



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

Old SABC Building - Corner of African and Hill Street – Private Bag X1008 – GRAHAMSTOWN – 6139 – REPUBLIC OF SOUTH AFRICA - Tel: +27 (0)46 636 1484  
Fax: (046) 636 1484 - Email address: nomathemba.maswana@ecdsd.gov.za

**ADVERTISEMENT**  
**RFQ: 23/24- SB – 00038**

**Appointment of a service provider to provide Thirty-five (35) Laptops for Sarah Baartman District.**

**Issued by:**

Province of the Eastern Cape  
Department of Social Development

**Contact Person:**

Mr. M.Sawuli  
Tel: 046 – 602 1405  
(Specification)

Ms N J Maswana  
Tel: 046 636 1484/060 904 4371  
(Document)

Private Bag X0039  
Bisho  
5605

Name of Company/Bidder: \_\_\_\_\_

CSD/Supplier Number: MAAA \_\_\_\_\_

Company/Bidder's Tel/Cell: \_\_\_\_\_

Company Email Address: \_\_\_\_\_

**QUOTATIONS MUST BE SUBMITTED BY 11H00 ON 01 FEBRUARY 2024 IN THE TENDER BOX AT: DEPARTMENT OF SOCIAL DEVELOPMENT OFFICES, SITUATED AT OLD SABC BUILDING, CORNER OF AFRICAN AND HILL STREET, GRAHAMSTOWN.**

**Closing Date: 01 FEBRUARY 2024**

**Closing Time: 11H00**

RFQ: 23/24- SB – 00038

*Building a Caring Society. Together.*





**Province Of The Eastern  
Cape**

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Department of Social  
Development  
Private Bag X 0039 Bhisho  
5605  
SOUTH AFRICA

**BID SPECIFICATION DOCUMENT**

**SPECIFICATION FOR PROVISION OF THIRTY FIVE (35) LAPTOPS FOR SARAH  
BAARTMAN DISTRICT**

## 1. BACKGROUND

The Eastern Cape Department of Social Development (hereafter the Department) needs to provide working tools for all officials. Laptops are considered as a working tool for Sarah Baartman District office.

The Department invites prospective service provider to submit proposals for supply, delivery and imaging of Thirty-five (35) laptops for the District Office.

## 2. OBJECTIVE

The main objective of this bid is to appoint a Service Provider registered on SITA RFB 740 transversal contract to supply and deliver 35 laptops for the Department.

## 3. SCOPE

The bidders must submit proposals for the supply, delivery and imaging of 35 laptops as per the minimum specifications provided in Table 1 below.

Bidders will be expected to:

- Supply and deliver 35 laptops to the Sarah Baartman District, Old SABC Building, Grahamstown.
- Image all laptops with a standardized image provided by the Department. The successful bidder will deliver a laptop to the Provincial Office, the Department will install and configure all required software and the bidder will collect the laptop once the installation is completed.
- Compile a register of all equipment delivered.
- Laser etch the Departmental Logo and "Property of Eastern Cape Department of Social Development" on all computers and screens. See Annexure A for the design.
- Supply and attach a sticker with the serial number, warranty expiry date and Departmental call center detail on all laptops. See annexure B for design.

Table 1: Minimum Specifications:

No		Specification	Quantity
1	Standard Business Laptop	14.0" FHD Touch 360 degrees convertible MPP 2.0 garaged stylus LTE i5-1135G7 8GB DDR4 OB; 512GB M.2 PCIE 3.0 SSD Windows 11 Professional 64Bit Combination Lock Carry Bag Laser etching Imaging Warranty labels  3 Year Next Business Day onsite warranty. Equipment will be distributed to offices around the Eastern Cape, the entire Eastern Cape must be covered by the warranty.	35

#### **4. DELIVERY PERIOD**

Laptops must be delivered at Sarah Baartman District, Old SABC Building, Grahamstown within one month after the receipt of an official order.

#### **5. PRICES**

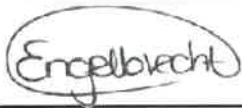
- 5.1 Service Providers must quote per laptop and give the brand name that they have quoted for as indicated in the attached pricing schedule (Annexure C).
- 5.2 Prices must be inclusive of VAT. If not confirmed, the Department will assume that the price quoted is inclusive of VAT. The Department does not pay VAT to service providers that are not registered with SARS as VAT vendors. It is compulsory for bidders with taxable supplies exceeding R1,000,000.00 (excluding VAT) in a 12-month period to register for VAT.
- 5.3 Bidders must ensure that there are no errors in the prices quoted. Should an error be discovered after the award, the following will apply:
- 5.3.1 If the correct price is higher than the quoted price, the department will only pay the quoted price and the obligation of the bidder will remain unchanged.
- 5.3.2 If the correct price is lower than the quoted price, the department will only pay the correct price and bidder's obligations will remain unchanged.
- 5.4 The quotes should include all activities/services that will be required for the required services as no variations will be accepted unless mutually agreed to by Department and the appointed service provider prior to contract acceptance.
- 5.5 Service providers will carry the responsibility of ensuring that the proposals submitted have been signed by a duly authorized person. Should it be established after the submission of proposals that the signatory authorizing the proposal is not legally appointed by the service provider, the offer/proposal will be disqualified from the evaluation process.
- 5.6 All prices submitted should be written in black ink. No proposals written in pencil will be accepted or evaluated

#### **6. PAYMENT**

- 6.1 The successful bidder will bill the Department after all the goods have been delivered.
- 6.2 Payment will be made within 30 days of submission of a properly completed invoice.

## 7. SPECIAL CONDITIONS

- 7.1 Preference will be given to service providers based in the Eastern Cape Province who can deliver the product, subject to compliance with the SCM regulatory framework. Proof thereof will be required.
- 7.2 Only service providers that are registered under SITA RFB 740 transversal contract will be considered, that is they must appear on SITA's RFB 740 vendor list.
- 7.3 Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submission of their quotations. Supplier registration may be performed online at the National Treasury's website, [www.treasury.gov.za](http://www.treasury.gov.za). The Department will not award a contract to a bidder that is not registered on the CSD.



**C ENGELBRECHT**  
**ACTING DISTRICT DIRECTOR**

DATE: 19/01/2024

## 8. EVALUATION

The bid will be evaluated in two phases, pre-evaluation, and evaluation as per Preferential Procurement Framework Act 5 of 2022 (PPPFA) as indicated below:

### 9.1 PRE-EVALUATION CRITERIA

- 9.1.1 Service providers must appear on SITA's RFB 740 vendor list.
- 9.1.2 Copy of signed agreement in the case of Joint Venture / Consortium clearly indicating roles and responsibilities in accordance with conditions stipulated in paragraph 11.1.
- 9.1.3 Fully Completed and signed SBD 4
- 9.1.4 Correction fluid of any kind **MUST NOT** be used. In cases where corrections are necessary; these can be made by drawing a line across the incorrect statement, writing in the correct details above the same, and subsequently endorsing the entry with the bidder's signature.
- 9.1.5 Fully completed and signed Annexure C

### 9.2 EVALUATION AS PER PPPFA

Quotation will be evaluated on the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000). Quotations will be evaluated on price and Specific Goals.

Criteria	Points
Points for price	80
Points for specific goals	20
<b>SPECIFIC GOALS</b>	<b>NUMBER OF POINTS</b>
1 Gender (Women ownership)	6
2 Race (Black ownership)	2
3 Disability	3
4 Youth	3
5 Locality (Eastern Cape)	6
<b>TOTAL POINTS FOR PRICE &amp; SPECIFIC GOALS</b>	<b>100</b>

**NOTE: SBD 6.1 ATTACHED IN ORDER TO CLAIM PREFERENCE POINTS. Bidders who have not completed SBD 6.1 will not qualify for preference points.**

1. In order to obtain preference points for specific goals, bidders must complete ECBD 6.1.
2. Locality will be confirmed as follows:
  - a. The preferred address on CSD is the only address to be considered provided the address was updated on CSD on date prior to the invitation to bid was published.
  - b. If the preferred address on CSD was updated on a date after publication of the invitation to bid, then the address registered on CIPC will be used as the only address to consider for awarding of locality points.
  - c. A lease agreement where offices are leased together with evidence (Bank statement) that rental has been paid for at least 3 months prior to the invitation to bid was published.
  - d. Copy of water and lights account from the municipality (Municipal Account, not a councillor's letter) or Eskom statement. The proof of address must be in the name of the company.
  - e. In case a joint venture, the preferred address on CSD will be considered provided the JV partner has more than 30% interests in the JV.
3. In order to be awarded points for disability, a medical report confirming permanent disability must be submitted together with this bid.

## 9. BID POLICIES, PROCEDURES AND CONDITIONS:

- 10.1 Quotations are valid for 60 days.
- 10.2 Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submission of their quotations. Supplier registration may be performed online at the National Treasury's website, [www.treasury.gov.za](http://www.treasury.gov.za). The Department will not award a contract to a bidder that is not registered on the CSD.
- 10.3 Service Providers must complete the preferential points claim forms (SBD 6.1) to claim preference points as indicated in 9.2. Service Providers who have not completed (SBD 6.1) will not be eliminated but will not qualify for rating points.
- 10.4 The Department reserves a right to verify the validity of the Tax Clearance Certificate before the signing of the contract and shall be entitled to cancel the contract in the event that the service providers Tax Affairs not being in order and or the service provider not having made suitable arrangements with SARS to settle outstanding tax obligations.
- 10.5 The Department may, if necessary, negotiate a market related price.
- 10.6 The Department reserves the right not to award a bid to a bidder that has failed to perform in a contract previously awarded to it by the Department.
- 10.7 The Department reserves the right not to appoint a Service Provider with two or more similar contracts running concurrently within the Department.
- 10.8 This RFQ is subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions Of Contract (GCC) and, if applicable, any other legislation or special conditions of contract.
- 10.9 Service providers must submit, on a company letterhead, a resolution stating the official with authority to sign on behalf of the company.

## 10. CONSORTIUM / JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services. A bid, in response to this invitation to bid, by a consortium must comply with the following requirements: -

- 11.1 Copy of agreement signed by all the members must be submitted. One of the members must be nominated as authorized to be the lead member and this authorization shall be included in the agreement entered between the consortium members. The lead member must be the only authorized party to make legal statements, communicate with the Department and receive instructions for and on behalf of any and all the members of the Consortium;
- 11.2 All parties must be registered on the CSD.

## 11. DISCLAIMER

- 12.1 Whilst all due care has been taken in connection with the preparation of this RFQ, the Department makes no representations or warranties that the content in this RFQ or any information communicated to or provided to bidders during the Bidding process is, or will be, accurate, current or complete. The Department, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.
- 12.2 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in the RFQ or any other information provided by the Department (other than minor clerical matters), the bidder must promptly notify Department in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Department an opportunity to consider what corrective action is necessary (if any).



**DIRECTOR: SUPPLY CHAIN MANAGEMENT**

**DATE:** 23/01/24



ANNEXURE A



Property of the EASTERN CAPE  
DEPARTMENT OF SOCIAL DEVELOPMENT  
If found please contact the Department  
Email: [itsupport@ecdsd.gov.za](mailto:itsupport@ecdsd.gov.za)

## ANNEXURE B

Department of Social Development

Serial No: XXXX XXXX

Warranty Expiry Date:

Call Center: 043 605 5800

Email: [itsupport@ecdsd.gov.za](mailto:itsupport@ecdsd.gov.za)

**ANNEXURE C**  
**PRICE SCHEDULE**

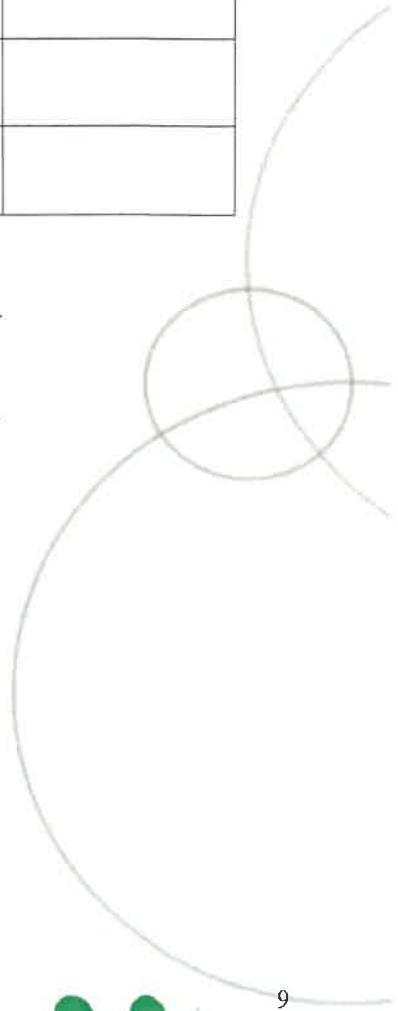
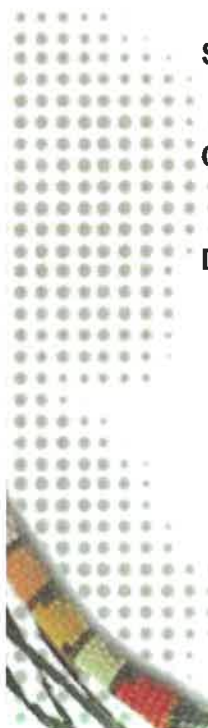
Description of Item	Quantity	Brand Name Quoted for	Unit Price	Sub Total
Standard Business Laptops	35			
Imaging of Laptops	35	N/A		
Laser etching of Laptops	35	N/A		
VAT				
Grand Total				

Name of Company: \_\_\_\_\_

Signature: \_\_\_\_\_

Capacity: \_\_\_\_\_

Date: \_\_\_\_\_



ANNEXURE D



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

**LOCAL ECONOMIC DEVELOPMENT PROCUREMENT FRAMEWORK DECLARATION FORM**

The Honourable Premier in his State of the Province address in 2014 made a pronouncement to the effect that 50% of Provincial procurement should be spent on goods and services which are manufactured and supplied by SMMEs and Co-operatives from within the Province.

In order for the Province to achieve the above, the successful service providers must source the required goods/services with the Eastern Cape Province as per Local Economic Development Procurement Framework.

The details of the manufacturers of these goods are:

NAME OF MANUFACTURER / SERVICE PROVIDER	COMMODITY/SERVICE	LOCATION

I, the undersigned (Bidder's representative)

..... commit in procuring/sourcing the required goods from local manufacturers/distributors within the Eastern Cape Province where available. I accept that the Department of Social Development may invoke penalties as per General Conditions of Contract should I be misrepresenting the content contained herein this declaration.

.....  
**Signature**

.....  
**Date**

.....  
**Name of bidder**

.....  
**Position**

**BIDDER'S DISCLOSURE**

**1. PURPOSE OF THE FORM**

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

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

**2. Bidder's declaration**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship

<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

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with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

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

2.3.1 If so, furnish particulars:

.....  
.....

**3 DECLARATION**

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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**SBD4**

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

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

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

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

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and  
(b) Specific Goals.

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

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	100

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

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



1.7 A tenderer must submit, together with its tender, the a copy of CIPC Registration document. In the case of sole propriety, copy of the applicable legal registration documentation must be submitted.

1.8 The annexure detailing names of all directors and the percentage share in the enterprise must be completed and submitted together with this claim form.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

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

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

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } Ps = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

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

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which



states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

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

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

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

*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)*

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Percentage owned
Black owned enterprise	2		
Women owned enterprise	6		
Disabled person ownership	3		
Youth owned enterprise	3		
Locality	6		
<b>Total</b>	<b>20</b>		

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium



- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....

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**ANNEXURE TO DSD 80/20 SBD 6.1 FORM**

List all Shareholders by Name, Position, Identity Number, Citizenship, HDI status and ownership, as relevant. Information to be used to calculate the points claimed in Table 1.

	Name	Date/Position occupied in Enterprise	ID Number	Date that South African Citizenship was obtained	* HDI Status			% of business / enterprise owned
					No franchise prior to elections	Women	Disabled	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

\*Indicate YES or NO

20