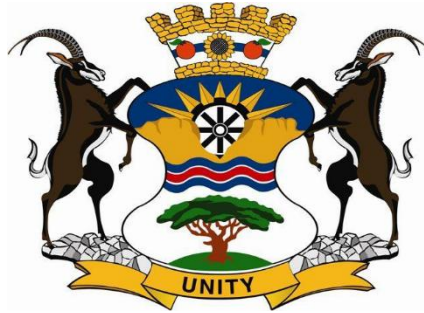




**RUSTENBURG LOCAL MUNICIPALITY**



**RUSTENBURG LOCAL MUNICIPALITY**

**CONTRACT NO: RLM/BTO/0175/2024/25**

**APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**

**DATE**

**NAME OF BIDDER: .....**

**BID PRICE: ..... (Vat Incl)**

Prepared by:

**RUSTENBURG  
LOCAL MUNICIPALITY  
CNR BEYERS NAUDE AND MANDELA DRIVE  
RUSTENBURG  
014 590 3111**

**BID CLOSES: 10H00**

**DATE: 30 MAY 2025**



## RUSTENBURG LOCAL MUNICIPALITY

| PARTICULARS OF THE BIDDER                                      |   |
|--|---|
| NAME OF THE BIDDING OR TENDERING COMPANY                       |   |
|  |   |
|  |   |
|  |   |
| POSTAL ADDRESS   |   |
|  |   |
|  | <div style="width: 30%; border-right: 1px solid black; padding: 5px;">POSTAL CODE</div> <div style="padding: 5px;"></div> |
| STREET ADDRESS<br>(PHICAL ADDRESS)                             |   |
|  |   |
|  |   |
|  | <div style="width: 30%; border-right: 1px solid black; padding: 5px;">POSTAL CODE</div> <div style="padding: 5px;"></div> |
| E-MAIL ADDRESS   |   |
| TELEPHONE NUMBER (TELKOM LINE)                                 |   |
| CIDB CRS NUMBER (IF APPLICABLE)                                |   |
| CELLPHONE NUMBER   |   |
| ALTERNATE CELLPHONE NO.  |   |
| <b>CENTRAL SUPPLIER DATABASE NUMBER OF THE BIDDING COMPANY</b> |   |
| <b>CRS NUMBER</b>  |   |
| <b>BID INFORMATION (TIME AND DATE OF CLOSER)</b>               | DATE:<br><br>TIME:  |
| <b>BID PRICE (VAT INCLUSIVE)</b>                               |   |



## RUSTENBURG LOCAL MUNICIPALITY

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## **BID PROCESS CRITERIA LIST**

**RLM/BTO/ 0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



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### TENDERING PROCEDURES:

#### DOCUMENT COMPLETION INSTRUCTION AND RETURNABLE DOCUMENTS SCHEDULE

A bid not complying with the requirements stated hereunder will be regarded as an “Unacceptable bid”, and as such will be rejected.

“Unacceptable bid” means any bid which, in all respects, does not comply with the conditions of bid and specifications as set out in the bid documents, including conditions as specified in the Preferential Procurement Policy Framework Act (Act 5 of 2000) and related legislation as published in Government Gazette number 22549, dated 10 August 2001, in terms of which provision is made for this policy.

**A bid will not be acceptable if:**

1. Any pages have been removed from the bid document, and have therefore not been submitted, or a copy of the original bid document has been submitted.
2. The bid document is completed using a pencil or any other colour ink. Only black ink must be used to complete the bid document. Only tick the appropriate option. Please be informed that whether you scratch out, tick or circle, your answer will be where the pen ink is reflecting.
3. The bid has not been properly signed by the designated signatory contained in the tender document.
4. The bidder attempts to influence or has in fact influenced the evaluation and/or awarding of the contract.
5. The bid has been submitted after the relevant closing date and time.
6. Any bidder who during the last five years has failed to perform satisfactorily on a previous contract with the municipality, municipal entity or any other organ of state after written notice was given to that bidder that performance was unsatisfactory.
7. Bid offers will be rejected if the bidder has abused the Rustenburg Local municipality's Supply Chain Management System.
8. Failure to complete and sign and / or disclosing of wrong information in any of the declaration forms.
9. Compulsory questionnaire must be fully completed and signed.  
**NB!** In a case of Joint Venture separate compulsory questionnaire forms must be completed and submitted. Please be informed that whether you scratch out, tick or circle, your answer will be where the pen ink is reflecting.
10. The bidder has failed in a case of Joint Venture to submit separate MBD 5 forms for each partner.
11. In the case of multi directors or joint venture, the bidder has failed to submit separate MBD 4 declaration forms for each director.



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**NB!** In case of multi directors or joint venture, bidders must submit separate mbd 4 declaration forms for each director. Please be informed that whether you scratch out, tick or circle, your answer will be where the pen ink is reflecting.

12. The document is completed electronically and or electronically signed.
13. Bidder is not registered with Central Supplier Database (CSD)
14. The bidder fails to attach the following documents:
  - A valid proof of payment with the relevant reference number as stipulated in the tender advertisement.
  - Required CIDB Grading Certificate where applicable.
  - The authority of signatory is not submitted (printed on bidder's letter head) if the tender is a CIDB related project.
  - The bidder failed to attach a copy of a valid signed Joint Venture/Consortium agreement (if applicable) to the bid document.
  - **Municipal rates and taxes statements of the directors**
    - ✓ Current municipal rates and taxes statement in the names of the director (from previous billable month determined by the date of tender closure) for each directors' address must be attached; or
    - ✓ Valid lease agreement of the director/s with all critical contractual obligations (i.e Lease period, use of premises, lessors' responsibilities, leases' possibilities, amounts related to the lease, address of the leased premises, signatures etc) or,
    - ✓ An original letter from tribal authority not older than three (3) months if the director/s are residing in a tribal land, or
    - ✓ If the rates and taxes account is not in the names of the director/s the attached municipal rates and taxes statement must be submitted together with an original affidavit from the property owner whose names are appearing on the municipal rates and taxes statement to confirm that the director resides in their property.
  - **Municipal rates and taxes statements of the company**
    - ✓ Current municipal rates and taxes statement in the name of the company (from previous billable month determined by the date of tender closure) for the company's' address must be attached; or
    - ✓ Valid lease agreement of the company (showing all critical contractual obligations (i.e Lease period, use of premises, lessors' responsibilities, leases' possibilities, amounts related to the lease, address of the leased premises, signatures etc), or
    - ✓ An original letter from a tribal authority not older than three (3) months if the company is operating from a tribal, or
    - ✓ If the rates and taxes account is not in the names of the company, the attached municipal rates taxes statement must be submitted together with an original affidavit from the property owner



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whose names are reflecting on the municipal rates and taxes statement to confirm that the company operates from their property.

### **NB!!**

**The company address written on the tender document, and statement submitted must be the same as the one reflecting on the CSD report**

- ✓ **For procurement expected to be less than 10 million, awards will not be made to bidders owing municipal rates and taxes for over 90 days at the time of tender closure.**
- ✓ **For procurement expected to be more than 10 million, awards will not be made to bidders owing municipal rates and taxes for over 30 days at the time of tender closure.**

15. The bidder fails to comply with:

- Bidders must submit both a hard copy document and an electronic tender document in the form of a USB (only) which must be clearly marked with the company name. (Bidders will be disqualified for not submitting a USB containing the scanned bidding documentation)
- Bidders who use correction pens. In a case where a wrong answer is ticked, a straight line must be made across the wrong answer, then initial next to the mistake and a correct answer must be ticked or provided in writing.
- Bid documents which are not in envelopes that clearly marked with the bid number and description.
- **NB! Bidders will not be afforded a chance to rectify by either completing the tender document or submitting outstanding mandatory documents.**

### **VERIFICATION OF DOCUMENTS AND INFORMATION.**

- Please note that by submitting this tender document, you are agreeing to the verification process of your supporting documents by the Rustenburg Local Municipality.
- Tax compliance status will be verified using CSD number. (For a bidder to be considered for final award, their status must reflect "tax compliance" before final award is made)
- CIDB Grading will be verified.
- Sworn Affidavits will be accepted only if its originals submitted.



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## **BID NOTICE**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**





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### TENDER ADVERTISEMENT

| <u>BID NO.</u>               | <u>DESCRIPTION</u>  | <u>DOC. FEES</u><br><u>(NON-REFUNDABLE)</u>  | <u>EVALUATION</u><br><u>CRITERION</u>   | <u>ENQUIRIES</u>  | <u>COMPULSO</u><br><u>RY BRIEFING</u><br><u>SESSION</u>  | <u>CLOSING</u><br><u>DATE</u>                            |
|------------------------------|---|--|---|---|--|--|
| RLM/BTO/<br>0175/2024<br>/25 | Appointment of service provider for operational support and performance of credit control services; revenue protection, and administration of related field actions for a period of three (3) years | <u>TENDER DOCUMENT AMOUNT</u><br>R 5 000.00<br><br><u>REFERENCE NUMBER:</u><br>0175+Company name<br><br><u>BANK NAME</u><br>Standard Bank<br><br><u>ACCOUNT NUMBER:</u><br>033 054 657 | Documents will be available on the E-tender and RLM websites respectively, 5 days after the date of advertisement.<br><br><b>NB! Proof of deposit with proper reference as stipulated and required, must be attached with mandatory documents to be submitted</b> | ❖ Administrative evaluation (document completion and attachment of all mandatory documents as listed in the tender document) to include all necessary certifications.<br>❖ Functionality minimum qualifying score 70 out of a maximum of 100 points.<br>❖ 80/20 preferential point system (price = 80 & Specific goals = 20)<br><b>NB! That no other evaluation criterion should be used.</b> | <u>Date:</u><br>06 May 2025<br><br><u>Time:</u><br>11H00<br><br><u>Venue:</u><br>Rustenburg Local Municipality Offices | <u>Date:</u><br>30 May 2025<br><br><u>Time:</u><br>10H00 |

- Bid documents must be in a sealed packaging clearly marked with the bid number and description, must be placed in the bid box in the foyer of the Municipal offices, Missionary Mpheni House, Beyers Naude Drive, Rustenburg not later than the prescribed closing date, where after the bids will be opened in public at the Municipal offices.
- All bids will be evaluated in accordance with the Supply Chain Policy of the Rustenburg Local Municipality, PPPFA 2022 and other related legislations. Bids will remain valid for 90 days.
- The lowest or any bid will not be necessarily accepted, and the municipality reserves the right to accept the whole or part of any bid. The municipality reserves the right to increase or decrease quantities as indicated in the technical specifications. A market analysis conducted will be taken into consideration to ensure right procurement and quality service delivery.
- Tender submission must comply with the instruction note (Tender Completion and Attachment of Mandatory Documents) as well as all other additional tendering condition and requirements stated in the tender document.
- Objections or complaints must be submitted in writing to the Municipal Manager at the address stated, and must contain the following:
  - reasons and/or grounds for the objection or complaint.
  - the way in which the objector or complainant's rights have been affected; and
  - the remedy sought by the objector or complainant



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6. Any objection or complaint must reach the Municipal Manager with a 14-day period after award has been made. Late objections or complaints will not be entertained.
7. Submissions which fail to adhere to all the requirements and instructions stated on this advert, E-tender advert, CIDB Website for CIDB tenders as well as the tender document will lead to disqualification.
8. Should there be any contradictions between the information on the advert and the information in the tender document, then the information on this advert will take precedence.



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## **TERMS OF REFERENCE (SPECIFICATIONS)**

**RLM/BTO/ 0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



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### 1. PROJECT SCOPE

1.1 Credit control must be in accordance with the Municipality credit control and Debt Collection policies. This will include the following:

- Management and performance of delivery of final notices,
- the disconnections; restrictions; and reconnection instructions.
- Provide electronic devices for credit control functions to enable digital verification and audit of functions executed.
- Recording and storing of GPS co-ordinates, taking of pictures and time/date stamp of credit control actions executed.
- Reporting on revenue leakages and mitigating of such.

1.2 The Service Provider is required to provide, manage and maintain a Software System and arrange the required electronic interface with the financial systems in such a way that it can serve as an extension of the existing systems.

1.3 The service provider is required to provide support to the Revenue Management division to investigate, correct and back-bill accounts where leakages have been identified. This includes:

- identifying areas where meters are faulty/not functioning and repair/replace
- attend to exception reports from the credit control actions
- Investigate and document all illegal connections

1.4 Provide support to the Revenue Management division and undertake the following

- Customer education and awareness campaigns strategies.
- Customer loyalty initiatives.
- Stakeholder engagement.
- Mobilisation of interdepartmental cooperation to support revenue generation
- Customer profiling for debt recovery

### 2. Management Software – Specifications and Requirements

2.1 The system should be an online and real-time platform to perform the credit control processes

2.2 The System must be able to handle large volumes of data, over 95 000 accounts in a month

2.3 The system must be able to export Debtor Master information needed as the header information for



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### Credit Control actions

- 2.4 The Service Provider is required to provide, manage and maintain a web-based Software System with seamless electronic interface with the financial systems in such a way that it can serve as an extension of the existing systems.
- 2.5 Data transmission from Service Provider support team into Financial system, should be in a format agreed upon by both parties involved, at no cost to the Rustenburg Municipality.
- 2.6 The system must have a pre-determined action capability to follow the credit control and Debt collection processes automatically.
- 2.7 The system should provide real-time reporting on all activities and always be accessible to the municipality.
- 2.8 The system must have strict security measures to protect data and be password protected
- 2.9 The system must provide full audit trails report on all actions taken. These must include the availability of a photo(s) of the actions completed, together with a time and date stamp and the relevant GPS co-ordinates. It therefore includes the use of ancillary devices, such as handheld devices during the performance of the technical actions.
- 2.10 The system should cater for an end-to-end credit control and revenue protection activities.
- 2.11 The system must have document templates for all the necessary letters, forms, instructions, and legal processes to effectively control debtors and recover arrears.
- 2.12 The system must be able to generate management reports.
- 2.13 The complete history of the account must be available, and copies of all documents generated and received should be available and easily accessible.
- 2.14 The history and documents should be kept in the system for future reference until such time that the Rustenburg Municipality decides to delete it.
- 2.15 The system must have built-in security levels and prioritization levels.
- 2.16 The system must be real-time, and have daily backups
- 2.17 The System (Desktop Application) must be accessible from various platforms including all types of smartphones and/or various tablets (e.g. Ipad or equivalent), irrespective of operating system.



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- 2.18 The system must have a management dashboard to assist with monitoring and tracking of activities
- 2.19 The system must have a gateway facilitating the sending and receiving bi-directional text messages, (SMS's) over all cell phone networks to consumers regarding their credit control in real-time. (Example when the disconnection/reconnection has been completed successfully).
- 2.20 The successful bidder will be expected to offer support and system maintenance to the users
- 2.21 The successful bidder must submit project plan with timelines
  
- 3. Setting up an operational office
  - 3.1 The successful bidder must be able to set up onsite operational support office within 30 days,
  - 3.2 The service provider must, at its own costs provide tools of trade and appoint own staff to perform the work.
  
- 4. Reporting Requirements
  - 4.1 The system must be able to produce progress reports according to the time frames set out below: -
    - a) Credit control actions(daily/weekly/monthly/quarterly/annually)
    - b) Final demands issued (delivered and undelivered) (daily/weekly/monthly/quarterly/annually)
    - c) Electricity disconnections / reconnections(monthly/quarterly/annually)
    - d) Water restrictions / reconnections (monthly/quarterly/annually)
    - e) Arrear statistics (monthly/quarterly/annually)
    - f) Cash flow improvements
    - g) Improvement on billing data completeness
    - h) Net effect on arrears
    - i) Collection on arrangements

## 2. MAIN ACTIVITY

The appointed Service Provider will be required to perform credit control actions in line with the approved Credit Control and Debt Collection Policy.

The credit control actions as per the policy include:



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- 2.1 issuing of Final demands to defaulting customers
- 2.2 Issuing communications (Sms/emails) on all credit control related matters
- 2.3 Disconnection of electricity supply to defaulting customers
- 2.4 Disconnection/restriction of water supply to defaulting customers
- 2.5 Reconnection of services where payments and/or arrangements are being made
- 2.6 Reporting on weekly/monthly/quarterly basis
- 2.7 Exceptions reporting on weekly basis, and resolutions thereof

### **2.2 ADDITIONAL SERVICES TO BE PROVIDED WITH REGARD TO THE ABOVE**

In respect of the support services rendered to RLM, the following is of critical importance: -

- a) operational support on day-to-day credit control activities
- b) communication with internal staff on customer queries
- c) communication with other support staff on queries
- d) capacity building within the Unit, to ensure the available staff is knowledgeable.
- e) after hours services on customer queries

## **3. RESPONSIBILITIES**

### **3.1 RUSTENBURG LOCAL MUNICIPALITY**

The officials who are tasked with the activities as per the scope of work, will be responsible for the following: -

- (a) Producing a handover file for the monthly work
- (b) Run the payment files for the service provider to generate Final demands file
- (c) Update all levy files as received from the service provider
- (d) Confirm the accuracy and completeness of accounts and other supporting documents
- (e) Check and verify the invoice to authorize the payment as proof that the required service was rendered.

### **3.2 SERVICE PROVIDER**

The Service Provider will be responsible for the following: -





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- (a) Develop a Project Implementation plan (PIP)
- (b) Execution of the tasks as per the scope of work in an efficient manner
- (c) When issuing Final demand notices, same must be in line with the POPI Act
- (d) Execute the functions as per the scope of work within given timelines, in line with the Council approved Credit Control and Debt Collection policy
- (e) The service provider shall use technology as support to the activities
- (f) The service provider shall have modern equipment, facilities and infrastructure as utilized in the industry

### **4. PROCESS AND PROCEDURES**

- (a) The processes and procedures will be in line with the PIP which will be aligned to the project related policies

### **5. DELIVERABLES**

- (a) Management reports on detailed expenses per quarter must be submitted during the first week of the following month
- (b) The service provider shall assign a team of qualified personnel with technical expertise

### **6. EVALUATION CRITERIA**

- The service provider must have at least five (5) years' experience in Revenue Management and collection in the Municipal environment
- That all service providers should attend the compulsory briefing session.



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## **FUNCTIONALITY**

**RLM/BTO/ 0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



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### FUNCTIONALITY

NB: For a bidder to qualify, it is a requirement for a prospective bidder to score a minimum of 70 out of 100 points for functionality.  
**Rustenburg Local Municipality reserves the right to verify all the information provided.**

- (a) All bids must first meet all the submission requirements to be considered for evaluation
- (b) First evaluation phase will be functionality where bidders must obtain a minimum threshold of 70% points to be considered for second evaluation phase.
- (c) Second evaluation phase is an 80/20 price preference point system. In this phase all bidders who achieved the minimum threshold will be on equal footing during this evaluation phase.

Values: 1 = Poor, 3 = Good, 5 = Excellent

For a bidder to qualify it is a requirement to score a minimum of 70% out of a maximum of 100 points for functionality.

Values: non-submission/ less=0, 1 = Poor, 3 = Good, 5 = Excellent

| ITEM               | CRITERIA   | WEIGHT | VALUE | SCORE | VERIFICATION METHOD   |
|--------------------|--|--------|-------|-------|---|
| Company experience |  | 40     |       |       |   |
| 1.1                | <b>Company Experience – bidders must have a minimum of 5 years of experience in revenue management projects [Credit Control (Please attach appointment letters and recommendation letters per project, with contactable references, include close out report on completed projects)]</b> |        |       |       | <ol style="list-style-type: none"> <li>1. List of contracts- appointment letters</li> <li>2. List of recommendation letters</li> <li>3. Close out reports on completed projects</li> </ol>  |
|                    | <b>9 and above (value = 05)</b>  |        |       |       |   |
|                    | <b>5- 8 projects (value = 03)</b>  |        |       |       |   |
|                    | <b>0-4 projects (value = 01)</b>   |        |       |       |   |
| 2. Key Personnel   |  | 20     |       |       |   |
| 2.1                | <b>Project Manager Experience (attach detailed CV's &amp; qualifications, with a minimum of 5 years of relevant experience)</b>  |        |       |       | <ol style="list-style-type: none"> <li>1. Project manager Curriculum Vitae and qualifications (Minimum qualification NQF level 6 in Engineering/Accounting+ with a Project Management Certificate.</li> <li>2. Experience in credit control and debt collection Practice/ Revenue Management. A minimum of 5</li> </ol> |



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|  |   |    |  |   |
|--|---|----|--|---|
|  |   |    |  | years of experience, with listed projects.<br>3. Letter of employment in the company letterhead, signed by one of the Directors |
|  | >8 years' experience and project managed more than 5 similar projects (value = 5)   |    |  |   |
|  | 5– 8 years' experience, and project managed 3 similar projects (value = 3)          |    |  |   |
|  | 0 – 4 years' experience, and Project managed at least 3 similar project (value = 1) |    |  |   |
| 2.1.1 Technical personnel-<br>IT Support - (Relevant experience relates to systems support and network administration) |   | 10 |  | CVs and qualifications:<br>IT – Nat Diploma in Information Technology (or higher), Systems support/network admin as a major     |
|  | Qualifications + over 3 years' relevant experience (Value = 5)                      |    |  |   |
|  | Qualifications + Min 3 years' relevant experience (Value = 3)                       |    |  |   |
|  | No qualifications (Value = 1)   |    |  |   |
| 2.1.2 1 X Electrical Technician<br>3 X Electricians  |   | 05 |  | N Dipl. (or higher) in Electrical Engineering<br><br>Electrician – N3 (or higher) (Electrical)+ trade certificate in Electrical |



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|   |   |    |  |   |  |
|---|---|----|--|---|--|
|   |   |    |  | PLUS, a minimum of 3 years relevant experience  |  |
|   | 3 or more qualified electricians + Electrical Technician = (Value =5) |    |  |   |  |
|   | 2 qualified electricians + Electrical Technician = (value = 3)        |    |  |   |  |
|   | 0 - 1 qualified electrician + Electrical Technician = (Value =1)      |    |  |   |  |
| 2.1.3 1 X Mechanical Technician<br>3 X Plumbers   |   | 05 |  | (attach CVs and qualifications)<br>N Dipl. in Mechanical Plumber – N3 (or higher)<br>(plumbing)+ trade certificate in plumbing PLUS, a minimum of 3 years relevant experience |  |
|   | 3 or more qualified plumbers + Mechanical Technician = (Value = 5)    |    |  |   |  |
|   | 2 qualified plumbers + Mechanical Technician = (Value = 3)            |    |  |   |  |
|   | 0 – 1 qualified plumbers + Mechanical Technician = (Value = 1)        |    |  |   |  |
| SYSTEM FUNCTIONALITY<br><br>Online platform with the following functionalities:<br><br>i. Credit control workflow |   | 20 |  | The system must be able to perform all the required key area. Refer to point (3) on terms of reference ( Attach the detailed system capabilities and device catalogue)        |  |



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| ii. Communication tools<br>iii. Reporting |  |     |  |  |  |
|---|--|-----|--|--|--|
|   | Scope covers all functionality points (i – iii, above) = value 5                           |     |  |  |  |
|   | Scope of 1 or 2 mentioned area, of which credit control is one (i. – iii, above) = value 3 |     |  |  |  |
|   | Scope not covering any mentioned area (i. – iii, above) = value 1                          |     |  |  |  |
|   |  | 100 |  |  |  |

**PLEASE NOTE:**

**NB: only bidders who have met the minimum percentage criterion on functionality will be shortlisted for system demonstration.**

**A site inspection/ system demonstration will be done during the evaluation process.**

**2 members from the User Department be invited as observers during the site inspection/ system demonstration.**



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## **AUTHORITY FOR SIGNATORY**

**RLM/BTO/ 0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



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**SIGNATORY AUTHORISATION**

**(TO BE COMPLETED BY THE BIDDER)**

I/We the undersigned, am/are authorized to enter into this contract on behalf of

-----

(Name of Firm)

By resolution taken at a meeting held on the ..... day of (month).....2025 resolved to authorise

..... holder of ID number ..... to sign all the documents on behalf of the company.

Print name of authorised representative: .....

Signature: .....





RUSTENBURG LOCAL MUNICIPALITY

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| NAME AND SURNAME OF THE DIRECTORS | SIGNATURE |
|-----------------------------------|-----------|
|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |
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|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |
|                                   |           |

**PLEASE NOTE:** Failure to complete all blank spaces on this form or attend to other details mentioned therein will render the bid/tender liable to rejection.



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 1 INVITATION TO BID**

**RLM/BTO/ 0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



RUSTENBURG LOCAL MUNICIPALITY

**PART A  
MBD 1**

**INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE RUSTENBURG LOCAL MUNICIPALITY

|  |   |               |             |               |       |
|--|---|---------------|-------------|---------------|-------|
| THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7). |   |               |             |               |       |
| BID NUMBER:  | RLM/BTO/ 0175/2024/25   | CLOSING DATE: | 30 MAY 2025 | CLOSING TIME: | 10H00 |
| DESCRIPTION  | APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS |               |             |               |       |
| THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7). |   |               |             |               |       |

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT:

|  |                 |  |               |                |  |
|--|-----------------|--|---------------|----------------|--|
| <b>RUSTENBURG LOCAL MUNICIPALITY</b>                         |                 |  |               |                |  |
| <b>MISSIONARY MPHENI HOUSE</b>                               |                 |  |               |                |  |
| <b>CNR BEYERS NAUDE AND NELSON MANDELA DRIVE, RUSTENBURG</b> |                 |  |               |                |  |
|  |                 |  |               |                |  |
| <b>SUPPLIER INFORMATION</b>                                  |                 |  |               |                |  |
| <b>NAME OF BIDDER</b>  |                 |  |               |                |  |
| <b>POSTAL ADDRESS</b>  |                 |  |               |                |  |
| <b>STREET ADDRESS</b>  |                 |  |               |                |  |
| <b>TELEPHONE NUMBER</b>                                      | <b>CODE</b>     |  | <b>NUMBER</b> |                |  |
| <b>CELLPHONE NUMBER</b>                                      |                 |  |               |                |  |
| <b>FACSIMILE NUMBER</b>                                      | <b>CODE</b>     |  | <b>NUMBER</b> |                |  |
| <b>E-MAIL ADDRESS</b>  |                 |  |               |                |  |
| <b>VAT REGISTRATION NUMBER</b>                               |                 |  |               |                |  |
| <b>TAX COMPLIANCE STATUS</b>                                 | <b>TCS PIN:</b> |  | <b>OR</b>     | <b>CSD No:</b> |  |



**RUSTENBURG LOCAL MUNICIPALITY**

|  |   |   |  |
|--|---|---|--|
| <b>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</b> | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><b>[IF YES ENCLOSE PROOF]</b> | <b>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</b> | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><b>[IF YES, ANSWER PART B:3]</b> |
| TOTAL NUMBER OF ITEMS OFFERED  |   | TOTAL BID PRICE   | R  |
| SIGNATURE OF BIDDER  | .....   | DATE  |  |
| CAPACITY UNDER WHICH THIS BID IS SIGNED  |   |   |  |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:  |   | TECHNICAL INFORMATION MAY BE DIRECTED TO:                                       |  |
| DEPARTMENT   | SCM   | CONTACT PERSON  | Ms. L. Mokotedi  |
| CONTACT PERSON   | Ms. O. Pelesi   | TELEPHONE NUMBER  | 014 590 3125   |
| TELEPHONE NUMBER   | 014 590 3148  | E-MAIL ADDRESS  | <a href="mailto:louisam@rustenburg.gov.za">louisam@rustenburg.gov.za</a>                     |
| E-MAIL ADDRESS   | <a href="mailto:opelesi@rustenburg.gov.za">opelesi@rustenburg.gov.za</a>                  |   |  |



RUSTENBURG LOCAL MUNICIPALITY

**PART B**

**TERMS AND CONDITIONS FOR BIDDING**

|   |  |
|---|--|
| <b>1. BID SUBMISSION:</b>   |  |
| 1.1. <b>BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</b>   |  |
| 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED, COMPLETED WITH A BLACK PEN  |  |
| 1.3. <b>THIS BID IS SUBJECT TO THE RLM SUPPLY CHAIN MANAGEMENT POLICY, 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> |  |
| <b>2. TAX COMPLIANCE REQUIREMENTS</b>   |  |
| 2.1 <b>BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</b>   |  |
| 2.2 <b>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.</b>  |  |
| 2.3 <b>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 <a href="http://WWW.SARS.GOV.ZA">WWW.SARS.GOV.ZA</a>.</b>        |  |
| 2.4 <b>FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.</b>   |  |
| 2.5 <b>BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</b>   |  |
| 2.6 <b>IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</b>   |  |
| 2.7 <b>WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</b>  |  |
| <b>3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS: (BIDDER MAY NOT BE DISQUALIFIED ON THIS PART IF INDICATED THAT THEY ARE NOT FOREIGN BASED SUPPLIER)</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 |
| 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.   |  |

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS WILL 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:**

.....



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 3.1 PRICING SCHEDULE**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



RUSTENBURG LOCAL MUNICIPALITY

**PART A  
MBD 3.1**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

|                     |                 |
|---------------------|-----------------|
| Name of bidder..... | Bid number..... |
| Closing Time        | Closing date... |

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

| ITEM NO. | QUANTITY | DESCRIPTION | BID PRICE IN RSA CURRENCY<br>** (ALL APPLICABLE TAXES INCLUDED) |
|----------|----------|-------------|---|
|----------|----------|-------------|---|

- |   |  |                          |
|---|--|--------------------------|
| - | Required by:                                     | .....                    |
| - | At:  | .....                    |
|   |  | .....                    |
| - | Brand and model                                  | .....                    |
| - | Country of origin                                | .....                    |
| - | Does the offer comply with the specification(s)? | *YES/NO                  |
| - | If not to specification, indicate deviation(s)   | .....                    |
| - | Period required for delivery                     | .....                    |
|   |  | *Delivery: Firm/not firm |
| - | Delivery basis                                   | .....                    |

**Note:** All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.



RUSTENBURG LOCAL MUNICIPALITY

**PRICING SCHEDULE**

| <b><u>ITEM</u></b>                      | <b><u>DESCRIPTION</u></b>  | <b><u>QUANTITY</u></b> | <b><u>PRICE</u></b> |
|---|--|------------------------|---------------------|
| <b><u>1. Management Fee</u></b>         | <p>Administration and Management fee:</p> <p>Set up fees includes managing the entire Credit Control and revenue protection process, providing the proper workflow system that can handle the processes as prescribed in the specifications</p> <p>Processing of daily field work, preparing job cards</p> <p>Inclusive of but not limited to:</p> <ul style="list-style-type: none"> <li>• Training as and when Required;</li> <li>• Monthly Reporting;</li> <li>• System Administration and maintenance;</li> <li>• Project Management;</li> </ul> | Monthly                | R                   |
| <b><u>2.Credit Control Services</u></b> | Final Demand Notice  | Per Action             | R                   |
|   | Final Demand SMS   | Per Action             | R                   |
|   | Electricity Disconnection: Residential   | Per Action             | R                   |
|   | Business   |                        | R                   |
|   | Agricultural Holdings  |                        | R                   |
|   | Water Restriction: Residential   | Per Action             | R                   |
|   | Water disconnection: Agricultural  |                        | R                   |
|   | Bulk Meter   |                        | R                   |
|   | Electricity Reconnection: Residential  | Per Action             | R                   |
|   | Business   |                        | R                   |
|   | Agricultural Holdings  |                        | R                   |
|   | Water Reconnection: Residential  | Per Action             | R                   |





RUSTENBURG LOCAL MUNICIPALITY

|  |   |            |   |
|--|---|------------|---|
|  | Business  |            | R |
|  | Bulk Meter  |            | R |
|  | Illegal Reconnection Inspection – with Action   | Per Action | R |
|  | Removal of Installation Permanently (RIP)   | Per Action | R |
|  | Reconnection of RIP   | Per Action | R |
|  | Customised SMS  | Per Action | R |
| <b><u>3.Revenue Protection</u></b>                                     | Repair/calibrate broken/non function water meter  | Per Action | R |
|  | Replace damaged water meter   |            | R |
|  | Repair/calibrate nonfunctional electricity meter  |            | R |
|  | Replace nonfunctional electricity meter   |            | R |
| <b><u>GRAND TOTAL</u></b><br><b><u>ALL PRICES MUST INCLUDE VAT</u></b> |   |            |   |
|  | All actions MUST be supported by a before and after image with GPS coordinates; date and time stamp |            |   |

**NOTE:**

1. Price will be fixed for the first year only. CPI will be used as an increase in the 2<sup>nd</sup> and the 3<sup>rd</sup> year.
2. Prices must include 15% VAT



RUSTENBURG LOCAL MUNICIPALITY

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**MBD 4  
DECLARATION OF INTEREST  
(IN CASE OF MULTI DIRECTORS OR JOINT VENTURE,  
BIDDERS MUST SUBMIT SEPARATE MBD 4 DECLARATION  
FORMS FOR EACH DIRECTOR)**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE  
PROVIDER FOR OPERATIONAL SUPPORT AND  
PERFORMANCE OF CREDIT CONTROL SERVICES;  
REVENUE PROTECTION, AND ADMINISTRATION OF  
RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3)  
YEARS**



## RUSTENBURG LOCAL MUNICIPALITY

### MBD 4: DECLARATION OF INTEREST

No bid will be accepted from persons in the service of the state<sup>1</sup>.

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

**2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

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

2.2. Identity Number: .....

2.3. Position occupied in the Company (director, trustee, hareholder<sup>2</sup>): .....

2.4. Company Registration Number: .....

2.5. Tax Reference Number: .....

2.6. VAT Registration Number.....

2.7. Personal Reference Tax Number.....

- 2.7.1. The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 3 below.

<sup>1</sup>"State" means –

- (a) 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);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

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

2.8. Are you presently in the service of the state?

**(Tick applicable box)**



RUSTENBURG LOCAL MUNICIPALITY

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|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.8.1. 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);

(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.

2.9. Have you been in the service of the state for the past twelve months?

**(Tick applicable box)**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.9.1. If yes, furnish particulars.....

.....

2.10. 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 bid?

**(Tick applicable box)**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.10.1. If yes, furnish particulars.....

.....

2.11. 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?

**(Tick applicable box)**



RUSTENBURG LOCAL MUNICIPALITY

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|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.11.1. If yes, furnish particulars.....

2.12. Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?

*(Tick applicable box)*

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.12.1. If yes, furnish particulars.....

.....

2.13. Are any spouse, child or parent of the company's directors trustees, managers, principle shareholders or stakeholders in service of the state?

*(Tick applicable box)*

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.13.1. If yes, furnish particulars.....

.....

**2.14.** 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.

*(Tick applicable box)*

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

2.14.1. If yes, furnish particulars.....

.....



RUSTENBURG LOCAL MUNICIPALITY

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

| Full Name | Identity Number | Personal Reference Tax Number | State Employee Number | Signature |
|-----------|-----------------|-------------------------------|-----------------------|-----------|
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |
|           |                 |                               |                       |           |

**NB: THE TABLE ABOVE IS TO BE FILLED IF THE COMPANY HAS MORE THAN ONE DIRECTOR.**

.....  
Signature

.....  
Date

.....  
Capacity

.....  
Name of Bidder



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 5**

### **DECLARATION FOR PROCUREMENT ABOVE R10 MILLION (ALL APPLICABLE TAXES INCLUDED)**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



RUSTENBURG LOCAL MUNICIPALITY

**MBD 5**  
**DECLARATION FOR PROCUREMENT ABOVE R10 MILLION (ALL APPLICABLE TAXES INCLUDED)**

For all procurement expected to exceed R10 million (all applicable taxes included), bidders must complete the following questionnaire:

1 Are you by law required to prepare annual financial statements for auditing?

☐ \*YES ☐ NO

1.1 If yes, submit audited annual financial statements for the past three years or since the date of establishment if established during the past three years.

.....

.....

2 Do you have any outstanding undisputed commitments for municipal services towards any municipality for more than three months or any other service provider in respect of which payment is overdue for more than 30 days?

☐ \*YES ☐ NO

2.1 If no, this serves to certify that the bidder has no undisputed commitments for municipal services towards any municipality for more than three months or other service provider in respect of which payment is overdue for more than 30 days.

2.2 If yes, provide particulars.

.....

.....

.....

3 Has any contract been awarded to you by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract?

☐ \*YES ☐ NO

3.1 If yes, furnish particulars

.....

.....





RUSTENBURG LOCAL MUNICIPALITY

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4. Will any portion of goods or services be sourced from outside the Republic, and, if so, what portion of payment from the municipality / municipal entity is expected to be transferred out of the Republic?

|      |    |
|------|----|
| *YES | NO |
|------|----|

4.1 If yes, 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.

.....  
Name/s and Surname of Bidder

.....  
Signature

.....  
Position in the Firm/Company

..... 2025  
Date



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 6.1 PREFERENCE POINTS CLAIM FORM**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



## RUSTENBURG LOCAL MUNICIPALITY

### **MBD 6.1 PREFERENCE CLAIMED 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 will be applicable in this tender.

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>    |

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**



## RUSTENBURG LOCAL MUNICIPALITY

- (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:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) & \text{or} & P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) \end{array}$$

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:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

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



## RUSTENBURG LOCAL MUNICIPALITY

### 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. Points claimed will be verified by RLM using the CSD Report, and preference points will be allocated accordingly. Bidders who fail to complete the table below will NOT be disqualified BUT will not be allocated preference points.

| The specific goals allocated points in terms of this tender | Number of points allocated (80/20 system) | Number of points claimed (80/20 system) (To be completed by the tenderer) | Means of Verification   |
|---|---|---|---|
| Rustenburg Jurisdiction                                     | 4   |   | Latest (not older than three months) Municipal Account/Traditional Council letter |
| Rural /Township Businesses                                  | 4   |   | Latest (not older than three months) Municipal Account/Traditional Council letter |
| Black People  | 2   |   | Valid Sworn Affidavit   |
| Persons with Disability                                     | 2   |   | Disability verification letter  |
| Youth   | 4   |   | Certified ID copy   |
| Women   | 2   |   | Certified ID copy   |
| SMME's  | 2   |   | Company registration  |
| <b>Total</b>  | <b>20</b>                                 |   |   |



## RUSTENBURG LOCAL MUNICIPALITY

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### 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 –
- v)
  - (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.



RUSTENBURG LOCAL MUNICIPALITY

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- (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:** .....

.....



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 8**

### **DECLARATION OF BIDDERS PAST SUPPLY CHAIN MANAGEMENT PRACTICES**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE  
PROVIDER FOR OPERATIONAL SUPPORT AND  
PERFORMANCE OF CREDIT CONTROL SERVICES;  
REVENUE PROTECTION, AND ADMINISTRATION OF  
RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3)  
YEARS**





RUSTENBURG LOCAL MUNICIPALITY

MBD 8

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Municipal Bidding Document must form part of all the 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>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.</p> | <p>Yes</p> <input type="checkbox"/> | <p>No</p> <input type="checkbox"/> |
| 4.1.1 | If so, furnish particulars:   |                                     |                                    |



RUSTENBURG LOCAL MUNICIPALITY

| 4.2   | 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)?<br>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. | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
|-------|--|---------------------------------|--------------------------------|
| 4.2.1 | If so, furnish particulars:  |                                 |                                |
| 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<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.3.1 | If so, furnish particulars:  |                                 |                                |
| Item  | Question   | Yes                             | No                             |
| 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<br><input type="checkbox"/> | No<br><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<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.7.1 | If so, furnish particulars:  |                                 |                                |



RUSTENBURG LOCAL MUNICIPALITY

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**CERTIFICATION**

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



RUSTENBURG LOCAL MUNICIPALITY

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## **MBD 9**

### **CERTIFICATE OF INDEPENDENT BID DETERMINATION**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**



RUSTENBURG LOCAL MUNICIPALITY

**MBD 9: 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. I, the undersigned, in submitting the accompanying bid: **RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS** (Bid Number and Description) in response to the invitation for the bid made by:

**RUSTENBURG LOCAL MUNICIPALITY**

(Name of Municipality / Municipal Entity)

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): Bidders are required to fill in the name of their company in the space provided above.**

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;



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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 bid 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 the bid; or
  - (f) bidding 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 contract.
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.



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<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.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder



RUSTENBURG LOCAL MUNICIPALITY

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## **GENERAL CONDITIONS OF CONTRACT**

**RLM/BTO/0175/2024/25 - APPOINTMENT OF SERVICE PROVIDER FOR OPERATIONAL SUPPORT AND PERFORMANCE OF CREDIT CONTROL SERVICES; REVENUE PROTECTION, AND ADMINISTRATION OF RELATED FIELD ACTIONS FOR A PERIOD OF THREE (3) YEARS**





RUSTENBURG LOCAL MUNICIPALITY

GENERAL CONDITIONS OF THE CONTRACT  
(NOT TO BE ALTERED)

**PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**  
**Dated July 2010 as set out by the National Treasury: Republic of South Africa**  
**TABLE OF CLAUSES**

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information inspection
6. Patent Rights
7. Performance security
8. Inspections, tests and analyses
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental Services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Variation orders
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Anti-dumping and countervailing duties and rights
25. Force Majeure
26. Termination for insolvency
27. Settlement of Disputes
28. Limitation of Liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. Transfer of contracts
34. Amendments of contracts
35. Prohibition of restrictive practices



## RUSTENBURG LOCAL MUNICIPALITY

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### General Conditions of Contract

**1. Definitions:** 1. The following terms shall be interpreted as indicated:

- 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 "Day" means calendar day.
- 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
- 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the goods are so delivered and a valid receipt is obtained.
- 1.11 "Dumping" occurs when a private enterprise abroad markets its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.



## RUSTENBURG LOCAL MUNICIPALITY

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- 1.14“GCC” means the General Conditions of Contract.
- 1.15“Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16“Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the goods covered by the bid will be manufactured.
- 1.17“Local content” means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.
- 1.18“Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19“Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20“Project site,” where applicable, means the place indicated in bidding documents.
- 1.21“Purchaser” means the organization purchasing the goods.
- 1.22“Republic” means the Republic of South Africa.
- 1.23“SCC” means the Special Conditions of Contract.
- 1.24“Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25“Supplier” means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.
- 1.26“Tort” means in breach of contract.
- 1.27“Turnkey” means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.
- 1.28“Written” or “in writing” means hand-written in ink or any form of electronic or mechanical writing.



## RUSTENBURG LOCAL MUNICIPALITY

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### **2. Application**

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific goods, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

### **3. General**

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a nonrefundable fee for documents may be charged.

3.2 Invitations to bid are usually published in locally distributed news media and on the municipality/municipal entity website.

### **4. Standards**

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

### **5. Use of contract documents and information inspection**

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

### **6. Patent Rights**

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

6.2 When a supplier developed documentation / projects for the municipality / municipal entity, the intellectual, copy and patent rights or ownership of such documents or projects will vest in the municipality / municipal entity.



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### **7. Performance security**

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

(b) a cashier's or certified cheque.

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

### **8. Inspections, tests and analyses**

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that goods to be produced or services to be rendered should at any stage be subject to inspections, tests and analyses, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or organization acting on behalf of the purchaser.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Goods and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods, which do comply with the requirements of the contract. Failing such removal the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.



## RUSTENBURG LOCAL MUNICIPALITY

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8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

### **9. Packing**

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, and in any subsequent instructions ordered by the purchaser.

### **10. Delivery and documents**

10.1 Delivery of the goods and arrangements for shipping and clearance obligations shall be made by the supplier in accordance with the terms specified in the contract.

### **11. Insurance**

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

### **12. Transportation**

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified.

### **13. Incidental Services**

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.



## RUSTENBURG LOCAL MUNICIPALITY

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### **14. Spare parts**

14.1 As specified, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;

(b) in the event of termination of production of the spare parts:

(i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

### **15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

### **16. Payment**

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated.





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### **17. Prices**

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.

### **18. Variation orders**

18.1 In cases where the estimated value of the envisaged changes in purchase does not vary more than 15% of the total value of the original contract, the contractor may be instructed to deliver the goods or render the services as such. In cases of measurable quantities, the contractor may be approached to reduce the unit price, and such offers may be accepted provided that there is no escalation in price.

### **19. Assignment**

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

### **20. Subcontracts**

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under these contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

### **21. Delays in the supplier's delivery and/or performance**

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the goods are required, or the supplier's services are not readily available.

21.4 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of penalties.

21.5 Upon any delay beyond the delivery period in the case of a goods contract, the purchaser shall, without cancelling the contract, be entitled to purchase goods of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such





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goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

### **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

### **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner, as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.

23.5 Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.



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These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website

### **24. Antidumping and countervailing duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the supplier to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the supplier in regard to goods or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

### **25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in

Performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

### **26. Termination for insolvency**

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

### **27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.



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27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier for goods delivered and / or services rendered according to the prescripts of the contract.

### **28. Limitation of Liability**

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

### **29. Governing language**

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

### **30. Applicable law**

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

### **31. Notices**

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

### **32. Taxes and duties**

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.



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32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

32.4 No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

### **33. Transfer of contracts**

33.1 The contractor shall not abandon, transfer, cede assign or sublet a contract or part thereof without the written permission of the purchaser

### **34. Amendment of contracts**

34.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

### **35. Prohibition of restrictive practices**

35.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of **restrictive practices** 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding.

35.2 If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.

35.3 If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.