



**REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS (RFQ)  
(PROCUREMENT LESS THAN R200 000 INCLUDING VAT)**

<b>REFERENCE NUMBER:</b>	14802
<b>DESCRIPTION:</b>	Provision of digital incident management system for call center
<b>ADVERTISEMENT DATE:</b>	15 March 2023
<b>CLOSING DATE:</b> <b>CLOSING TIME:</b>	23 March 2023 12 pm
<b>VALIDITY PERIOD OF QUOTATION:</b>	90 days
<b>SUBMISSION OF QUOTATIONS:</b>	Tender Box, O.R. Tambo House O.R. Tambo District Municipality Nelson Mandela Drive Mthatha
<b>CONTACT PERSON SCM FOR ENQUIRIES:</b>	<b>Name:</b> Zimasa Jim <b>Tel</b> : 047 501 6557 <b>Email:</b> <a href="mailto:zimasaj@ortambodm.gov.za">zimasaj@ortambodm.gov.za</a>
<b>CONTACT PERSON FOR TECHNICAL ENQUIRIES:</b>	<b>Name :</b> Mr U. Ketwa <b>Tel</b> : 072 135 8689 <b>Email :</b> <a href="mailto:uketwa@gmail.com">uketwa@gmail.com</a>

**To be completed by bidder:**

<b>NAME OF BIDDER:</b>	
<b>CSD SUPPLIER NUMBER:</b>	
<b>SARS TAX COMPLIANCE STATUS PIN:</b>	
<b>TELEPHONE NUMBER:</b>	
<b>CELL NUMBER:</b>	
<b>PHYSICAL ADDRESS:</b>	
<b>EMAIL ADDRESS:</b>	
<b>QUOTATION AMOUNT:</b>	R
<b>QUOTATION AMOUNT IN WORDS</b>	

## SECTION 1: COMPULSORY RETURNABLE DOCUMENTS AND SCHEDULES

Bidders must complete and/or submit the returnable documents and schedules listed below, together with their quotations.

No.	Returnable document / schedule	Compulsory (Yes / No)	Non-submission will render quotation non-responsive (Yes / No)
1.	CSD supplier number	Yes	Yes
2.	Stamp the front page with the business stamp	Yes	Yes
3.	Initial all pages	Yes	Yes
4.	Business registration documents	Yes	Yes, if the registration documents cannot be verified on CSD
5.	Certified copy of identity documents of directors / shareholders / partners / members, as the case may be	Yes	Yes, if the identity documents cannot be verified on CSD
6.	MBD 1 Invitation to bid - completed and signed	Yes	No
7.	MBD 4 declaration form – completed and signed	Yes	Yes
8.	MBD 6.1, 8 and 9 forms – completed and signed	Yes	Yes

### **Verification of bidder's documentation on the Central Supplier Database (CSD)**

The municipality will verify on the CSD, the following documentation submitted by bidders:

- (i) Business registration status, including details of directorships and membership
- (ii) Tax compliance status
- (iii) Identity numbers of directors, shareholders, partners, members
- (iv) Proof of bank account registration
- (v) Tender defaulters and restrictions status
- (vi) Whether any director, manager, principal shareholder or stakeholder of the bidder is in the service of the state.

### **SECTION 2: PROCEDURE FOR SUBMISSION OF QUOTATIONS**

1. No quotation will be considered unless submitted on this RFQ document.
2. Telephonic, telegraphic, facsimile or emailed submissions, or any other electronic submissions, will not be accepted, unless indicated otherwise in this document.
3. Submissions must be marked with the RFQ description and reference number, sealed and deposited in the tender box on or before the closing date and time for submissions.
4. Submissions deposited in the tender box after the closing time or closing date will be considered to be late.
5. Late submissions will not be accepted, and where practicable, shall be returned unopened to the bidder.
6. O.R. Tambo District Municipality accepts no responsibility for ensuring that RFQ submissions are placed in the correct box, and submissions placed in the incorrect box will not be accepted.
7. Bidders are entitled to submit one quotation only, either as a single tendering entity or as a member of a joint venture or consortium.
8. Bidders are responsible for all costs incurred in the preparation and submission of their quotation.
9. The RFQ submission must be signed by a person or persons duly authorised to do so.
10. Once the quotation is awarded, all purchases will be made through an official O.R. Tambo District Municipality purchase order.
11. No goods or services must be delivered or provided before an official order has been sent to, and accepted by the successful bidder.

## SECTION 3: TEST FOR RESPONSIVENESS

### Invalid submissions

Quotations shall be invalid if:

1. The submission is not completed in non-erasable ink.
2. The bidder, if he or she is a natural person, is in the service of the state, or if not a natural person, a director, manager, principal shareholder or stakeholder of the bidder is in the service of the state.
3. The bidder is listed on the National Treasury Register of Tender Defaulters and / or List of Restricted Suppliers and is restricted from doing business with the public sector.
4. The bidder has been restricted from doing business with O.R. Tambo District Municipality in terms of its supply chain management policy and procedures.

### Non-responsive submissions

Quotations will be declared as non-responsive and eliminated from further evaluation in the following instances:

1. The submission does not comply with the mandatory requirements of the RFQ, if any, including any minimum evaluation criteria.
2. The bidder's tax matters are found not to be in order upon verification by the Municipality on CSD, and the bidder fails to ensure that its tax matters are in order within such timeframe as may be granted by the municipality.
3. Where the bidder is not registered on CSD.
4. Where the bidder is not registered on the municipal supplier database, or does not meet the listing criteria for accredited suppliers specified in the municipality's SCM Policy, and does not register on the database or meet the listing criteria within such timeframe as may be granted by the municipality.



## SECTION 4: EVALUATION OF QUOTATIONS

### Evaluation of quotations

1. Quotation submissions will be evaluated on the criteria specified in this document.
2. Submissions will be evaluated in accordance with the 80/20 price and preferential procurement points system.
3. Unless stated otherwise in this document, the quotation will be awarded to the bidder who meets the all the requirements of the RFQ and who scores the highest total price and preference points.

## SECTION 5: SPECIFICATIONS AND EVALUATION CRITERIA

### Purpose

The system is meant to improve efficiency to the management of complaints and incidents for Infrastructure Water and Sanitation.

### Background

Customer relations is a section under Infrastructure, Water and Sanitation Services department, the section is responsible to facilitate the resolve of customer complaints and communicating the challenges of water and sanitation services to the communities of O.R Tambo District Municipality (ORTDM). Our complaints management is done manually and that provides us with lots of inaccuracy and ineffectiveness in the Department Complaints management, as we know we rely on the happiness of customers in preserving our image as the department and ultimately the whole District Municipality.

### Specification

#### Hosting

The system should be hosted on a cloud

#### Unlimited Agents License

Cloud license. Support & update can be renewed every year

#### One Click installer

Easy to use GUI and CLI installer to install the product

#### Search

Has an inbuilt search option for easy navigation and access to the available tools and options



## **Comments on articles**

Allows users to leave personal comments on saved articles

## **Unlimited content**

Comes with the capability to upload unlimited content such as many articles and FAQs

## **Ticketing Management**

Ticketing management system helps you to manage tickets and queries efficiently and effectively

## **SLA Management**

Comes loaded with an integrated, time-assigned resolution and support system based on SLA

## **Priority Management**

Comes loaded with integrated time-assigned priority ticket resolution and support system

## **Rich Text HTML editor**

Comes with a Rich HTML text editor and allows ticket replies in rich HTML text

## **Auto Reply**

Comes with an auto reply system for every ticket raised

## **Customer Portal**

Comes with customer portal to track ticket status and access knowledge base

## **Daily Notification/Report**

Sends daily reports to its administrators and agents about tickets

## **Multilingual Language upload**

Also has multilingual support through which one can customize the entire project to any language

## **Change ticket owner**

Ticket ownership can be changed from one user to another

## **Ban List**

Allows administrators to create a ban list of users who are prohibited from raising tickets

## **Ticket Merging**

Merge duplicate tickets belonging to the same owner



## **Ticket Workflow**

Define your own custom workflow for ticket creation

## **Search Engine Friendly Links**

Allows users to create search-engine-friendly URLs

## **Sort article according to category**

Easy-to-use tools help you to sort articles into categories

## **Responsive design**

Has responsive design that can be used from any platform, be it computer, smartphone or tablet

## **Help Topics / incident types**

Configurable help topics for web tickets. Route inquiries without exposing internal departments or priorities

## **Email Integration**

Can read emails and generate tickets out of every email

Email replies to a ticket are automatically attached to the ticket

## **API**

Expand and integrate with other platforms using API

## **In app notification**

Get Social media style notifications within the web app

## **Ticket Overdue**

A separate tab and icon to track tickets which have passed their SLA time limit

## **Multi-Channel**

Ability to raise tickets via phone, Facebook & twitter

## **Active Directory Integration**

Must be able to integrate with the Active directory of the Municipality Online or On Premise

## **Mobile Application**

Mobile application that will receive notifications about tickets assigned to a particular team

## **Mobile Device x 5**

Mobile device that Has at least 3Mega Pixel back camera, Rugged sides and back with a clip on to belt that will secure it to a worker that would be working on rough conditions.

## EVALUATION CRITERIA

Request for Quotations will be evaluated in terms of the Supply Chain Management policy of the O. R. Tambo District Municipality. The lowest tender will not necessarily be accepted and the Municipality reserves the right to accept the whole or part of any tender or not to consider any tender not suitably endorsed. The bid will be awarded to the bidder who has scored the highest points for price and preferences combined. The RFQ will be evaluated in two stages:

### Stage 1: Functionality

	Category of Quality / Functionality	Maximum tender evaluation points provided
<b>B1.1</b>	Tenderer must have completed 3 or more projects on Customer Relations Management systems. <b>Copies of Completion Certificates or proof of such MUST be submitted with the bid. No points will be awarded where proof or Completion Certificates have not been submitted with the Bid.</b>	30
	Tenderer must have completed 2 project or more on Customer Relations Management. <b>Copies of Completion Certificates or proof of such MUST be submitted with the bid. No points will be awarded where proof or Completion Certificates have not been submitted with the Bid.</b>	20
	Tenderer must have completed 1 project on Customer Relations Management. <b>Copies of Completion Certificates or proof of such MUST be submitted with the bid. No points will be awarded where proof or Completion Certificates have not been submitted with the Bid.</b>	10
	Tenderer must have not completed at least a similar project	0
<b>B1.3</b>	<b>Capacity of personnel</b>	<b>20</b>
	Provide experienced personnel that will be implementing the system. following requirements: <ul style="list-style-type: none"> <li>• 10 years in experience in technology deployment.</li> </ul> <b>CV and certified technology license must be attached</b>	12
	Provide experienced personnel that will be implementing the system. following requirements: <ul style="list-style-type: none"> <li>• 5 years in experience in technology deployment.</li> <li>• <b>CV and certified technology license must be attached</b></li> </ul>	8
<b>B1.3</b>	<b>Methodology</b>	<b>50</b>
	Provide a breakdown on how the service provider will implement the project and maintenance of the tool:	35





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	<b>Note 1:</b> Type of technology to be able to be integrated to other systems of the municipality. <b>Note 2:</b> Possibility of implementing a toll free line.	
	Provide a proof of Technology certificate and registration by a professional body of the country	15

## Stage 2: Price and preference

The procedure of evaluation will be as follows:

**a) PRICE: ..... 80**

**b) SPECIFIC GOALS: ..... 20**

### Points Awarded for Price (Ps)

A total of 80 points will be awarded to the Tenderer on the following basis:

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

Where

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{min}$  = Price of lowest acceptable tender

### Points awarded for specific goals

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 the table below as may be supported by proof/ documentation stated in the conditions of this tender. Specific goals for the tender and points claimed are indicated per the table below.

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The promotion of enterprise located in		20		



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a specific region (O.R Tambo District) for work to be done or services to be rendered				
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Failure to submit:

- Proof of company registration documents
- Proof of address/ Statement of rates and taxes

will be interpreted to mean that preference points for specific goals are not claimed

### PRICING SCHEDULE

No.	Description	Quantity	Price per unit	Total
1.	Digital Incident Management System	01		
<b>SUB-TOTAL</b>				
<b>VAT @15%</b>				
<b>TOTAL PRICE</b>				

**Note:**

1. All prices quoted must include VAT, if the bidder is a registered VAT vendor.
2. All prices submitted must be firm. Firm prices are deemed to be fixed prices, which are only subject to statutory changes.
3. Prepare a detailed pricing schedule to show all costs

### SECTION 7: CONDITIONS OF CONTRACT

The contract between the municipality and the appointed bidder will be administered in accordance with the General Conditions of Contract 2010 as issued by National Treasury. A copy of the General Conditions of Contract may be obtained from the National Treasury website – [www.treasury.gov.za](http://www.treasury.gov.za)



## PART A INVITATION TO BID

**MBD 1**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF O.R. TA MBO DISTRICT MUNICIPALITY</b>			
RFQ NUMBER:	14802	CLOSING DATE:	23 March 2023
		CLOSING TIME:	12.00PM
DESCRIPTION	Provision of digital incident management system for call center		
<b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).</b>			
RFQ RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)			
<b>GROUND FLOOR, O.R. TAMBO DISTRICT MUNICIPALITY BUILDING</b>			
<b>NELSON MANDELA DRIVE, MYEZO PARK</b>			
<b>MTHATHA</b>			
<b>SUPPLIER INFORMATION</b>			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
TAX COMPLIANCE STATUS	TCS PIN:	OR	CSD No:
PROOF OF RESIDENCE/ STATEMENT OF RATES AND TAXES	<input type="checkbox"/> Yes <input type="checkbox"/> No	COMPANY REGISTRATION DOCUMENTS	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[COMPANY REGISTRATION DOCUMENTS, PROOF OF RESIDENCE OR STATEMENT OF RATES AND TAXES ) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR SPECIFIC GOALS]</b>			
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES,ANSWER PART B:3 ]
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE	R
SIGNATURE OF BIDDER	.....	DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED			
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</b>		<b>TECHNICAL INFORMATION MAY BE DIRECTED TO:</b>	
DEPARTMENT	SCM DEPARTMENT	CONTACT PERSON	UNATHI KETWA
CONTACT PERSON	ZIMASA JIM	TELEPHONE NUMBER	072 135 8689
TELEPHONE NUMBER	047 501 6557	FACSIMILE NUMBER	N/A
FACSIMILE NUMBER	N/A	E-MAIL ADDRESS	<a href="mailto:uketwa@gmail.com">uketwa@gmail.com</a>
E-MAIL ADDRESS	<a href="mailto:zimasaj@ortambodm.gov.za">zimasaj@ortambodm.gov.za</a>		



**PART B  
TERMS AND CONDITIONS FOR BIDDING**

**MBD1**

<b>1. BID SUBMISSION:</b>	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	<b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE</b>
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
<b>2. TAX COMPLIANCE REQUIREMENTS</b>	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER’S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
2.4	FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.
2.5	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.6	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.7	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
<b>3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>	
3.1.	IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.2.	DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.3.	DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.4.	DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.5.	IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</b>	

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.  
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.**

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

DATE:.....



**DECLARATION OF INTEREST**

1. No bid will be accepted from persons in the service of the state<sup>1</sup>.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

3.1 Full Name of bidder or his or her representative:.....

3.2 Identity Number: .....

3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):

.....

3.4 Company Registration Number: .....

3.5 Tax Reference Number: .....

3.6 VAT Registration Number: .....

3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8 Are you presently in the service of the state?..... **YES / NO**

3.8.1 If yes, furnish particulars.....

.....

<sup>1</sup> MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

(i) any municipal council;  
(ii) any provincial legislature; or  
(iii) the national Assembly or the national Council of provinces;

(b) a member of the board of directors of any municipal entity;

(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);



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- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

<sup>2</sup> Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.9 Have you been in the service of the state for the past twelve months? ... **YES / NO**

3.9.1 If yes, furnish particulars.....

.....

3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this n ..... **YES / NO**

3.10.1 If yes, furnish particulars .....

.....

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?.....**YES / NO**

3.11.1 If yes, furnish particulars.....

.....

3.12 Are any of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state?.....**YES / NO**

3.12.1 If yes, furnish particulars.....

.....

3.13 Are any spouse, child or parent of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state?..... **YES / NO**

3.13.1 If yes, furnish particulars.....

.....



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3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract?.....**YES / NO**

3.14.1 If yes, furnish particulars .....

.....

4. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

.....  
**Signature**

.....  
**Date**

.....  
**Capacity**

.....  
**Name of Bidder**

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

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

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

**1. GENERAL CONDITIONS**

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

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) The **80/20 preference point system** will be applicable in this tender. The lowest acceptable tender will be used to determine the accurate system once tenders are received.

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:

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





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- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

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

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

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- $P_s$  = Points scored for price of tender under consideration
- $P_t$  = Price of tender under consideration
- $P_{min}$  = Price of lowest acceptable tender



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

#### 3.2.1. POINTS AWARDED FOR PRICE

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

$$P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \quad \text{or} \quad P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- $P_s$  = Points scored for price of tender under consideration  
 $P_t$  = Price of tender under consideration  
 $P_{max}$  = Price of highest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

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



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

*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.*

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The promotion of enterprise located in a specific region (O.R Tambo) for work to be done or services to be rendered		20		

#### 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.

..... <b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	.....
	.....
	.....
	.....

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be rejected if that bidder, or any of its directors have:
  - a. abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
  - b. been convicted for fraud or corruption during the past five years;
  - c. willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
  - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p><b>The Database of Restricted Suppliers now resides on the National Treasury's website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</b></p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p><b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b></p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
4.2.1	If so, furnish particulars:		



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4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
<b>Item</b>	<b>Question</b>	<b>Yes</b>	<b>No</b>
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.7.1	If so, furnish particulars:		

### CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) .....  
**CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM  
 IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION  
 MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE  
 FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

## **CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This Municipal Bidding Document (MBD) must form part of all bids<sup>1</sup> invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
  - a. take all reasonable steps to prevent such abuse;
  - b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
  - c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
- 4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.



**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

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(Quotation Number and Description)

in response to the invitation for bids made by:

**O.R. Tambo District Municipality**

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;
  - (b) could potentially submit a bid in response to this invitation, based on their qualifications, abilities or experience; and
  - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder



6. 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>3</sup> will not be construed as collusive bidding.
  
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid, which does not meet the specifications and conditions of this invitation; or
  - (f) submitting a bid with the intention not to win the bid.
  
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
  
9. 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 bid.

<sup>3</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.



**MBD 9**

10. 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.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder