

# Request for Quotation

**Region: Bloemfontein**

**Date issued: 18 March 2026**

Requested by: Supply Chain Management (SCM)

Telephone No: (051) 403 0800

Facsimile No: (051) 422 5333

Technical queries: [procurement@vcwater.co.za](mailto:procurement@vcwater.co.za)

**Please submit via email to [procurement@vcwater.co.za](mailto:procurement@vcwater.co.za) with subject line/ drop off at Vaal Central Water Head Office:**

02 Mzuzu Street

Pellissier

Bloemfontein

9301

**Request for Quotation:** Appointment of suitably qualified service provider to conduct customer stakeholder satisfaction survey

**Reference Number:** VCW25/0434

To:

**Quotation closing date: 27 March 2026** by no later than 12h00

**1. Delivery Address (Vaal Water Destination):**

Bloemfontein Head Office.

## 1. Details of Goods / Services sought:

Please provide a quote for goods and / or services as detailed in the specification section.

Please note that this is **NOT** an instruction to proceed with the supply of any goods and / or services (unless and until Vaal Central Water issues a formal Purchase Order).

You're hereby requested to submit a written Quotation for the: **Appointment of suitably qualified service provider to conduct customer stakeholder satisfaction survey**

### Background and Motivation

Vaal Central Water, as a bulk water services provider operating across expansive and diverse regions, must routinely evaluate the expectations, experiences, and perceptions of its stakeholders, including municipalities, communities, strategic partners, and regulatory bodies.

Conducting a structured stakeholder satisfaction survey will enable the organisation to:

- Track whether stakeholder expectations are being met.
- Identify strengths, weaknesses, and emerging issues across the service delivery value chain.
- Support evidence-based decision-making in stakeholder engagement and communication.
- Enhance transparency, accountability, and stakeholder confidence in VCW's operations.
- Benchmark service delivery performance trends over time.

The main objective of the survey is to provide an evidence-based assessment of stakeholder perceptions relating to VCW's policies, projects, service quality, communication effectiveness, and governance engagements. The service provider will be required to develop the assessment criteria, methodology, target audience framework, and questionnaire, guided by the approved Stakeholder Management Plan. Terms of Reference are attached as **Annexure**

### A.

#### 1. Scope of Works

1. Develop a comprehensive stakeholder satisfaction questionnaire in consultation with Vaal Central Water, assessing service quality, engagement levels, and governance participation.
2. Translate and administer the survey in multiple languages: English, Afrikaans, Xhosa, Sesotho and Tswana.
3. Conduct a stakeholder satisfaction survey to measure stakeholder's perceptions on Vaal Central Water services and level of interaction.
4. Produce a draft report on the survey findings, trends, and areas for improvement.
5. Administer the survey electronically using multiple channels (email, SMS, WhatsApp, online forms, or similar platforms).
6. Provide a final survey report with recommendations on what Vaal Central Water needs to further do to improve stakeholder satisfaction level.
7. Submit all reports in both hard copy and electronic formats.
8. Ensure safe, confidential handling and storage of all collected stakeholder data.

**The following conditions will apply:**

- Price(s) quoted must be valid for at least sixty (60) days from the date of your offer.
- Price(s) quoted must be firm and must be inclusive of all applicable taxes.
- A firm delivery period must be indicated.
  - This quotation will be evaluated in terms of the 80/20 preference point in line with Preferential Procurement Policy Regulations, 2022. To this end, the enclosed **SBD1, SBD 3.1, SBD 4, SBD 6.1** and specification must be scrutinized, must be completed and submitted together with your quotation.
  - The supply of goods and services will have to comply with the General Conditions of Contract (GCC) as issued by the National Treasury, obtainable from [www.treasury.gov.za/divisions/sf/sc/](http://www.treasury.gov.za/divisions/sf/sc/)
  - The successful service provider will be the one scoring the highest points:
    - However, Vaal Central Water may on reasonable justifiable grounds, award the contract in whole or in parts to a bidder who did not score the highest points where objective criteria set out by the institution was applied.
  - Vaal Central Water reserves the right not to process partial payments on procurement below R1 000 000.00.
  - Bidder who did not quote according to specification, will not be evaluated further.
  - **NB:** No points will be allocated for Specific Goals if the following valid documents are not submitted:
    - Where applicable, CIPC, CSD and FICA approved documents with the address corresponding with the municipal statement or lease agreement address for Free State / Northern Cape Based Companies.
    - Copy of an ID.
    - Medical Certificate from Registered Medical Practitioner or a letter from Department of Labour confirming the bidder's disability.
    - B-BBEE certificate or BBBEE Sworn Affidavit

## 1. EVALUATION PROCESS

The Bids will be evaluated and adjudicated as follows:

The test for administrative responsiveness will include the following:

### **Stage 1: Responsiveness**

The Bidder should be able to provide all the relevant information required in the Request for Quotation (RFQ) which will include but not limited to;

**A. Bidders who do not adhere to those criteria listed below a PRE-QUALIFIER, will be disqualified immediately.**

Responsiveness Criteria	Prequalifying Criteria	Applicable to this Tender (Y/N)

<b>1</b>	Fully completed and signed Standard Bidding Documents <ul style="list-style-type: none"> <li>• SBD Form 1</li> <li>• SBD Form 3.1</li> <li>• SBD Form 4</li> <li>• SBD Form 6.1</li> </ul>	<b>Pre-Qualifier</b>	Y
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**B. Bidders who do not adhere to the indicated response time for clarifications requested by the Employer will be deemed to be non-responsive and their submissions will not be evaluated further.**

Responsiveness Criteria		Clarification Time	Applicable to this Tender (Y/N)
<b>2</b>	A Tax Compliance Status Pin issued by SARS.	<b>5 days</b>	Y
<b>3</b>	Adherence to submitting RFQ as a One-folder Bid.  Written Quotation must be completed in your company letterhead/ Stamped quotation.	<b>5 days</b>	Y

Only those Bidders which satisfy all the Pre-Qualifying Criteria of the First Stage will be eligible to participate in the Bidding Process further. Bids which do not satisfy all the Pre-Qualifying Criteria of the First Stage will not be evaluated further.

**Stage 2 – Evaluation on Preference Point System**

- The institution is committed to achieving the government’s objectives of the economic transformation as set out in the Institutional SCM Policy, Preferential Procurement Policy Framework Act, the B-BBEE Act and the Preferential Procurement Regulations of 2022.
- The 80/20 preference point system applicable to price quotations and tenders with a rand value of R50 million or below (all applicable taxes included), will be used for evaluation of this bid.
- The scoring of points for price and preference system in terms of the 80/20 preference point system where the lowest price score 80 points for price.

**2. Offer:**

The Supplier offers to supply the goods and / or services detailed in the Specification (i) at the fees and charges offered (ii) within the period offered and **signed for and on behalf of the Supplier by** (who represents that they have the authority to bind the Supplier):

Name and position.....

Signature.....

Dated this..... day of .....20.....

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>					
BID NUMBER:	<b>VCW25/0434</b>	CLOSING DATE:	<b>27 March 2026</b>	CLOSING TIME:	<b>12:00</b>
DESCRIPTION	Appointment of suitably qualified service provider to conduct customer stakeholder satisfaction survey				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
<b>2 MZUZU STREET, PELLISSIER, BLOEMFONTEIN AT SECURITY ENTRANCE OR CAN BE ELECTRONICALLY SUBMITTED TO:</b>					
<a href="mailto:procurement@vcwater.co.za">procurement@vcwater.co.za</a>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON		CONTACT PERSON			
TELEPHONE NUMBER		TELEPHONE NUMBER			
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS		E-MAIL ADDRESS			
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		<b>OR</b>	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</b>					

**PART B  
TERMS AND CONDITIONS FOR BIDDING**

<p><b>1. BID SUBMISSION:</b></p> <p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b></p> <p>1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b></p>
<p><b>2. TAX COMPLIANCE REQUIREMENTS</b></p> <p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."</p>

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

SIGNATURE OF BIDDER: .....

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

DATE: .....

**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 12:00	Closing date.....

**OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID.**

Item #	Detailed Description	Quantity	Rate	Total
1.	Develop a comprehensive stakeholder satisfaction questionnaire in consultation with Vaal Central Water, assessing service quality, engagement levels, and governance participation.	1	R	R
2.	Translate and administer the survey in multiple languages: English, Afrikaans, Xhosa, Sesotho and Tswana.	1	R	R
3.	Conduct a stakeholder satisfaction survey to measure stakeholder's perceptions on Vaal Central Water services and level of interaction.	1	R	R
4.	Produce a draft report on the survey findings, trends, and areas for improvement.	1	R	R
5.	Administer the survey electronically using multiple channels (email, SMS, WhatsApp, online forms, or similar platforms).	1	R	R
6.	Provide a final survey report with recommendations on what Vaal Central Water needs to further do to improve stakeholder satisfaction level.	1	R	R
7.	Submit all reports in both hard copy and electronic formats.	1	R	R
8.	Ensure safe, confidential handling and storage of all collected stakeholder data.	1	R	R
<b>Sub-Total</b>				R
<b>Vat @ 15%</b>				R
<b>Grand Total</b>				R

**NB: Prices must be inclusive of all disbursements**

- 
- 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.

**BIDDER’S DISCLOSURE**

**1. Purpose of the Form**

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

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

**2. Bidder’s declaration**

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

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

.....  
 .....

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

2.3.1 If so, furnish particulars:

.....  
 .....

**3 DECLARATION**

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting

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

business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....  
Signature Date

.....  
Position Name of bidder

**SBD 6.1**

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

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

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

**1. GENERAL CONDITIONS**

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

*(delete whichever is not applicable for this tender).*

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

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

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

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

The maximum points for this tender are allocated as follows:

	POINTS
<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

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

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

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

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

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

Where

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

$P_t$  = Price of tender under consideration

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

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

#### 3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

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

$P_t$  = Price of tender under consideration

$P_{max}$  = Price of highest acceptable tender

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

CATEGORIES OF PEOPLE HISTORICALLY DISADVANTAGED INDIVIDUALS	Requirements	Number of points (80/20 system)	CATEGORIES OF RDP GOALS				
Blacks and people who had no franchise on national elections before 1994 constitution (more than 50% ownership)	Certified ID copy and CIPC registration/ CSD report	3					
Women (more than 50% ownership) Or Youth (more than 50% ownership) Or People with disability (more than 50% ownership)	Certified ID copy and CIPC registration/ CSD report  Certified ID copy and CIPC registration/ CSD report  Medical report sanctioned by qualified professional and CIPC registration/ CSD report	2					
Located in a specific local area of supply for work to be done  Free State and Northern Cape Provinces	Official Municipal Rates Statement which is in the name of the bidder Or Valid Lease agreement which is in the name of the bidder (accompanied by owners Official Municipal Rates Statement) Or Permission to Occupy from Local Chief in the case of Rural areas which is in the name of the bidder	10					
Promotion of BBBEE companies	Sworn affidavits/ CIPC/ BBBEE certificate	5	BBBEE level	1	2	3	4+

CATEGORIES OF PEOPLE HISTORICALLY DISADVANTAGED INDIVIDUALS	Requirements	Number of points (80/20 system)	Points (80/20)				
			5	2	0	0	
			Please tick applicable column				
<b>Total Points</b>							

**DECLARATION WITH REGARD TO COMPANY/FIRM**

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

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

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

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

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....

.....

## **ANNEXURE A**

### **CUSTOMER STAKEHOLDER SATISFACTION SURVEY TERMS OF REFERENCE**

**OBJECTIVE OF THE SURVEY:** The survey aims to gather information from all stakeholders in terms of services rendered by Vaal Central Water as an organisation. To measure the impact made by the organisation in all the sections it provides services to ranging from municipalities, mines, suppliers, communities and key stakeholders.

Following the survey, the organisation will be able to address identified challenges and improve service delivery. The customer satisfaction survey will focus on the Free State and Northern Cape provinces.

**BACKGROUND:** Vaal Central Water is a bulk service supplier operating in the Northern Cape and Free State provinces. Vaal Central Water has been in existence for two (2) years now since the merger of the former water boards namely: Sedibeng and Bloem, there have been challenges and achievements along the way. This serves as the opportune time to reflect and take stock of what was done wrong or right and what areas still need to be worked on.

Vaal Central Water has stated in its strategic plan to conduct a stakeholder satisfaction survey to:

- Establish a baseline in the stakeholder/customer satisfaction level.
- Distil key expectations.
- Source suggestions and possible solutions to perceived and real challenges.
- Determine awareness level of Vaal Central Water amongst its customers.
- Evaluate Vaal Central Water's communication and interaction with customers.
- Determine how customers, experience and evaluate Vaal Central Water's employees.
- To design customised intervention strategies to improve stakeholder satisfaction levels.

### **TARGETED AUDIENCE:**

#### **Northern Cape**

- Dikgatlong Local Municipality, Barkley West
- Tsantsabane Local Municipality, Postmasburg
- Gamagara Local Municipality, Kathu
- Joe Morolong Local Municipality, Churchill
- Nama Khoi Local Municipality, Springbok
- Khai Ma Local Municipality, Pofadder

- Ga-Segonyana Local Municipality, Kuruman
- Makwasi Hills Local Municipality, Wolmaransstad
- Phokwane Local Municipality, Hartswater
- Tribal Authorities
- Several mines
- Media
- Service providers

### **Free State**

- Mangaung Metro Municipality, Bloemfontein
- Mantsopa Local Municipality, Ladybrand
- Kopanong Local Municipality, Trompsburg
- Nala Local Municipality, Bothaville
- Matjhabeng Local Municipality, Welkom
- Tribal Authorities
- Several farmers
- Media
- Service providers

### **SCOPE OF REQUIRED SERVICES:**

- Develop questionnaire in consultation with Vaal Central Water to test satisfaction level of stakeholders on service rendered and the level of engagement and involvement on governance matters. (Vaal Central Water's Stakeholder management plan will be provided once approved to serve as baseline for the service provider).
- A survey (questionnaire) should be conducted in various languages i.e. English, Afrikaans, Xhosa, Sesotho and Tswana
- Conduct a stakeholder satisfaction survey to measure stakeholder's perceptions on Vaal Central Water services and level of interaction.
- The electronic conduct of survey in any platform available i.e. emails, sms, WhatsApp etc. if it can be immediate and electronic.
- Produce a draft report on the findings.
- Provide a final survey report with recommendations on what Vaal Central Water needs to further do to improve stakeholder satisfaction level.
- Reports must be submitted both as hard and electronic copies.