



REQUEST FOR QUOTATION

Terms of Reference

INVITATION TO BID FOR THE APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT SKILLS PROGRAMMES IN ADVANCED CUSTOMER SERVICE

RFQ NO.

RFQ-366-22

REQUEST FOR QUOTATION

You are hereby invited to submit a price quotation for:

APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT SKILLS PROGRAMMES IN ADVANCED CUSTOMER SERVICE

| | |
|---------------------------------------|--|
| RFQ NUMBER: | RFQ-366-22 |
| ADVERTISEMENT DATE: | 24 March 2023 |
| CLOSING DATE: | 31 March 2023 |
| CLOSING TIME: | 12:00 |
| BID DOCUMENT DELIVERY ADDRESS: | scmquotations@sanparks.org (Please note that any submissions made to any other email other than the designated email will not be accepted) |
| BID VALIDITY PERIOD: | 90 days (commencing from the RFQ Closing Date) |
| TECHNICAL RELATED QUERIES | Tebogo Maboko |
| SCM RELATED QUERIES | Mpho Masia |

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

Bidders shall submit proposal responses in accordance with the prescribed manner of submissions as specified above. Bids received after the time stipulated shall not be considered.

Where applicable, the successful bidder will be required to fill in and sign a written Contract Form (SBD 7).

Bidders are not allowed to contact any other SANParks staff in the context of this RFQ other than the indicated officials under SBD 1 or as indicated above.

NB: No proposal shall be accepted by SANPARKS if submitted in any manner other than as prescribed above.

PART A INVITATION TO BID

| | | | | | |
|--|---|---------------|--|---|-------|
| YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS | | | | | |
| BID NUMBER: | RFQ-366-22 | CLOSING DATE: | 31 March 2023 | CLOSING TIME: | 12:00 |
| DESCRIPTION | APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT SKILLS PROGRAMMES IN ADVANCED CUSTOMER SERVICE | | | | |
| BID RESPONSE DOCUMENTS MUST BE SENT TO THE DESIGNATED EMAIL ADDRESS | | | | | |
| scmquotations@sanparks.org | | | | | |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO | | | TECHNICAL ENQUIRIES MAY BE DIRECTED TO: | | |
| CONTACT PERSON | Mpho Masia | | CONTACT PERSON | Tebogo Maboko | |
| TELEPHONE NUMBER | 012 426 5083 | | TELEPHONE NUMBER | 012 426 5189 | |
| E-MAIL ADDRESS | mpho.masia@sanparks.org | | E-MAIL ADDRESS | tebogo.maboko@sanparks.org | |
| SUPPLIER INFORMATION | | | | | |
| NAME OF BIDDER | | | | | |
| POSTAL ADDRESS | | | | | |
| STREET ADDRESS | | | | | |
| TELEPHONE NUMBER | CODE | | NUMBER | | |
| CELLPHONE NUMBER | | | | | |
| E-MAIL ADDRESS | | | | | |
| VAT REGISTRATION NUMBER | | | | | |
| SUPPLIER COMPLIANCE STATUS | TAX COMPLIANCE SYSTEM PIN: | | OR | CENTRAL SUPPLIER DATABASE No: | MAAA |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE | TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No | | B-BBEE STATUS LEVEL SWORN AFFIDAVIT | TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| [A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE] | | | | | |
| 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 THE QUESTIONNAIRE BELOW] | |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS | | | | | |
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |
| <p>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 BELOW.</p> | | | | | |

PART B TERMS AND CONDITIONS FOR BIDDING

| |
|---|
| 1. BID SUBMISSION: |
| 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION. |
| 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT. |
| 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT. |
| 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7). |
| 2. TAX COMPLIANCE REQUIREMENTS |
| 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 VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS. |
| 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA. |
| 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID. |
| 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER. |
| 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED. |
| 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE." |

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER
THE BID INVALID.**

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

1. PURPOSE

The purpose of this RFQ is to appoint a suitable service provider to conduct Skills Programmes in Advanced Customer Service.

2. BACKGROUND

South African National Parks (SANParks) is a public entity functioning under National Environmental Management: Protected Areas Act 57 of 2003 (Act 57 of 2003); with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed as Schedule 3 Part A: public entities.

SANParks' operations are totally guided by its vision statement and mission statement. As a public entity, the organisation is committed to act in pursuance of transformation of South Africa's society in support of entrenching South Africa's democracy. In this regard, the organisation has adopted a transformation mission to guide its efforts accordingly.

3. SCOPE OF WORK

South African National Parks (SANParks) invites accredited Training Providers to offer in-house training to 52 employees in Advanced Customer Services Skills Programme. The Skills Programme is based on the below-listed Unit Standards and forms part of the Qualification ID 61597: National Certificate: General Travel NQF level 5 qualification. The target group for the training are Supervisors, Team Leaders and Sales Consultants within the Tourism and Marketing Division. The employees are based in Groenkloof National Park in Pretoria with 5 in Cape Town and the teams will be divided in two groups/cohorts to minimize operational impact.

The Training Provider must be accredited by the Culture, Arts, Tourism, Hospitality and Sports Sector Education and Training Authority (CATHSSETA) or relevant Education and Training Quality Assurance (ETQA) body for the Unit Standard listed below:

| | UNIT STANDARD NAME | UNIT STANDARD TITLE | LEVELS | CREDITS |
|---|--------------------------|--|--------|-----------|
| 1 | Unit Standard ID: 14734 | Deal with Customers | NQF 5 | 8 |
| 2 | Unit Standard ID: 7865 | Improve Service to Customers | NQF 5 | 6 |
| 3 | Unit Standard ID: 243269 | Measure customer satisfaction within a business unit and recommend corrective action | NQF 5 | 14 |
| 4 | Unit Standard ID: 8490 | Contribute to sustainable Tourism in South Africa | NQF 4 | 4 |
| 5 | Unit Standard ID: 7790 | Process incoming and outgoing calls | NQF 3 | 3 |
| 6 | Unit Standard ID: 7794 | Communicate Verbally | NQF 3 | 8 |
| 7 | Unit Standard ID: 10047 | Close a deal with a customer | NQF 5 | 5 |
| 8 | Unit Standard ID: 116945 | Use electronic mail to send and receive message | NQF 2 | 2 |
| | TOTAL | | | 50 |

Learning Outcomes

On successful completion of the programme the learner must be able to do the following:

- Explain the concept of the customer as a source of revenue for the business and therefore as the source of salaries.
- Explain the impact of the loss of regular customer business on the organization and on oneself.
- Describe possible ways customers could react to poor service. Describe methods of satisfying irate customers and dealing with the complaints customers have.
- Understand what information may not be given out to the customer, along with reasons for the confidentiality.
- Give reasons why complaints and customer feedback are good for the organization. Give reasons for the importance of anticipating customer needs.
- Obtain feedback from customers to improve customer service in accordance with organizational procedures.
- Describe the importance of improving service by taking different cultures into consideration when interacting with customers.
- Implement a comprehensive long-term plan for raising and maintaining service levels in the organization.
- Obtain and evaluate customer feedback and determine the scope of new measurement. Select, or select and adapt a tool to measure customer satisfaction. Implement and monitor a measurement process/programme.
- Interpret and evaluate results and make recommendations. Discuss and explain issues related to measuring customer satisfaction and recommending corrective action.
- Understand how Customer Service directly impacts customer retention.
- Understand how service quality is measured, implemented and maintained.

- Demonstrate a good understanding of ethics and values. Apply an understanding of the different roles, relationships, responsibilities, and expectations of all key stakeholders in constructing a tourist experience.
- Demonstrate a good understanding of approaches to sustainable tourism. Identify types of resources integral to tourism.
- Use understanding of sustainability issues to better understand the context of own performance. Reflect on own contribution to sustainability within of a tourism enterprise or project Programme.
- Greet Customers in a polite and friendly manner that is suited to the situation and organization.
- Deal with Customers or refer them to the appropriate person (If referred, a clear and concise description of the problem is explained to the person dealing with the issue and reasons for referring the customer are explained).
- Refer Customer complaints that occur outside the individual's authority or area of work to the appropriate person. Give reasons for the referral.
- Deal with Customer complaints and irate customers according to organizational requirements and make decisions about follow up actions to be taken.
- Promote establishment services in a manner that is suited to the situation. Make suggestions to improve customer care in a particular context.
- Interact verbally and non-verbally with others in various contexts and situations for a variety of purposes. Understand the importance of clear, audible verbal communication with both internal and external customers.
- Applying personal selling skills and closing techniques to sell products or services.

RESPONSIBILITIES OF THE TRAINING PROVIDER

- Deliver against the RFQ and Purchase Order.
- Ensure that the attendance register is signed by each learner on a daily basis for the duration of the training.
- Learner SETA enrolment forms must be completed, and copies provided to SANParks.
- Ensure that the Portfolio of Evidence is submitted on a specified date.
- Ensure that all learners sign the Portfolio of Evidence submission register.
- Upload the Learners onto the SETA ETQA database. Proof of upload submitted to SANParks
- Learning Programme is facilitated, assessed, moderated, and verified
- Learner guidance and support is provided
- Learners are certified – Provide Certificate of Attendance, Certificate of Competence and ETQA Statement of Results
- Submission of: Learner Evaluation Report, Training Close-Out Report within 15 days
- Training Content is provided as determined by the RFQ.
- Learner statement of results and certificate of competency to be submitted to SANParks.

RESPONSIBILITIES OF THE SANPARKS

- Provide a suitable venue for training.
- Ensure that all the employees attend the training.
- Provide a briefing to the successful provider to ensure they understand the targeted group for the training.

4. COMPLIANCE AND GOVERNANCE VERIFICATION DOCUMENTS (Standard Bidding Documents)

The verification during this phase is to assess the bid responses for purposes of verifying compliance with RFQ requirements, whereby a bidder may be disqualified if they do not fully comply with requirements as stipulated below:

- Submission of fully completed SBD1 (Invitation to Bid),
- Submission of a quotation on the company letterhead,
- Submission of fully completed SBD 4 (Bidder's disclosure),
- Submission of fully completed SBD 6.1
- Submission of fully completed SBD 7.2

5. MANDATORY EVALUATION

The service provider will be disqualified if they do not fully comply with all mandatory requirements. No “unanswered” questions will be allowed. If a response to a question has been indicated as comply but not elaborated upon or **substantiated** it shall be regarded as mandatory non-compliance and the bidder shall be disqualified.

| Evaluation Criteria | Comply | Not Comply |
|---|--------|------------|
| 1. The Letter of Accreditation with the relevant Education and Training Quality Assurance Body (SETA, CHE and QCTO) <ul style="list-style-type: none"> A Letter of Accreditation must indicate details of the qualification and unit standards | | |
| 2. A company profile outlining the structure, what the company is about and experience, previous training conducted supported by 3 reference letters from previous clients. | | |
| 3. Facilitator’s Curriculum Vitae (CV) & Certificates of Qualification including 3 reference letters from previous clients. <ul style="list-style-type: none"> Facilitator’s certificate of competency in NQF level 5 qualification training. To check that the facilitator meets the requirements to facilitate the Skills Programme | | |
| 4. Letter of Registration of Assessor with relevant ETQA <ul style="list-style-type: none"> Letter of Registration must indicate details of the qualification and unit standards | | |

6. CENTRAL SUPPLIER DATABASE INFORMATION

Bidders are required to be registered on the Central Supplier Database (CSD) of National Treasury. Failure to submit the requested information may lead to disqualification. (Please provide proof of registration on the Central Supplier Database).

7. PRICING SCHEDULE

| APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT SKILLS PROGRAMMES IN ADVANCED CUSTOMER SERVICE | | | |
|---|----------|-----------|------------|
| ITEMS | QUANTITY | UNIT COST | TOTAL COST |
| Training cost (including ALL) 1. Pre-assessment 2. Training delivery/Facilitation (as required by the unit standard) 3. POE compilation & submission 4. All training material | 52 | | |
| Assessment of POE's | | | |
| Moderation (33%) OF POE's | | | |
| Administration/Project Management Fee <ul style="list-style-type: none"> Completed/Signed Training Attendance register The Preliminary Training Report (inclusive of: The Evaluation report, Original attached evaluation forms) Preliminary Assessment Report (inclusive of: Assessment report Moderation report) Proof of Learner upload to the SETA Letter indicating the upload plan to the relevant ETQA (SETA) – When Statements of Results (SOR) will be released Final Training Report (to include: ETQA (SETA) Statements of Results (SOP)'s) | | | |
| TOTAL | | | |
| VAT | | | |
| GRAND TOTAL | | | |

8. PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (POPIA)

SANParks adheres to the Protection of Personal Information Act, 4 of 2013 (POPIA) requirements regarding personal information which came into effect 1 July 2021.

As SANParks, we are committed to protecting your privacy and ensuring that personal information collected is used properly, lawfully and transparently.

9. TIMELINES

Upon appointment the service provider is expected to render service as per the dates arranged by SANParks. Failure to deliver SANParks reserve the right to cancel the Purchase Order.

10. FINANCIAL PAYMENT

Payment will be effected in accordance to the PFMA (within 30 days of receipt of invoice) after delivery of goods.

11. FINAL AWARD

SANParks recommends the bidder who has quoted on all the items as required in terms of the RFQ for the contract award subject to the bidder having supplied the relevant administrative documentation and complied in all aspects with the terms and conditions and requirements of the RFQ.

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 interest¹ 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 State institution |
|-----------|-----------------|---------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

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

¹ 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.

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 consortium² 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 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.

² 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.

- 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

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**

(delete whichever is not applicable for this tender).

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

b) Either the **80/20 preference point system** will be applicable in this tender. The lowest/ highest 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:

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

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:
80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmin = Price of lowest acceptable tender

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 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 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 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 80/20 preference point system.

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

(Note to organs of state: Where either the 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 (80/20 system) (To be completed by the organ of state) | Number of points claimed (80/20 system) (To be completed by the tenderer) |
|---|---|---|
| Enterprise owned by 51% Black people | 10 | |
| Enterprise owned by 50% Black women | 5 | |
| Enterprise owned by 10% Black Youth | 5 | |
| Total | 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.

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

SURNAME AND NAME:

DATE:

ADDRESS:
.....
.....

CONTRACT FORM - RENDERING OF SERVICE

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
- (i) Bidding documents, viz
- Invitation to RFQ
 - Pricing schedule(s);
 - Bidders Disclosure;
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations of 2022
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

| | |
|-------------|-------|
| WITNESSES | |
| 1 | |
| 2 | |
| 3 | |
| DATE: | |

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as..... accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

| DESCRIPTION OF SERVICE | PRICE (ALL APPLICABLE TAXES INCLUDED) | COMPLETION DATE | B-BBEE STATUS LEVEL OF CONTRIBUTION |
|------------------------|---------------------------------------|-----------------|-------------------------------------|
| | | | |

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON THIS DATE:

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2