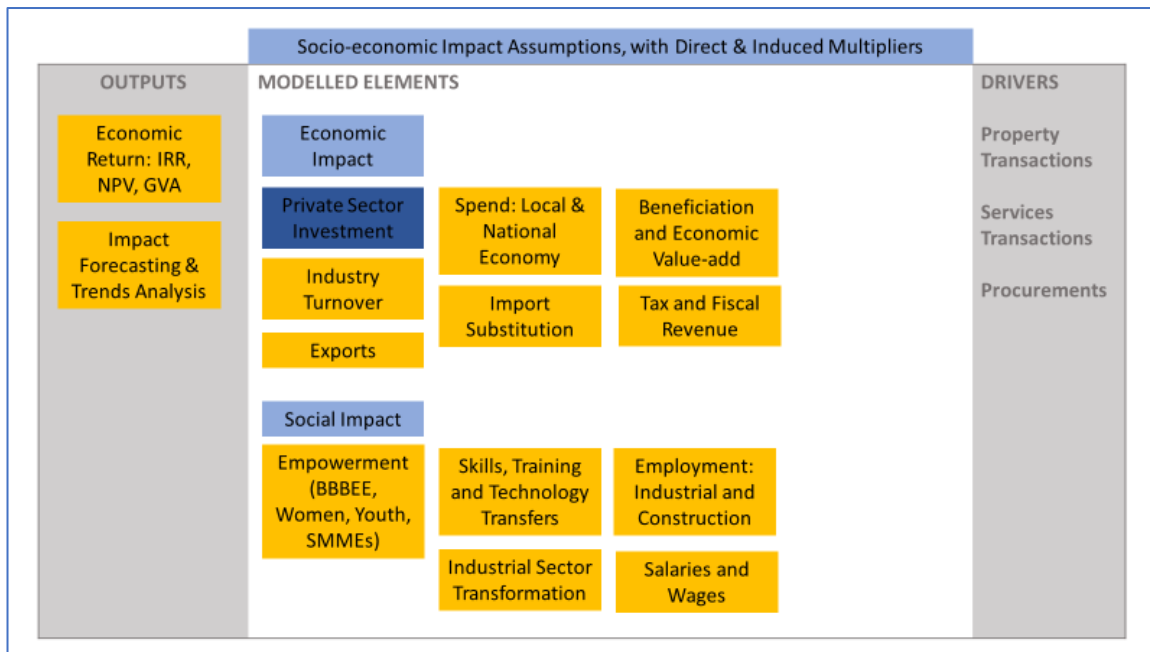
ELIDZ's Institutional Theory of Change



The modelling and forecasting solution that the ELIDZ is seeking to create should illuminate the areas and extent to which the SEZ is being effective in attaining the economic and social outcomes and impacts that it is planning to deliver over the course of its strategic plan delivery.

Key Elements of the Delivered Solution:

The summary graphic below highlights **socio-economic modeling content areas** contained in the current reporting and forecasting tool and serves as an indication of the minimum desirable features of an upgraded solution:



The assignment is to develop a comprehensive tool capable of the periodic accounting, measurement and reporting of the East London IDZ's social and economic impacts. Briefly this will entail the following:

- Comprehensive assessment of the Special Economic Zones programming mandate and mission and **interpretation of social and economic impact measurement parameters** that are relevant to the context of the SEZ implementation at East London. This should include liaison with programme principals at national, provincial and municipal levels and have regard to the broad developmental agenda of government as articulated across its spheres. Reference should be made to key guiding policy instruments, including the National Development Plan, Industrial Policy Action Plan (IPAP) the Eastern Cape Provincial Vision 2030, and the metro development strategy of the host municipality, Buffalo City Metro, among others.

The environmental scanning should also **examine the content and intents of existing government performance monitoring and evaluation frameworks** applicable to the SEZ sector (directly or indirectly) and will formulate the solution's socio-economic reporting and forecasting recommendations by combining the practicable elements from such frameworks (together with additional/refined parameters applicable to the SEZ sector, and as informed by global best practices in economic modelling and socio-economic impact reporting).

- A high-level assessment of the **strength and weaknesses of the existing Discounted Cash Flow (DCF) model** with a view to ascertaining:

- Aspects of its approach, modelling logic and historically recorded data and performance trends that continue have merit and should be identified for replication into the new solution; this should also indicate **a methodology for the management of data transformation/exchange and capture** into the new solution.
- Recommendations concerning the approach to be take in respect to those **aspects of the existing model that are no longer considered to relevant** for the business or its current operating environment; this should indicate a methodology for the management of the tracking and reporting of any affected long-term project delivery trends.
- Consultation with the ELIDZ Executive Committee and its programme business units to develop and comprehensively document a fresh set of **core business assumptions that reflect the current operating realities of the SEZ** (and that will be most fitting in informing the modelling logic and the calculations of a robust project economic model). This activity should evaluate the continued relevance of current business assumptions and recommend suitable changes to be implemented in conjunction with Executive Management. It is expected that the review of assumptions may well require the consideration of scenario forecasts based on a spectrum of assumptions that reflect areas of uncertainty or fluidity in the SEZ operating environment.
- Research-based recommendations of the most appropriate high-level performance metrics to be applied in documenting the **project's forecasted and actual performance for external stakeholder reporting**. This should specify appropriate, internationally acceptable reporting norms and standards and will focus on the utility and merits of referencing typical economic performance measures such as Net Present Value (NPV), Internal Rate of Return (IRR), Benefit Cost Ratio (BCR), Break-even forecasting and Project Life Coverage Ratio (PLCR) calculations, among others.

The final solution should **develop and present an Impact Measurement Framework** that is attuned to the ELIDZ's overall organisational strategy and mission as well as to the context and peculiarities of the ELIDZ's specific targeted industrial sectors. The impact measurement framework should furnish a detailed technical description of appropriate key performance indicators and the basis of the review and setting of their annual and destination targets for the annual periods of the current five-year strategic term, using the forecasting tool's results as an input.

- Research-based recommendations of the most appropriate functional level performance metrics to be applied in documenting the **project's forecasted and actual performance for internal stakeholder monitoring** of project delivery attainment and efficiencies; this should also yield recommendations of business unit assignable activity-level performance and/or business improvement indicators (and the basis for the calculation and setting of realistic targets over the current five-year strategic term to 2025).
- Research-based recommendations for the solution to augment its reporting of direct project performance outcomes with additional **measurement and forecasting of indirect and induced outcomes and impacts**. Based on internationally adopted approaches, the recommendations on socio-economic impact should also consider how the solution may account for the benefits attained in respect to both static and dynamic outcomes as associated with state-assisted industrial development.

- Indirect and induced effects modelling should extend to reflect on social and economic benefits arising through the **SEZ's impact on relating sectors within the broader economy** such as the construction industry sector (employment, turnovers and black empowerment) and the transportation and logistics sector (including growth in the movement of industrial inputs/outputs and exports), among others.

The solutions provider's environmental scanning should seek **to identify tools, resources and expertise located with public, academic and other institutions** that may be accessed to assist with the development of the socio-economic impact solution (or otherwise support ELIDZ's impacts evaluation into the future by enhancing ELIDZ's existing programmes of external stakeholder engagement). The envisaged activity includes identification of specialist expertise (eg. Statisticians) and institutional repositories for the sourcing of key economic reference data, including those utilizing tools such as social accounting matrices to generate SAM-based multiplier analyses.

In this regard, recommendations will be sought on **how such methodologies may be applied within the delivered solution to enhance the precision of its calculations and forecasts** describing the consequential SEZ industrial impacts within other industrial sectors operative in the regional and national economies. This would be useful in quantifying the overall number of jobs supported and economic value added by the SEZ within the provincial and national economies.

- The finalized model should be capable of calculating and expressing comprehensive cost-benefit analyses over the total SEZ activity in order to **express the project's overall Net Economic Benefit (NEB)** status as at the close of each financial period -- and to portray the trend movement in this measurement over time.
- Indications of the **sources and frequency of data collation for all project delivery elements** to be developed into the new solution. This should test the quality of input data available from internal systems/processes and make recommendations to enhance data quality and ease of data access. It should also make recommendations on the access and use of appropriate survey, statistical or other external verifiable data sources as relevant to the monitoring and measurement of the actuals outcomes of the SEZ's social and economic events and impacts.
- In addition to developing the theoretical and logical framework for the intended solution, the service provider is expected to **identify a suitable ICT-based deployment platform** that will be user-friendly for solution implementation, access and maintenance. This should offer a secure environment for actuals data capturing and the generation of a specified set of reporting outputs commensurate with the areas of functionality retained from the existing DCF model and the new functionality introduced with the remodeling of the economic model. In this regard, consultation will have to be made with the ELIDZ's ICT department and the solution will need to be consistent with internal policies and hardware/software and security requirements.
- **A comprehensive modelling solution should be exhaustive in its consideration of the social and economic effects of the establishment and operation of the special economic zone.** The tabulation below offers some typical subject areas that may be relevant to evaluate and model and guidance will be sought on how these fields of interest may be accommodated in the solution:

ECONOMIC IMPACTS	SOCIAL IMPACTS
Stimulus of new fixed investment inflows	Direct, indirect, induced employment
Increase in regional economic output	Growth in decent employment and benefits
Increase in regional industrial value added	Participation opportunities: Youth
Capture and localization of sector value chains	Participation opportunities: Women
Acquisition of competitive global technologies	Participation opportunities: SMMEs
Access to international networks and markets	Empowerment/Black industrialist development
Industrial modernization and innovation	Upskilling & enriched training & development
Production process productivity enhancement	Linkages to and growth of the rural economy
Increased revenue to fiscus & host municipality	Social inclusion of marginalized communities
Incubation of new small business enterprises	New business for out-of-zone enterprises
Rise in exports and export earnings growth	Temp. construction job opportunities
Reduction in imports dependency	Reduction in poverty
Location infrastructural attractiveness improved	
Agglomeration/clustering industrial efficiencies	

C: Seamless Solution

While the financial modeling and socio-economic modeling are treated separately in this scoping to differentiate activity areas and specialist areas of expertise, it should be noted that the requirement is for the delivery of seamless solution.

Specifically, it is acknowledged that the two modeling environments will exhibit strong linkages and interdependencies. By example, performance results in financial and economic terms may be affected by common drivers (such as the rate of SEZ population and the scale and type of industries located into the zone). Further, the periodic recording of actual financial performances of the SEZ project will also correlate strongly with the SEZs socio-economic effects (including via the contributions the SEZ makes through its procurements and support of economic activity, such as construction).

Consequent to the above, ELIDZ's evaluation of prospective providers will have due regard for the capability that is demonstrated in applying diverse expertise and methods towards the design and delivery of a seamless solution where the financial and non-financial aspects of ELIDZ's model are attuned and complementary.

ANNEXURE: Additional Information

The slides below provide additional detail on potential internal data sources and their integration into the final solution:





LEAD: OPERATIONS/INVESTOR SERVICES

**CLIENT PROFILING AND
ESTATE SERVICES PROFILING**

- Directory of services offerings
- Directory of Operational industries data (with model profiling per client)
- Client segmentation and Pipeline
- Assumptions per segment (consumptions of services, growth, performance with regard to income generation and economic impacts)
- Assumptions on Input Costs per service/utility
- Pricing assumptions and forecasting of growth in future revenue streams
- Gross and Net profit calculation and trend analysis per service.

**POTENTIAL DATA
SOURCES/INTEGRATIONS**

- Internal Policies, including services pricing and tariffs;
- CRM data – segment profiling and services utilisation
- Pipeline Data – investors and other SEZ enterprises
- Estate Services Development Masterplan and Assumptions
- Services delivery cost accounting and cost recovery analyses;



LEAD: OPERATIONS/SECTOR MGMT

**SOCIAL AND ECONOMIC
OUTCOMES & IMPACT**

- Assumptions and Multiplier data applicable to each Client segment and industrial sector;
- Private Sector Investments secured – initial and expansions, per sector/ segment
- Employment created, Manufacturing, Non-manuf. and Construction)
- Actual/Estimated Growth in Industrial Turnovers
- Actual/Estimated Growth in Export-oriented production
- Fiscal contributions per client and per sector.

**POTENTIAL DATA
SOURCES/INTEGRATIONS**

- Organisational outcomes and Impact Assumptions (with multiplier and inflation factors);
- Register of reported Manufacturing and Services jobs
- ELIDZ Construction employment generated
- CRM data – client expansions and re-investments
- Periodic economic census survey data (including fiscal contributions, wages and income and expenditure);

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Local Operational Office	Local Operational Office	15	15	Proof of a local office in BCMM Area provided
			8	Proof of a local office in Eastern Cape Province provided
			5	Proof of local an office in RSA provided
			0	No local office in RSA that is operation
Project Approach	Proposed Solutions (detailed specification and brochures)	50	50	All deliverables of project met in proposed solution
			0	All deliverables not met by proposed solution
	Project Management	5	5	Project Plan in line with requirements
			0	Project Plan not in line with requirements
Service Providers Expertise and Resources	Advanced Excel Skills Extensive experience in financial modelling Understanding of GRAP and IFRS Track record of preparing financial models for Commercial Property Developing projects, SEZ's/IDZ's or municipalities Economist with SEZ/IDZ or municipality experience	30	30	All requirements met
			25	One requirement not met
			0	3 or more requirements not met

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be attached to the service level agreement.

2.3. Time Constraints

Once the contract has been awarded the commencement date will be advised.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London or anywhere the service is required.

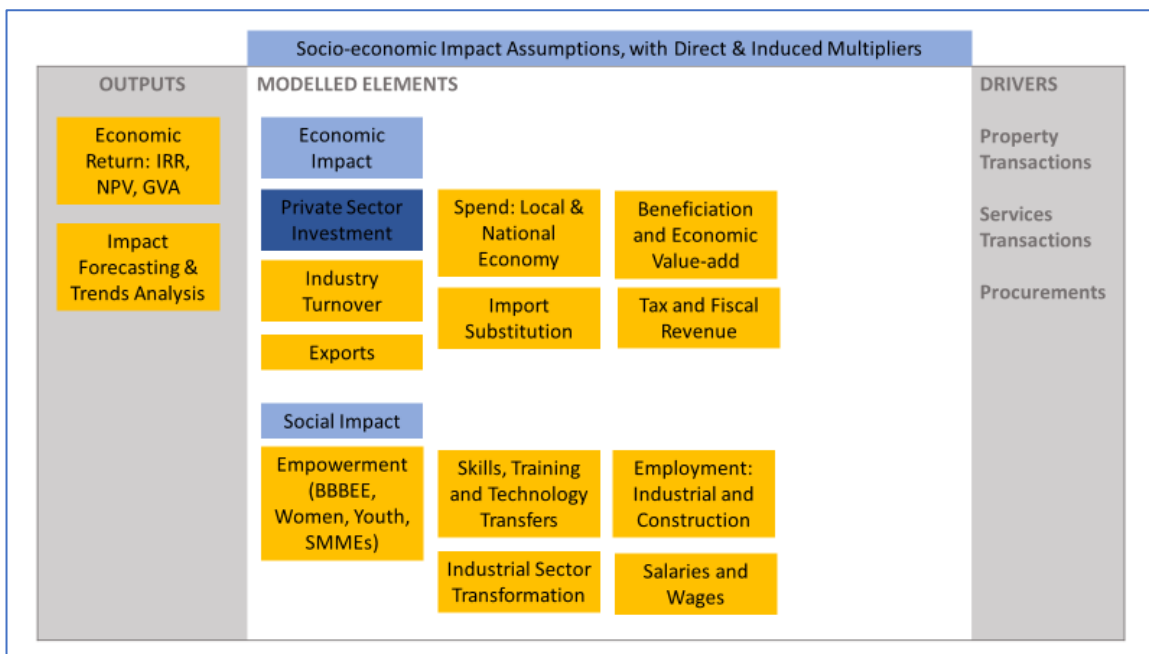
3. Detailed Requirements

This section will aim to unpack all elements require for this project.

3.1. Detailed solutions

Key Elements of the Delivered Solution:

The summary graphic below highlights **socio-economic modeling content areas** contained in the current reporting and forecasting tool and serves as an indication of the minimum desirable features of an upgraded solution:



The assignment is to develop a comprehensive tool capable of the periodic accounting, measurement and reporting of the East London IDZ's social and economic impacts. Briefly this will entail the following:

- Comprehensive assessment of the Special Economic Zones programming mandate and mission and **interpretation of social and economic impact measurement parameters** that are relevant to the context of the SEZ implementation at East London. This should include liaison with programme

principals at national, provincial and municipal levels and have regard to the broad developmental agenda of government as articulated across its spheres. Reference should be made to key guiding policy instruments, including the National Development Plan, Industrial Policy Action Plan (IPAP) the Eastern Cape Provincial Vision 2030, and the metro development strategy of the host municipality, Buffalo City Metro, among others.

The environmental scanning should also **examine the content and intents of existing government performance monitoring and evaluation frameworks** applicable to the SEZ sector (directly or indirectly) and will formulate the solution's socio-economic reporting and forecasting recommendations by combining the practicable elements from such frameworks (together with additional/refined parameters applicable to the SEZ sector, and as informed by global best practices in economic modelling and socio-economic impact reporting).

- A high-level assessment of the **strength and weaknesses of the existing Discounted Cash Flow (DCF) model** with a view to ascertaining:
 - Aspects of its approach, modelling logic and historically recorded data and performance trends that continue have merit and should be identified for replication into the new solution; this should also indicate a **methodology for the management of data transformation/exchange and capture** into the new solution.
 - Recommendations concerning the approach to be take in respect to those **aspects of the existing model that are no longer considered to relevant** for the business or its current operating environment; this should indicate a methodology for the management of the tracking and reporting of any affected long-term project delivery trends.
- Consultation with the ELIDZ Executive Committee and its programme business units to develop and comprehensively document a fresh set of **core business assumptions that reflect the current operating realities of the SEZ** (and that will be most fitting in informing the modelling logic and the calculations of a robust project economic model). This activity should evaluate the continued relevance of current business assumptions and recommend suitable changes to be implemented in conjunction with Executive Management. It is expected that the review of assumptions may well require the consideration of scenario forecasts based on a spectrum of assumptions that reflect areas of uncertainty or fluidity in the SEZ operating environment.
- Research-based recommendations of the most appropriate high-level performance metrics to be applied in documenting the **project's forecasted and actual performance for external stakeholder reporting**. This should specify appropriate, internationally acceptable reporting norms and standards and will focus on the utility and merits of referencing typical economic performance measures such as Net Present Value (NPV), Internal Rate of Return (IRR), Benefit Cost Ratio (BCR), Break-even forecasting and Project Life Coverage Ratio (PLCR) calculations, among others.

The final solution should **develop and present an Impact Measurement Framework** that is attuned to the ELIDZ's overall organisational strategy and mission as well as to the context and peculiarities of the ELIDZ's specific targeted industrial sectors. The impact measurement framework should furnish a

detailed technical description of appropriate key performance indicators and the basis of the review and setting of their annual and destination targets for the annual periods of the current five-year strategic term, using the forecasting tool's results as an input.

- Research-based recommendations of the most appropriate functional level performance metrics to be applied in documenting the **project's forecasted and actual performance for internal stakeholder monitoring** of project delivery attainment and efficiencies; this should also yield recommendations of business unit assignable activity-level performance and/or business improvement indicators (and the basis for the calculation and setting of realistic targets over the current five-year strategic term to 2025).
- Research-based recommendations for the solution to augment its reporting of direct project performance outcomes with additional **measurement and forecasting of indirect and induced outcomes and impacts**. Based on internationally adopted approaches, the recommendations on socio-economic impact should also consider how the solution may account for the benefits attained in respect to both static and dynamic outcomes as associated with state-assisted industrial development.
- Indirect and induced effects modelling should extend to reflect on social and economic benefits arising through the **SEZ's impact on relating sectors within the broader economy** such as the construction industry sector (employment, turnovers and black empowerment) and the transportation and logistics sector (including growth in the movement of industrial inputs/outputs and exports), among others.

The solutions provider's environmental scanning should seek **to identify tools, resources and expertise located with public, academic and other institutions** that may be accessed to assist with the development of the socio-economic impact solution (or otherwise support ELIDZ's impacts evaluation into the future by enhancing ELIDZ's existing programmes of external stakeholder engagement). The envisaged activity includes identification of specialist expertise (eg. Statisticians) and institutional repositories for the sourcing of key economic reference data, including those utilizing tools such as social accounting matrices to generate SAM-based multiplier analyses.

In this regard, recommendations will be sought on **how such methodologies may be applied within the delivered solution to enhance the precision of its calculations and forecasts** describing the consequential SEZ industrial impacts within other industrial sectors operative in the regional and national economies. This would be useful in quantifying the overall number of jobs supported and economic value added by the SEZ within the provincial and national economies.

- The finalized model should be capable of calculating and expressing comprehensive cost-benefit analyses over the total SEZ activity in order to **express the project's overall Net Economic Benefit (NEB)** status as at the close of each financial period -- and to portray the trend movement in this measurement over time.
- Indications of the **sources and frequency of data collation for all project delivery elements** to be developed into the new solution. This should test the quality of input data available from internal systems/processes and make recommendations to enhance data quality and ease of data access. It should also make recommendations on the access and use of appropriate survey, statistical or other

external verifiable data sources as relevant to the monitoring and measurement of the actuals outcomes of the SEZ's social and economic events and impacts.

- In addition to developing the theoretical and logical framework for the intended solution, the service provider is expected to **identify a suitable ICT-based deployment platform** that will be user-friendly for solution implementation, access and maintenance. This should offer a secure environment for actuals data capturing and the generation of a specified set of reporting outputs commensurate with the areas of functionality retained from the existing DCF model and the new functionality introduced with the remodeling of the economic model. In this regard, consultation will have to be made with the ELIDZ's ICT department and the solution will need to be consistent with internal policies and hardware/software and security requirements.
- **A comprehensive modelling solution should be exhaustive in its consideration of the social and economic effects of the establishment and operation of the special economic zone.** The tabulation below offers some typical subject areas that may be relevant to evaluate and model and guidance will be sought on how these fields of interest may be accommodated in the solution:

ECONOMIC IMPACTS	SOCIAL IMPACTS
Stimulus of new fixed investment inflows	Direct, indirect, induced employment
Increase in regional economic output	Growth in decent employment and benefits
Increase in regional industrial value added	Participation opportunities: Youth
Capture and localization of sector value chains	Participation opportunities: Women
Acquisition of competitive global technologies	Participation opportunities: SMMEs
Access to international networks and markets	Empowerment/Black industrialist development
Industrial modernization and innovation	Upskilling & enriched training & development
Production process productivity enhancement	Linkages to and growth of the rural economy
Increased revenue to fiscus & host municipality	Social inclusion of marginalized communities
Incubation of new small business enterprises	New business for out-of-zone enterprises
Rise in exports and export earnings growth	Temp. construction job opportunities
Reduction in imports dependency	Reduction in poverty
Location infrastructural attractiveness improved	
Agglomeration/clustering industrial efficiencies	

C: Seamless Solution

While the financial modeling and socio-economic modeling are treated separately in this scoping to differentiate activity areas and specialist areas of expertise, it should be noted that the requirement is for the delivery of seamless solution.

Specifically, it is acknowledged that the two modeling environments will exhibit strong linkages and interdependencies. By example, performance results in financial and economic terms may be affected by common drivers (such as the rate of SEZ population and the scale and type of industries located into the zone). Further, the periodic recording of actual financial performances of the SEZ project will also correlate strongly with the SEZs socio-economic effects (including via the contributions the SEZ makes through its procurements and support of economic activity, such as construction).

Consequent to the above, ELIDZ's evaluation of prospective providers will have due regard for the capability that is demonstrated in applying diverse expertise and methods towards the design and delivery of a seamless solution where the financial and non-financial aspects of ELIDZ's model are attuned and complementary.

4. Response Format

4.1 Company profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate and proof of address
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

4.2 Service provider skills competency

- Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project.
- CA(SA) or CIMA or CFA qualification required- Submit qualification
- Advanced Excel Skills certificates
- Understanding of GRAP and IFRS provide proof
- Economist with SEZ/IDZ or municipality experience provide proof

4.3 Proposed Solution and Project Approach

- Describe your understanding of the requirements in this tender.
- Please provide details for each of the listed requirements in section B item 3 (4.5 References
- Provide a minimum of (3) three references relevant to this tender, with completed reference letters, stamped, signed and dated by the referee.

- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.
- Proposed Solutions (detailed) listing all deliverables of project met in proposed solution

4.4 Project plan and methodology

Describe the proposed engagement model with reference to this tender. Please provide the following:

- Engagement Structure
- Describe your proposed solution in detail in response to the detailed requirements
- Project plan indicating proposed timeframes for completing project

4.5 References letter (Annexure 2)

- experience in financial modelling
- Three letters required

4.6 JV Participation Documentation (If applicable)

- Procurement Handbooks for both entities
- Consolidated BBBEE certificate for joint venture
- JV agreement indicating participation split
- Letter of authorization for JV agreement

Please forward any queries to: Lulama Giba at the following contact details:

E-mail: lulama@elidz.co.za

Tel: (043) 702 8200

Fax: 086 268 1077



SECTION C: Service Level Agreement



CONTRACT ELIDZ: REFERENCE NUMBER

SERVICE LEVEL AGREEMENT

entered into by and between

EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

Registration No. 2003/012647/30

("The Client")

and

FULL NAME OF SERVICE PROVIDER

Registration No. _____

(The "Service Provider")

(Collectively referred to as "the parties")

for

NAME OF PROJECT

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

INDEX

1. INTRODUCTION AND PURPOSE
2. DEFINITIONS AND INTERPRETATION
3. APPOINTMENT
4. PROVISION OF SERVICES
5. UNDERTAKINGS BY THE SERVICE PROVIDER
6. DELIVERY
7. TIMING
8. OBSERVANCE OF QUALITY AND SERVICES
9. REPORT BACK MEETINGS
10. BY-LAWS AND REGULATIONS
11. PAYMENT
12. KEY PERSONS
13. INTELLECTUAL PROPERTY, COPYRIGHT AND OWNERSHIP OF DOCUMENTS
14. CONFIDENTIALITY
15. SOLICITING EMPLOYEES
16. FORCE MAJEURE
17. DISPUTES
18. BREACH AND PENALTY
19. TERMINATION
20. SUMMARY TERMINATION
21. WARRANTIES
22. INDEMNITY
23. WHOLE AGREEMENT
24. SEVERABILITY
25. VARIATION, SUSPENSION, DELETION, AMENDMENT, OR MODIFICATION
26. INDULGENCE OR EXTENSION
27. WAIVER
28. SUPERSESSION
29. GOOD FAITH
30. SUBCONTRACTING AND CESSION
31. INDIRECT AND CONSEQUENTIAL DAMAGES
32. PROTECTION OF RIGHTS
33. GOVERNING LAW
34. DOMICILIUM CITANDI ET EXECUTANDI
35. SIGNATURES

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

1. INTRODUCTION AND PURPOSE

- 1.1. The CLIENT requires certain services and the SERVICE PROVIDER is willing to provide such services to the CLIENT.
- 1.2. The purpose of this Agreement is to regulate the relationship between the CLIENT and the SERVICE PROVIDER and to ensure that high quality and performance standards are achieved and maintained by the PARTIES.

2. DEFINITIONS AND INTERPRETATION

- 2.1. The headings of the clauses in this Agreement are for the purpose of convenience and reference only and shall not be used in the interpretation of nor modify nor amplify the terms of this Agreement nor any clause hereof.
- 2.2. In this Agreement, unless a contrary intention clearly appears any expression which denotes
- 2.2.1. one gender includes the other gender
- 2.2.2. the singular includes the plural and vice versa, and
- 2.2.3. natural persons includes juristic persons and vice versa.
- 2.3. In this Agreement, unless the context indicates otherwise the following words and expressions will have the meaning assigned to them in this clause:

- 2.3.1. **"Agreement"** refers to this Agreement and all annexures hereto and any amendments recorded in writing and signed by the parties. The annexures to this Agreement consist of the following:

IF THERE IS AN EXCEPTION TO TENDER PROCESS OR REQUISITION REQUIRING SLA

Section	A	-	Request for Quotation / Proposal (not attached),
Section	B	-	Quotation / Proposal (not attached),
Section	C	-	Letter of Award or Purchase Order confirmation and Acceptance (not attached),
Annexure	1	-	Scope of Work,
Annexure	2	-	Payment Schedule.

IF THERE IS AN OPEN TENDER PROCESS

Section	A	–	Response to Tender including, invitation (not attached)
Section	B	–	Letter of Award (not attached),
Section	C	-	Acceptance of award (not attached),
Annexure	1	–	Scope of work,
Annexure	2	–	Payment Schedule,

- 2.3.2. **"CLIENT"** refers to the client, being the EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD, Registration No. 2003/012647/30;
- 2.3.3. **"Contract documentation"** refers to contracts documentation, agreements, minutes, drawings, specifications, designs and models, electronic matter in the nature of computer software, programmes, computer data and other matter and information relating to this Agreement, provided by the SERVICE PROVIDER to the CLIENT in terms of the services rendered in this Agreement;

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____

WITNESS 1: _____

WITNESS 2: _____

- 2.3.4. **"key persons"** refers to employees, agents or representatives of the SERVICE PROVIDER whose contribution is, in terms of this Agreement, agreed to be critical to the compliance of the SERVICE PROVIDER'S obligations in terms of this Agreement;
- 2.3.5. **"prime rate"** refers to the variable interest rate as charged and calculated by the Client's Bankers from time to time to it;
- 2.3.6. **"professional service provider"** refers to service providers whose services are generally considered to be professional in their nature and are overseen by a supervisory Body recognised in terms of the South African Law;
- 2.3.7. **"professional indemnity"** refers to the professional indemnity, detailing the required level of Professional Indemnity Insurance in respect of the obligations of the SERVICE PROVIDER insofar as these are applicable as set out by the standards of the particular consultancy industry;
- 2.3.8. **"quality and performance standards"** refers to service levels and conditions agreed to between the parties in terms of this, legal requirements promulgated from time to time and industry standards as practiced or observed in the various service industries involved;
- 2.3.9. **"services"** refers to the services that the SERVICE PROVIDER has undertaken to provide in terms of this Agreement and in particular the services as listed in **ANNEXURE 1**;
- 2.3.10. **"SERVICE PROVIDER"** refers to **FULL NAME OF SERVICE PROVIDER**, Registration Number: _____, a _____ duly registered and/or incorporated according to the laws of the Republic of South Africa and having its principal place of business in _____;
- 2.3.11. **"SHE"** refers to safety, health and environment,
- 2.3.12. **"signature date"** refers to the date of signature of this Agreement and, if signed on different dates, the later of the two dates.
- 2.4. Any reference to an enactment is to that enactment as at the date of signature hereof and as amended or re-enacted from time to time.
- 2.5. If any provision in a definition is a substantive provision conferring rights or imposing obligations on any party, notwithstanding that it is only in the definition clause, effect shall be given to it as if it were a substantive provision in the body of the Agreement.
- 2.6. When any number of days is prescribed in this Agreement, same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a Saturday, Sunday or public holiday, in which case the last day shall be the next succeeding day which is not a Saturday, Sunday or public holiday.
- 2.7. Where figures are referred to in numerals and in words, if there is any conflict between the two, the words shall prevail.
- 2.8. Expressions defined in this Agreement shall bear the same meanings in schedules or annexures to this Agreement which do not themselves contain their own definitions.

3. APPOINTMENT

- 3.1. The CLIENT appoints the SERVICE PROVIDER to provide the services and the SERVICE PROVIDER accepts such appointment for the duration and on the terms and conditions of the Agreement.
- 3.2. The basis of the appointment in clause 3.1 is in terms of a tender process, a copy of which forms part of this Agreement but not attached hereto, as set out in:
- 3.2.1. **SECTION A**

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____

WITNESS 1: _____

WITNESS 2: _____

3.2.2. SECTION B

3.2.3. SECTION C

4. PROVISION OF SERVICES

The SERVICE PROVIDER hereby undertakes in favour of the CLIENT to perform the services in accordance with the provisions of this Agreement, and in particular the services and time frames as set out in hereto marked **ANNEXURE 1**.

5. UNDERTAKINGS BY THE SERVICE PROVIDER

5.1. The SERVICE PROVIDER undertakes whilst it is providing the services that:

- 5.1.1. the services will be performed by sufficient number of professional service providers who have the skill and experience required to perform the services;
- 5.1.2. the services will be performed in accordance with the quality and performance standards expected of service providers of same stature, or as referenced in clause 2.3.8;
- 5.1.3. the services will be provided in accordance with the needs of the CLIENT;
- 5.1.4. it will plan, coordinate and manage the service provisions in consultation with the CLIENT and deal timeously with the documented results of service reviews in so far as there is sub-standard performance such that the interests of the CLIENT's business is not prejudiced;
- 5.1.5. it will fully comply with all tender / brief specifications and requirements as per entire Agreement herein;
- 5.1.6. it will take out and adhere to its professional indemnity insurance that and as is required by the consultancy industry; and
- 5.1.7. it will consult with the CLIENT with regard to any client competitor tendering of work before such tender is undertaken.

6. DELIVERY6.1. The supply of services shall be in accordance with the general terms of this Agreement and more specifically in terms of **ANNEXURE 1**.

6.2. Should the SERVICE PROVIDER fail to complete the services or any part thereof before the date which is stipulated herein, an amount equal to one fourteen percent (1/14%) of the contract value may be deducted per day by the CLIENT for each day falling after stipulated completion date, until the services are complete.

6.3. Such penalty shall be in consultation with the Conventional Penalties Act 1962 as amended.

7. TIMING7.1. Commencement dates

The Parties agree to the commencement date of _____ for the commencement of the services and accordingly the services shall be completed by _____.

7.2. Delays

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

The SERVICE PROVIDER acknowledges that any delay may impede the business objectives of the CLIENT and will constitute a material breach of its obligations and render the SERVICE PROVIDER liable for damages as well as consequential damages.

8. OBSERVANCE OF QUALITY AND STANDARDS

8.1. Quality standards

- 8.1.1. The SERVICE PROVIDER acknowledges that the CLIENT is committed to the highest standards of performance in the conduct of its affairs, including the observance of ISO 14001 requirements in its environmental management, of ISO 45001 in the implementation of Occupational Health and Safety standards and of ISO 9001 for Quality Management standards.
- 8.1.2. The SERVICE PROVIDER undertakes to perform the services of this Agreement in terms of quality and performance standards expected of a SERVICE PROVIDER as set out in clause 2.3.8 and as set out in **SECTION A** herein and the SERVICE PROVIDER furthermore undertakes not to do anything or to omit to do anything that may, in anyway, compromise the commitment of the CLIENT to its standards.

8.2. Disclosure

- 8.2.1. The SERVICE PROVIDER undertakes to make full disclosure of any and all breaches, shortcomings, errors or defects in materials or performance as soon as they come to the notice of the SERVICE PROVIDER who acknowledges that it will in all events hold itself liable for such breaches, shortcomings, errors or defects in materials or performance including any consequential damages that might flow there from including the disclosure of work or potential work to be received for and by or on behalf of the CLIENT'S competitor.
- 8.2.2. The SERVICE PROVIDER acknowledges that the services provided in terms of this Agreement may fall within the business objectives of the CLIENT and is aware of the implications of this and its exposure to consequential damages.

9. REPORT BACK MEETINGS

- 9.1. Where required by the CLIENT and communicated to the SERVICE PROVIDER in the manner provided for in this Agreement, the SERVICE PROVIDER shall, attend all such reasonable meetings as it may be required to and, there, provide such reports and other documentation as may be reasonably required for the purposes contemplated by this Agreement.
- 9.2. Traveling costs in respect of report back meetings as referred to above shall be agreed to prior to such meetings and shall be paid by the SERVICE PROVIDER and shall be regarded as not budgeted for in terms of the **ANNEXURE 2**.

10. BY-LAWS AND REGULATIONS

- 10.1. In the performance of its obligations, as provided for by this Agreement, the SERVICE PROVIDER undertakes:
- 10.1.1. to comply and ensure compliance with all local, statutory, governmental and other laws and

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

- regulations in force and of application to the SERVICE PROVIDER, its employees, contractors and other persons or institutions subject to its control for the purposes of this Agreement,
- 10.1.2. to indemnify the CLIENT against any loss, damages or punitive fines that it may suffer or have imposed on it by reason of its failure to comply with the provisions of clause 10.1.1, and
- 10.1.3. to take out any professional indemnity for all professional service provider and key persons for the purposes of rendering the services provided for in terms of this Agreement.

11. PAYMENT

- 11.1. The CLIENT undertakes to pay the SERVICE PROVIDER the total sum of R _____ (IN WORDS) including VAT, as set out in ANNEXURE 2 for the diligent services rendered
- 11.2. Payment will only be due and payable once the SERVICE PROVIDER has performed the necessary deliverables set out in ANNEXURE 1 and has issued the correct invoice.
- 11.3. The SERVICE PROVIDER shall, in respect of the services provided render an original VAT compliant invoice (where applicable), containing sufficient information to enable the CLIENT to determine whether the charges have been debited in accordance with this Agreement and with the agreed price set out in ANNEXURE 2, on or before the 25th day of the month.
- 11.4. All amounts reflected on invoices shall strictly be as per the agreed terms contained in ANNEXURE 2.
- 11.5. The SERVICE PROVIDER shall not be paid for any additional work unless such work has been agreed to before execution thereof in writing and confirmed by way of an addendum to this Agreement and signed by both parties.
- 11.6. The CLIENT undertakes to make payment of all amounts due within 30 days from receipt of an invoice which complies with the provisions of clause 11.3.
- 11.7. All invoices are to be submitted for the attention of Accounts delivered to the ELIDZ at the EAST LONDON IDZ HEAD OFFICE, LOWER CHESTER ROAD, SUNNYRIDGE, EAST LONDON or PO BOX 5458, GREENFIELDS, EAST LONDON 5208 or by email to accounts@elidz.co.za or facsimile to 043-702-8255.
- 11.8. The CLIENT shall not be in breach of clause 11.6 in the event of it failing to pay any invoice submitted that does not comply with any provisions contained under this clause 11.
- 11.9. In the event that the SERVICE PROVIDER has submitted an invoice in contravention of this clause, the CLIENT shall notify the SERVICE PROVIDER within 5 (five) working days of the non-compliant invoice, together with the reasons, and the SERVICE PROVIDER shall thereafter withdraw the non-compliant invoice and submit a further original VAT compliant invoice.
- 11.10. Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

12. KEY PERSONS

- 12.1. The SERVICE PROVIDER shall, by Agreement with the CLIENT, identify one key person whose

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

contribution is, in the discretion of the CLIENT, critical to the objects contemplated by this Agreement.

12.2. Such Key Persons:

- 12.2.1. shall, unless it is agreed otherwise, personally attend to all instructions arising out of this Agreement or shall personally oversee the performance of all instructions and shall accord due priority to the obligations of the SERVICE PROVIDER arising from this Agreement,
- 12.2.2. shall personally attend all meetings contemplated in terms of this Agreement unless, by Agreement, an alternative person is agreed to;
- 12.2.3. shall be responsible for the provision of all reports which the CLIENT may reasonably require from time to time; and
- 12.2.4. shall be responsible for the certification of all works executed in terms of this Agreement.

12.3. Should the Key Person discontinue to serve in this role for any cause whatsoever, then and in that event the CLIENT may, without prejudice to its other rights, summarily, and on such terms and notice as it may be deemed fit, terminate the agreement.

12.4. Key person for the CLIENT is: _____

12.5. Key person for the SERVICE PROVIDER is: _____

13. INTELLECTUAL PROPERTY, COPYRIGHT AND OWNERSHIP OF DOCUMENTS

- 13.1. It is agreed that the Contract Documentation shall be and shall remain the property of the CLIENT and shall, upon written request addressed to the SERVICE PROVIDER, be delivered over to the CLIENT.
- 13.2. The SERVICE PROVIDER waives his rights to any claimed hypothec or any other right of retention over the Contract Documentation for any cause whatsoever.
- 13.3. In the event of the SERVICE PROVIDER claiming that it has any further claim, irrespective the nature of such claim, the SERVICE PROVIDER shall upon written request, deliver over the Contract Documentation to the CLIENT and such claim shall then be dealt with in accordance with the dispute procedure provided for in this Agreement.
- 13.4. It is agreed that, upon payment by the CLIENT to the SERVICE PROVIDER of such remuneration as it is entitled to in terms of this Agreement, the copyright and the ownership of the Contract Documentation shall vest in the CLIENT.

14. CONFIDENTIALITY

- 14.1. Subject to the provisions of clause 14.2 hereof, the SERVICE PROVIDER shall keep secret all and any matter disclosed to it in connection with this Agreement and/or contained in the documents relating to the Agreement.
- 14.2. The foregoing paragraph shall not apply to information which:
 - 14.2.1. is in the public domain,
 - 14.2.2. is received from a third party who did not obtain such information from the CLIENT,
 - 14.2.3. may be disclosed with the consent of the CLIENT.
 - 14.2.4. is required in terms of law to be disclosed, provided that the SERVICE PROVIDER gives the CLIENT reasonable notice before any disclosure, to enable it to attempt to prevent such disclosure should it so wish.

15. SOLICITING EMPLOYEES

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

- 15.1. The SERVICE PROVIDER undertakes that it will not induce, encourage or procure any employee/s of the CLIENT to:
- 15.2. leave the services of the CLIENT with a view to their being employed or in any other way associated with the SERVICE PROVIDER; or
- 15.3. provide any information or advice held by that employee of the CLIENT in his capacity as such to any party who should not be privy to that information.
- 15.4. Nothing in the foregoing subparagraph will prevent the transfer of employees from the CLIENT to the SERVICE PROVIDER by written agreement between the parties.
- 15.5. Breach of this clause, resulting in the loss of an employee by CLIENT, will without prejudice to its other rights, entitle the CLIENT to claim and recover from the SERVICE PROVIDER damages suffered by the CLIENT.

16. FORCE MAJEURE

The SERVICE PROVIDER shall not be liable for any failure to meet any obligations in terms of this Agreement to the extent to which that failure is caused by the circumstances whatsoever which is beyond the SERVICE PROVIDERS control including, but not limited to labour disputes, strike, war, riot, civil commotion, or any order or regulations of any Government or other lawful authority and or and act which constitutes as an act of God.

17. DISPUTES

- 17.1. Any dispute arising out of or in connection with this Agreement, or related thereto, whether directly or indirectly, or any alleged breach and / or repudiation thereof, its interpretation, application and /or termination, shall be resolved in accordance with the provisions of this clause.
- 17.2. A dispute shall arise once the dispute is communicated by one party to the other in writing, ("the dispute notice").
- 17.3. Within twenty one (21) days of the dispute arising, the parties shall seek an amicable resolution to such dispute by referring such dispute to representatives of each of the parties concerned for their negotiation and resolution of the dispute.
- 17.4. In the event that the parties representatives fail to resolve the dispute by way of negotiation, either party may refer the dispute for resolution by way of arbitration as envisaged in the clauses below.
- 17.5. The Arbitration will be held as an expedited arbitration in accordance with the then current rules for expedited arbitration of the Arbitration Foundation in South Africa (AFSA) by one arbitrator appointed by agreement between the Parties. If the parties cannot agree on the arbitrator within a period of ten (10) days after the referral of the dispute to arbitration, the arbitrator shall be appointed by the secretariat of AFSA;
- 17.6. Nothing contained in this clause shall preclude either Party from seeking interim relief from any competent court having jurisdiction pending the institution of any mediation or arbitration proceedings in terms of this clause.
- 17.7. The provisions of this clause shall survive the termination for whatever reasons of this Agreement.
- 17.8. Unless otherwise agreed, the party appointed to determine the dispute shall act as an expert, rather than an arbitrator, shall conduct proceedings in an informal manner and procedure with a view to

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

resolving its expeditiously as the circumstances permit with due adherence to a fair procedure and to a just solution.

17.9. The decision of the expert shall be final and binding and capable of being made an order of court in accordance with the provisions of the Arbitration Act

17.10. The person appointed to determine the dispute shall, in his discretion be permitted to

17.10.1. determine the disputes between the parties;

17.10.2. determine whether to permit the parties to be represented by attorneys and / or advocates;

17.10.3. determine the procedure;

17.10.4. determine the amount that should be deposited as security for his expenses prior to the commencement of proceedings; and

17.10.5. make such order as to costs, if any, including the applicable tariff.

17.11. The provisions of this Clause shall constitute and irrevocable consent, on the part of the parties, to the resolution of this dispute in the manner provided for herein.

18. BREACH AND PENALTY

In the event of one or other party breaching this Agreement or failing to perform any of the terms conditions thereof and remaining in default notwithstanding written notice to comply within fourteen (14) days, calculated from the date of delivery of the notice, then and in that event, the party complaining of the breach or non-performance shall be entitled to cancel the Agreement without prejudice to any other rights in terms hereof to recover damages arising from the breach.

19. TERMINATION

19.1. Notwithstanding the other grounds for termination referred to in this Agreement, and without prejudice to any right of the relevant party, this Agreement may immediately be terminated by a party if the other party:

19.2. ceases to carry on business;

19.3. is wound up, is placed under liquidation, is sequestrated, placed under business rescue proceedings, placed under an order of judicial management or under any other legal disability, either provisionally or finally; or

19.4. materially breaches the terms of this Agreement.

20. SUMMARY TERMINATION

20.1. The CLIENT shall, without prejudice to any right of the CLIENT claim damages from the SERVICE PROVIDER be entitled to summarily or immediately terminate, without notice, this Agreement in the event that:

20.2. false information is furnished by the SERVICE PROVIDER at any time on any material details that might result in losses to the CLIENT;

20.3. the SERVICE PROVIDER breaches any of the terms of this Agreement;

20.4. the SERVICE PROVIDER perpetrates a fraud of any nature upon the CLIENT or performing an act in the nature of fraud; or

20.5. any of the SERVICE PROVIDER'S employees rendering services to the CLIENT in terms of this

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

Agreement are guilty of conduct justifying a summary dismissal according to common law and the SERVICE PROVIDER fails, neglects and/or refuses to take the necessary action against such employees.

21. WARRANTIES

- 21.1. The SERVICE PROVIDER warrants that there is no conflict of interest between the CLIENT and itself and that it shall take steps to avoid any future potential conflict of interest.
- 21.2. The SERVICE PROVIDER warrants that the SERVICE PROVIDER has the capacity to enter into this Agreement and to perform the services as per this Agreement.
- 21.3. The SERVICE PROVIDER shall be deemed that it has satisfied itself before tendering as to the correctness and sufficiency of its tender and of the rates and prices stated in its quotation / tender, as being sufficient to cover the SERVICE PROVIDER'S obligations under this Agreement and everything necessary for the proper completion of this Agreement and maintenance thereof within the required timeframe.

22. INDEMNITY

- 22.1. The SERVICE PROVIDER hereby undertakes to indemnify the CLIENT and hold it harmless against:
 - 22.1.1. any loss or damage to the CLIENT'S own property, whether movable or immovable;
 - 22.1.2. liability in respect of any loss of or damage to the property whether movable or immovable of third parties;
 - 22.1.3. liability in respect of death and or injury to any third party; or
- 22.2. any claims or legal costs or expenses incurred in connections with claims or actions arising out of any of the foregoing, whenever loss, damage, injury, death, referred to above is due or arises out of the use of the CLIENT'S property by the SERVICE PROVIDER, provided that such loss, damage or liability is not due to the willful misconduct of the CLIENT or any of its employees whilst performing duties allocated to them by the CLIENT.
- 22.3. The CLIENT shall notify the SERVICE PROVIDER forthwith upon receipt of information of any occurrence of any loss, damage, or the receipt of any claim or demand for or against, which the SERVICE PROVIDER is prima facie liable to indemnify the CLIENT for in terms of the above, and shall in respect of such claim or demand abide by the directions of the CLIENT as to what terms it shall be settled, compromised or contested, it being agreed that whatever action may be taken by the SERVICE PROVIDER pursuant to such directions of the CLIENT, but not in so far as acting in a principle / agent relationship, and shall be at the risk and expense of the SERVICE PROVIDER.
- 22.4. The CLIENT reserves the right to institute civil proceedings to recover any damages occasioned by the negligence of the SERVICE PROVIDER, his employees, sub-contractors or agents.
- 22.5. The SERVICE PROVIDER shall not be liable to the CLIENT for any loss or damage of whatsoever nature suffered by the CLIENT as a result of the performance of the services in accordance with this Agreement, save where such loss or damage is as a direct result of the negligence of the SERVICE PROVIDER, its employees or agents, performing the services.
- 22.6. The SERVICE PROVIDER AND ITS SUBCONTRACTORS further indemnifies the CLIENT against Section 37(2) of the Occupational Health and Safety Act, if applicable:
 - 22.6.1. The SERVICE PROVIDER and its subcontractors shall bear full responsibility for ensuring that the provisions of the Occupational Health and Safety Act and its regulations are properly

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

implemented in the areas designated for contractual work in respect of all aspects of the work to be undertaken and that all other laws that pertain to that work will also be complied with and hereby indemnifies the CLIENT from any responsibility legally for injury or claim

- 22.6.2. The SERVICE PROVIDER and its subcontractors shall be responsible for the well-being in relation to the health and safety of all persons coming upon/into such area in accordance with the Occupational Health and Safety Act, subject to any directives issued by the CLIENT.
- 22.6.3. The SERVICE PROVIDER and its subcontractors undertakes to report to the CLIENT any hazard to health, safety or the environment that exists or arises during the contract work in the area concerned.
- 22.6.4. This Agreement is supplementary and additional to any health and safety specifications issued to the SERVICE PROVIDER and its subcontractors.

23. WHOLE AGREEMENT

- 23.1. It is agreed that this document together with its Annexures constitutes the whole Agreement as between the parties unless supplemented by further Agreements, which are reduced to writing and signed by the parties, constitutes the sole record of the Agreement between the parties.
- 23.2. The parties agree that any amendment to this Agreement shall be reduced to writing and signed by the parties, failing which it shall be of no force or effect.

24. SEVERABILITY

The Parties agree that each clause of this Agreement shall be severable, the one from the other, and if any clause is found to be defective or unenforceable for any reason by any competent court, then the remaining clauses shall be and continue to be of full force and effect.

25. VARIATION, SUSPENSION, DELETION, AMENDMENT OR MODIFICATION

No variation, suspension, deletion, extension, amendment or modification of this Agreement shall be of any force or effect, unless recorded in writing and signed by the parties, and shall be effective only in the specific instance and for the purpose and to the extent set out.

26. INDULGENCE OR EXTENSION

No latitude, extension of time or other indulgence which may be given or allowed by either party to the other in respect of the performance of any obligation or the enforcement of any right arising from this Agreement, shall be construed to be an implied consent by the former party or to operate as a waiver or a notation of, or otherwise affect, any of that party's rights in terms of or arising from this Agreement or stop such party from enforcing, at any time and without notice, strict and punctual compliance with each and every provision hereof.

27. WAIVER

No waiver on the part of either party of any rights arising from a breach of any provision of this

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

Agreement will constitute a waiver of rights in respect of any subsequent breach of any other provision in the same Agreement.

28. SUPERSESION

This Agreement and its Annexures are to be taken as complementary to each other. In the event of any conflict between the contents of this Agreement and any or all of the Annexures, the Agreement shall prevail to the extent of such inconsistency.

29. GOOD FAITH

The Parties undertake to observe good faith in dealing with each other and in implementing the provisions of this Agreement.

30. SUBCONTRACTING AND CESSION

Neither party shall, without the prior written consent of the other, cede or assign any of its rights or obligations in terms of this Agreement to any third party. The party wishing to cede or assign its rights or obligations to any third party shall, if so required by the other party, be obliged to bind itself as surety and co-principal debtor with the third party for all its obligations in terms of this Agreement.

31. INDIRECT AND CONSEQUENTIAL DAMAGES

31.1. Unless expressly otherwise provided for, neither party ("the defaulting party") shall be liable to the other ("the aggrieved party") for any indirect or consequential damages or loss of profits suffered by the aggrieved party except if such damages or loss:

31.2. arises out of the gross negligence, fraud or any other illegal act or illegal omission on the part of the defaulting party (or any person for whom it is vicariously liable); or

31.3. arises from a claim made against the aggrieved party by a third party as a consequence of any act or omission committed by the defaulting party against such third party for which the aggrieved party is entitled to claim a full indemnification in terms of this Agreement

32. PROTECTION OF RIGHTS

If the SERVICE PROVIDER fails to comply with any obligation imposed upon it by this Agreement, CLIENT shall, without prejudice to any other rights it may have, be entitled but not obliged to effect such compliance at the risk and expense of the SERVICE PROVIDER and to recover the fair and reasonable costs and expenses of doing so from the SERVICE PROVIDER.

33. GOVERNING LAW

The provisions of this Agreement shall be governed by South African law and the parties shall at all times be subject to the jurisdiction of the South African Courts irrespective of the place of signature of this Agreement

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

34. DOMICILIUM CITANDI ET EXECUTANDI

- 34.1. The parties choose as their service address (*domicilium citandi et executandi*) for all purposes under this Agreement, whether in respect of court process, notices or other documents or communications of whatsoever nature, the address set out in hereunder.
- 34.2. Any notice or communication required or permitted to be given in terms of this Agreement shall be valid and effective only if in writing.
- 34.3. A party may, by notice to any other party change the physical address and/or telefax number chosen as its *domicilium citandi et executandi* provided that the physical address is one in the Republic of South Africa. The change shall become effective on the 10th business day from the deemed receipt of the notice.
- 34.4. Unless the contrary is proved, any notice to a party;
- 34.4.1. delivered by hand to a responsible person during ordinary business hours, shall be deemed
- 34.4.2. to have been received on the day of delivery; or
- sent by telefax, shall be deemed to have been received on the date of dispatch.
- 34.5. The domicile of the CLIENT is: EAST LONDON INDUSTRIAL DEVELOPMENT ZONE, EAST LONDON IDZ HEAD OFFICE, LOWER CHESTER ROAD, SUNNYRIDGE, EAST LONDON, FAX: 043 702 8251
- 34.6. The domicile of the SERVICE PROVIDER is: _____ FAX:
_____.

CLIENT: _____

WITNESS 1: _____

WITNESS 2: _____

SERVICE PROVIDER: _____ WITNESS 1: _____

WITNESS 2: _____

35. SIGNATURES

The signatories to this Agreement hereby warrant that they have the proper and full authority to sign this Agreement on behalf of the parties hereto, and shall produce the necessary resolution to such effect, if called upon to do so.

THUS DONE AND SIGNED BY **EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD** on the ____ day of _____ 20__ here in the presence of the undersigned witnesses:

For and on behalf of **EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD**

NAME OF DELEGATED AUTHORITY TO SIGN: _____

POSITION: _____, who warrants that he is duly authorized hereto

AS WITNESSES:

1. _____

2. _____

THUS DONE AND SIGNED BY **FULL NAME OF SERVICE PROVIDER** on the ____ day _____ 20__ in the presence of the undersigned witnesses:

For and on behalf of **FULL NAME OF SERVICE PROVIDER**

NAME OF DELEGATED AUTHORITY TO SIGN: _____

POSITION: _____, who warrants that he is duly authorized hereto

AS WITNESSES:

1. _____

2. _____



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

BROCHURES