Request for Proposal (RFP)

CSIR INFORMATION TECHNOLOGY RISK ASSESSMENT

RFP Number: 074/29/10/2010

Date Of Issue: 2010-09-10
Closing Date and Time: 2010-10-29 at 12:00 (Noon)
Place: Tender box, CSIR Main Reception, Gate 3 (North Gate)
Enquiries Strategic Procurement Unit E-mail: supplier@csir.co.za
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>RFP OVERVIEW AND BACKGROUND</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>SECTION 1: GENERAL TERMS AND CONDITIONS</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>1.</td>
<td>Proprietary Information</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Disclaimers</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Cost of Proposal</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Verification of Documents</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Changes to the RFP</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Evaluation Criteria</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Contact with the CSIR</td>
<td></td>
</tr>
<tr>
<td>7.1.</td>
<td>Procedure for Queries and contact with the CSIR</td>
<td></td>
</tr>
<tr>
<td>7.2.</td>
<td>Briefing Session</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Validity Period</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Submission of Proposals</td>
<td></td>
</tr>
<tr>
<td>9.1.</td>
<td>Medium of Communication</td>
<td></td>
</tr>
<tr>
<td>9.2.</td>
<td>Timeline and Deadline for Submission</td>
<td></td>
</tr>
<tr>
<td>9.3.</td>
<td>Number of Copies of Proposals</td>
<td></td>
</tr>
<tr>
<td>9.4.</td>
<td>Number of Pages in Proposal</td>
<td></td>
</tr>
<tr>
<td>9.5.</td>
<td>Format of Proposals</td>
<td></td>
</tr>
<tr>
<td>9.5.1.</td>
<td>PART 1: Technical Proposal</td>
<td></td>
</tr>
<tr>
<td>9.5.2.</td>
<td>PART 2: Pricing Proposal and B-BBEE Certificate</td>
<td></td>
</tr>
<tr>
<td>9.5.3.</td>
<td>PART 3: Compulsory Documentation</td>
<td></td>
</tr>
<tr>
<td>9.6.</td>
<td>Use of a courier service company</td>
<td></td>
</tr>
<tr>
<td>9.7.</td>
<td>Proposals received after closing date and time</td>
<td></td>
</tr>
<tr>
<td>9.8.</td>
<td>Affiliations</td>
<td></td>
</tr>
<tr>
<td>9.9.</td>
<td>Acceptance of Proposals</td>
<td></td>
</tr>
<tr>
<td>9.10.</td>
<td>B-BBEE Conditions</td>
<td></td>
</tr>
<tr>
<td>9.11.</td>
<td>Reasons for award</td>
<td></td>
</tr>
<tr>
<td>9.12.</td>
<td>Cancellation or Withdrawal</td>
<td></td>
</tr>
</tbody>
</table>
9.13. Respondent Undertakings ................................................................. 11
9.15. Authorised Signatory ................................................................. 12
9.16. Presentations .............................................................................. 12
9.17. Offers are binding ......................................................................... 12
9.18. Validity and Correctness of Responses ....................................... 12
9.19. Responsibility to Execute ............................................................ 12
9.20. Failure to Comply ........................................................................ 12
9.21. Completion of the attached “CSIR Supplier Registration” form .... 12
9.22. Commercial Matters .................................................................. 12
9.23. Warranty ..................................................................................... 13

SECTION 2: SCOPE OF SERVICES AND REQUIREMENTS ................... 14
10. BACKGROUND ................................................................................... 14
11. GOAL ............................................................................................... 14
12. OBJECTIVES ................................................................................... 14
13. IMPLEMENTATION .......................................................................... 15
   13.1. The following must be provided as part of the assessment: ........... 15
   13.2. MANAGEMENT .......................................................................... 16
   13.3. QUALIFICATIONS .................................................................... 16
   13.4. CONFLICT OF INTEREST .......................................................... 16

Intention to Submit Form .................................................................... 17
Declaration of Interest Form ................................................................. 18
End of RFP .......................................................................................... 19
INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR’s main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

RFP OVERVIEW AND BACKGROUND

The CSIR ICT Service Centre is seeking the services of a qualified entity that is experienced in assessing Information Technology (IT) risks for the purpose of performing a risk assessment of the CSIR’s IT environment and providing input to the IT Risk Plan. IT is a key component in the process to continuously improve the CSIR’s operations by improving services and reducing costs. Due to the diversified operations within the CSIR, several types of applications and platforms exist. Risks associated with IT, such as data integrity and reliability, availability, security and efficiency, need to be effectively managed.

This RFP seeks to identify suitable service providers with the expertise to perform a risk assessment of the CSIR’s IT environment to improve IT functions and develop a continuing IT Risk Plan. The risk assessment process should utilise a risk-based approach and identify both strengths and opportunities for improvement.

Section 1 covers the general terms and conditions applicable to RFP’s as laid down by the CSIR.

Section 2 covers the scope and requirements for this RFP.
SECTION 1: GENERAL TERMS AND CONDITIONS

1. Proprietary Information

The CSIR considers this Request for Proposal (RFP) and all related information, either written or verbal, which is provided to the Respondent, to be proprietary to CSIR. It shall be kept confidential by the Respondent and its officers, employees, agents and representatives. The Respondent shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of the CSIR. This applies regardless of whether the recipient of this RFP responds with a proposal or not. The CSIR reserves the right to require the return or destruction of all documents supplied or produced during the proposal process, including extracts, summaries and related notes.

Unauthorised disclosure of the RFP or its contents or failure to observe other specific requirements contained herein may result in disqualification from further consideration in addition to any other remedies the CSIR may have under law or equity.

The CSIR will maintain strict confidentiality in receipt of and possession of proposal responses including clarifications and other submissions during the RFP process. All material submitted in response to the RFP shall become the property of the CSIR and may only be returned at CSIR discretion. The CSIR has the right to use any or all of the information presented in any reply to the RFP. Selection or rejection of any proposal does not affect this right. The successful Respondent(s) shall not use the contract or CSIR name for promotional purposes, without seeking the prior approval from the CSIR.

The provisions of the above paragraph will also apply to any subcontractors and/or joint venture partners that Respondents may propose in Proposals.

2. Disclaimers

The CSIR has produced this RFP in good faith. However, the CSIR, its agents and employees do not warrant its accuracy or completeness. To the extent that the CSIR is permitted by law, the CSIR will not be liable for any claim whatsoever and howsoever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this RFP due to any misinterpretation of this RFP. This RFP is a request for proposals only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a Contract between the parties. By submission of its Proposal, Respondents shall be deemed to have satisfied themselves with and to have accepted the CSIR General terms & Conditions of RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to the Respondent(s) concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the Respondent or any other party in connection therewith.
3. Cost of Proposal

Respondents are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each Respondent assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by Respondents.

4. Verification of Documents

Respondents cannot secure relief on the grounds of mistakes. Respondents shall check the numbers of the pages of this RFP to satisfy themselves that none are missing or duplicated. If any doubt exists as to the full intent and meaning of any description, or if this RFP contains any obvious errors, the Respondent shall notify the CSIR at once for rectification according to the Procedure for Queries as specified in paragraph 7.1 below. No liability whatsoever will be admitted in respect of errors in any application due to the aforementioned aspects.

5. Changes to the RFP

The CSIR reserves the right to modify these and other RFP requirements. Any changes or modifications to the RFP shall be made available in an electronic format by the CSIR. Hard copies will also be made available for collection. Respondents will be informed of any changes or modifications and shall be responsible for the collection of such documents from the CSIR. The CSIR at its sole discretion, reserves the right to:

- Request additional information from all or any Respondent.
- Reject or accept any RFP responses without disclosing the reason therefore.
- Enter into further negotiations with all or any of the Respondents.
- Extend the RFP process, including calling for new RFPs.

6. Evaluation Criteria

Request for Proposals are evaluated according to an approved CSIR Evaluation Matrix score as detailed in the Table below.

<table>
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<th>Criteria</th>
<th>Valuation %</th>
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<tr>
<td>Technical criteria</td>
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<tr>
<td>Price</td>
<td>30</td>
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<tr>
<td>B-BEEE</td>
<td>20</td>
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<td>Total</td>
<td>100</td>
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</table>
Technical criteria are determined by the evaluation committee. The criteria include but are not limited to:

- Provide the number of years that a firm has been in business and the firm’s qualifications and experience performing similar IT risk assessments.
- Provide a list of similar assessments that the firm has performed within the last two years.
- Provide a list of name(s) and professional qualifications, responsibilities and resumes of the managerial, technical and support staff identified to conduct the assessment.
- Description of methodology that will be used to perform the assessment, approach that will be taken to gain an understanding of the IT function and the criteria that will be used to identify risk and evaluation controls.
- Statement of compliance with the guidance of one or more of the professional organisations that have promulgated industry standards and guidelines for conducting IT risk assessments.
- Recommendations and descriptions of continuing IT audit plan.
- The Successful Supplier will be NIA cleared.

CSIR Strategic Procurement unit’s weighting matrix will be used to further assist in the evaluation process.

7. Contact with the CSIR

Contact by any means whatsoever with CSIR personnel is not permitted during the RFP process other than as required through existing service arrangements and/or as requested by the CSIR as part of the RFP process. Procedural or other enquiries concerning the process at any time should be addressed as specified in paragraph 7.1 below. Any form of canvassing by the Respondent or of any member of staff or supplier for purposes of influencing the award of the contract, will automatically disqualify the Respondent from the evaluation process. Respondents shall not offer or give any consideration of any kind to any employee or representative of the CSIR as an inducement or reward for doing or refraining from doing, any act in relation to the obtaining or execution of this or any other contract with the CSIR.

7.1. Procedure for Queries and contact with the CSIR

There is only one person authorised to respond to queries and questions. The person may subsequently appoint another person as the authorised contact person.
Any enquiry regarding this RFP shall be submitted in writing to supplier@csir.co.za with “RFP Number: 074/29/10/2010 CSIR ICT Risk Assessment” as the subject.

Queries and questions relating to this RFP must be submitted by no later than 12:00 (noon) on 8 October 2010. The CSIR will not respond or otherwise acknowledge any questions after this date. The CSIR will circulate both questions and answers to the invited Respondents in a manner that protects the anonymity of the Respondent raising or asking the question(s).

7.2. Briefing Session

A compulsory briefing session will be held on Wednesday, 13 October 2010 at the venue below. Attendance at the briefing session is mandatory. The purpose of the briefing session is to clarify issues with this RFP.

Answers given by CSIR personnel at the briefing session are not binding. The written responses to questions will supersede any verbal communication at the briefing session. All questions submitted will be recorded and answers will be provided in writing to all prospective bidders and persons attending the briefing session.

Provisional Agenda for the Briefing Session

- Welcome
- Confirmation of Signing of the Attendance Register
- Disclaimer
- Introductory Comments
- Question and Answer Session

Venue Details

- Location: ICT Service Centre at CSIR Main Campus, Meiring Naude Road, Brummeria, Pretoria
- Venue: Building 9 (Indaba boardroom)
- Date: Wednesday, 13 October 2010
- Time: 09:00 to 11:00

8. Validity Period

Responses to this RFP (Proposals) received from Respondents will be valid for a period of 90 days counted from the closing date of the RFP.
9. Submission of Proposals

9.1. Medium of Communication

All the documentation submitted in response to this RFP must be in English.

9.2. Timeline and Deadline for Submission

Proposals shall be submitted to the address listed below by no later than 12:00 (noon) on Friday, 29 October 2010.

All proposals must be submitted at:

Council for Scientific and industrial Research (CSIR)
Gate 3 Main Reception (in the Tender box)
Meiring Naude Road
Brummeria
Pretoria

9.3. Number of Copies of Proposals

Respondents must submit one (1) original (clearly marked as “Original”) and two (2) copies of the Proposal in a sealed package clearly marked with the RFP number. In addition, supply one copy on computer disc in PDF and one word processing format (OpenOffice or MS Word preferred).

9.4. Number of Pages in Proposal

Respondents are expected to restrict proposals to no more than 40 single-sided pages per section.

9.5. Format of Proposals

To facilitate evaluation, submit the Proposal in three (3) parts as described below. The parts may be submitted in the same package provided the parts are clearly separated and identified as outlined below.

Any omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a proposal or cancellation of any subsequent contract.

Failure to do so may result in the response being rejected as incomplete and may not be considered during the evaluation stage.

No open bids will be accepted.

All bids are to be clearly marked with the RFP number and the name of the bidder on the outside of the main package. The proposal must consist of three (3) parts, each of which is placed in a separate sealed package clearly marked:

- PART 1: Technical Proposal: RFP Number: 074/29/10/2010;
- PART 2: Pricing Proposal and B-BBEE: RFP Number: 074/29/10/2010;
The Technical and Pricing Proposals will be adjudicated separately. The Pricing Proposals will only be considered after the Technical Proposals have been adjudicated and accepted. Pricing Proposals for unacceptable Technical Proposals will remain unopened and will not be considered.

9.5.1. PART 1: Technical Proposal

The Technical Proposal must consist of three (3) documents:

- A detailed response to all the requirements as specified in sections 2 of this RFP as below.

9.5.2. PART 2: Pricing Proposal and B-BBEE Certificate

This part of the response must contain at least one set of original or certified copies of the Pricing Proposal and B-BBEE Certification. The Pricing Proposal must be cross-referenced to the sections in the Technical Proposal. A summary of the Pricing Proposal in spreadsheet format may be provided and cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate Pricing spreadsheets may also be provided for each option offered to ensure that pricing comparisons is clear and unambiguous.

A valid B-BBEE certificate, or in the absence thereof, proof of application for a B-BBEE rating, or a valid shareholder certificate, or a statement that the Respondent does not intend to claim any points based on the Respondents B-BBEE status.

9.5.3. PART 3: Compulsory Documentation

This part of the response must contain one set of original or certified copies of the following compulsory documentation:

- A completed CSIR Supplier Registration Form (available electronically from www.csir.co.za and included in the RFP package).
- A valid Tax Clearance Certificate.
- Proof of Company registration, that is, CK2 documentation.
- A brief company profile not exceeding five (5) single-sided pages that includes details of the Respondents legal status.

Should any documents in PART 3 be incomplete, incorrectly completed or missing in the RFP submission, this may result in disqualification of the bidder, and PARTS 1 and 2 may also be returned to the Respondent on request..

9.6. Use of a courier service company

If a courier service company is used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, as mentioned above.
9.7. **Proposals received after closing date and time**

A Proposal not received by the contact person in 7.1 above by the closing date and time will be regarded as a late Proposal. Late Proposals will not be considered.

9.8. **Affiliations**

A copy or copies of any affiliations that the respondent is affiliated to must be included in the Proposal.

9.9. **Acceptance of Proposals**

The CSIR reserves the right not to accept the lowest priced Proposal or any Proposal in part or in whole. It normally awards the contract to the Respondent who proves to be fully capable of handling the contract and whose Proposal is technically acceptable and/or financially advantageous to the CSIR.

The CSIR reserves the right to establish a preferred suppliers for the requirements specified in sections 2. The pricing offered in terms of this RFP will form the basis of the pricing offered in the subsequent RFQ’s.

9.10. **B-BBEE Conditions**

The CSIR reserves the right to award this RFP to:

- an organisation that has strong B-BBEE credentials in terms of current B-BBEE legislation
- an organisation that is a joint venture with an black empowered company.

This will be added to the criteria when evaluating the Proposals.

9.11. **Reasons for award**

The CSIR reserves the right to award this RFP as a whole or in part without furnishing reasons.

9.12. **Cancellation or Withdrawal**

The CSIR reserves the right to cancel or withdraw from this RFP as a whole or in part without furnishing reasons.

9.13. **Respondent Undertakings**

The Respondent hereby offers to render all or any of the services described in the attached documents to the CSIR on the terms and conditions and in accordance with the specifications stipulated in the RFP documents (and which shall be taken as part of, and incorporated into this Proposal at the prices inserted therein).

9.14. **Acceptance**

This Proposal and its acceptance shall be subject to the terms and conditions contained in this RFP document.
9.15. **Authorised Signatory**

Proposals submitted by companies must be signed by a person or persons duly authorised thereto.

9.16. **Presentations**

The Respondent shall prepare for a possible presentation should CSIR require such. Presentations will be scheduled by the CSIR only if additional information is sought from Respondents.

9.17. **Offers are binding**

The Respondent hereby agrees that the offer in the respondent’s proposal shall remain binding upon him/her and receptive for acceptance by the CSIR during the validity period indicated and calculated from the closing date and time of the RFP.

9.18. **Validity and Correctness of Responses**

The Respondent furthermore confirms satisfaction regarding the correctness and validity of this proposal and that all prices and rates quoted cover all the work/items specified in the RFP, and that prices and rates quoted cover all obligations under any resulting contract and that the respondent accepts that any mistakes regarding prices and calculations will be at their own risk.

9.19. **Responsibility to Execute**

The Respondent hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the Principal(s) liable for the due fulfilment of this contract.

9.20. **Failure to Comply**

Failure to comply with any of the terms and conditions as set out above will invalidate the Proposal.

9.21. **Completion of the attached “CSIR Supplier Registration” form**

Completion and signature of the “CSIR Supplier Registration” form are mandatory and confirm acceptance of these Terms and Conditions of RFP.

9.22. **Commercial Matters**

The price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated. This approach to pricing will be expected throughout the remainder of the procurement process. The CSIR does not require Respondents to absorb the risk of exchange rate fluctuations.

Price should include additional cost elements such as consultations, duty where applicable, installation and commissioning, and participation with Acceptance Test Procedure (ATP) or any other services relevant or required.
Optional prices for the any other options must also be included. This will require dedicated support, maintenance personnel stationed and comprehensive on-site service or elsewhere at sites to be determined during final negotiations.

Payment of any services will be according to the CSIR’s standard terms and conditions.

9.23. Warranty

Any equipment provided directly to the CSIR as part of the proposal should be covered by a comprehensive warranty or an alternative should be proposed.
SECTION 2: SCOPE OF SERVICES AND REQUIREMENTS

10. BACKGROUND
The CSIR ICT Service Centre is seeking the services of a qualified entity experienced in assessing Information Technology (IT) risks for the purpose of performing a risk assessment of the CSIR’s IT environment and providing input to the IT Risk Plan. IT is a key component in the process to continuously improve the CSIR’s operations by improving services and reducing costs. Due to the diversified operations within the CSIR, several types of applications and platforms exist. Risks associated with IT, such as data integrity and reliability, availability, security and efficiency, need to be effectively managed.

11. GOAL
The overall goal of this engagement is to perform a risk assessment of the CSIR’s IT environment to improve IT functions and develop a continuing IT Risk Plan. The risk assessment process should utilise a risk-based approach and identify both strengths and opportunities for improvement.

12. OBJECTIVES
The Successful Supplier will examine and evaluate the organisation, services and processes of the IT Department. The methodology of the risk assessment should conform to or be developed from one or more of the professional organisations that have promulgated industry standards and guidelines for conducting IT risk assessments. Finally, the methodology should provide an analysis of risk areas and serve as a basis for developing a continuing IT Risk Plan. The Successful Supplier shall not be allowed to provide any equipment, software or management services to the CSIR that may be recommended as a result of the risk assessment or have any financial or operational ties to any potential vendors.

The primary objectives of the study are:

- Determine adequacy of risk control in ICT Services Centre;
- Analyse and evaluate the quality of processes, routines and controls of the following general IT processes:
  - Organisation and management of IT operations;
  - Local area network infrastructure;
  - Application development and maintenance;
  - Computer operations and disaster recovery; and
  - IT application, network and infrastructure security
• Identify and describe high-risk areas;
• Identify and describe mitigating controls for the defined high-risk areas and compare the existing control structure with the IT industry’s best practices;
• Identify opportunities for improvement and develop practical recommendations for each opportunity identified;
• Test adequacy of CSIR business continuity plans and procedures; and
• Assess adequacy of governance procedures and structures in managing risks and compliance to relevant regulations.

13. IMPLEMENTATION

13.1. The following must be provided as part of the assessment:

The Successful Supplier shall meet with the Management Services Operations Manager; Executive Director: Services; and Chief Information Officer. During the term of the award, the Successful Supplier shall meet with the Executive Director: Services and Chief Information Officer to discuss project progress and unique issues that may have surfaced, and regular status reports shall be submitted against each contract performance measure to the management team. The Successful Supplier shall prepare a draft report of its recommendations for comment and then prepare the final report. In the final report, an executive summary, index, and a numeric list of all recommendations shall be included. The Successful Supplier shall provide a summary of recommendations and provide complete copies to the Executive Director: Services and Chief Information Officer.

Description and overall assessment of the IT environment including the following areas:
• Assess the effective information technology infrastructure (hardware, networks, software, people and processes) to effectively support the current and future needs of the business in an efficient, cost-effective and well-controlled fashion;
• Assess the robustness of the local area network infrastructure;
• Assess the processes governing the application development and maintenance area;
• Assess business continuity plans and procedures;
• Assess general IT application, network and infrastructure security;
• Risks associated with inappropriate access to systems, data or information. It includes the risks of improper segregation of duties, risks associated with the integrity of data and databases, and risks associated with information confidentiality; and
• Assess physical access control procedures to CSIR IT data centres.

Risk assessment – identification of strengths and opportunities for improvements (risk areas and mitigating controls).

13.2. MANAGEMENT

If – during the course of the assessment – the Successful Supplier makes personnel changes, the CSIR has the right of review, accept and/or reject proposed substitute(s). The CSIR will provide a worksite for the Successful Supplier’s staff member(s) within the CSIR’s facility.

13.3. QUALIFICATIONS

The CSIR reserves the right to investigate the qualifications and accomplishments of all Suppliers under consideration. The CSIR may require additional evidence of technical capabilities and other representations made in conjunction with responses to the RFP. This additional evidence may include, but is not limited to, references from Supplier’s clients who received similar services.

13.4. CONFLICT OF INTEREST

The Successful Supplier shall not be allowed to provide any equipment, software or management services to the CSIR that may be recommended as a result of the risk assessment or have any financial or operational ties to any potential vendors.
**Intention to Submit Form**

The completion of this form is not compulsory. However, submission of this form will ensure that you receive all relevant communication concerning this RFP. The CSIR will not be obligated to communicate with, or respond to queries from, organisations that do not complete and submit this form by the indicated due date.

Please complete, sign and return this form via fax or e-mail (use the RFP number in the subject line) by **Wednesday, 13 October 2010**:

The Procurement Manager: CSIR  
Fax Number: +27 12 841 5024  
E-mail: supplier@csir.co.za

**Intention to Submit: CSIR RFP Number: 074/29/10/2010**

We, the undersigned, declare that we have read and are fully conversant with the terms and conditions relating to this RFP, and intend to submit a proposal in accordance therewith and shall be bound by the purchaser's decision on the awarding of the contract.

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<td>Authorised Signatory</td>
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<tr>
<td>Designation</td>
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<td>E-mail address</td>
<td></td>
</tr>
<tr>
<td>Postal Address</td>
<td></td>
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</tbody>
</table>
| Company contact person 1:  
Contact number:  
e-mail: |  |
| Company contact person 2:  
Contact number:  
e-mail: |  |
| Intend to attend briefing Session | Not Applicable |
Declaration of Interest Form

This declaration of interest must be completed and submitted with the proposal. Failure to do so may result in the elimination of the Respondent’s proposal.

Declaration of Interest - CSIR RFP Number: 074/29/10/2010

Are staff members, from your company involved in this RFP process, connected or have any relationship with anyone employed by the CSIR?

Yes ☐ No ☐

If Yes, please state particulars:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

DECLARATION

I, ________________________________________ (THE UNDERSIGNED), CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE CSIR MAY TAKE APPROPRIATE ACTIONS, DEEMED NECESSARY, SHOULD THIS DECLARATION PROVE TO BE FALSE.

_________________________________________  ___________________________________________
Signature Date

_________________________________________  ___________________________________________
Position Name of Bidder
End of RFP