



REQUEST FOR PROPOSAL (RFP)

FOR THE

INDEPENDENT CLIENT SATISFACTION SURVEY

RFP No.:

RFP/SB/073/INDEPENDENT-CUSTOMER-SATISFACTORY-SURVEY/COMMS/2026-2027-RE-ISSUE

Closing Date and Time for Submission:

28 September 2026 At 11H00

NB: BIDDERS ARE REQUIRED TO SUBMIT BIDS ON TIME TO AVOID BEING LATE. OUR NEW OFFICE PARK HAS STRINGENT SECURITY MEASURES. EACH BIDDER WILL BE REQUIRED TO OBTAIN AN ACCESS CODE TO ENTER THE OFFICE PARK. TO RECEIVE THE ACCESS CODE PRIOR ARRANGEMENTS MUST BE MADE WITH EITHER BETTY MONYEKI ON **082 885 4270** OR CYNTHIA MOTAUNG ON **083 461 6534** TO OBTAIN THE ACCESS CODE FOR THE OFFICE PARK

1. INTRODUCTION AND BACKGROUND

The South African Civil Aviation Authority ("SACAA") is a Schedule 3A public entity in terms of the Public Finance Management Act ("PFMA"). SACAA was established on the 1st of October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No.40 of 1998). The aforementioned Act was repealed as a whole by the Civil Aviation Act, Act 2009, and (Act No.13 of 2009). SACAA is an agency of the Department of Transport.

The Civil Aviation Act, Act 2009, (Act No.13 of 2009) provides for the establishment of a stand-alone authority mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry. The above is to be achieved by complying with the Standards and Recommended Practices of the International Civil Aviation Organisation whilst considering the local context.

The SACAA, as prescribed by the Civil Aviation Act as well as the Public Finance Management Act (PFMA), 1999 (Act No.1 of 1999) is a Schedule 3A public entity.

2. INVITATION TO BID

The SACAA intends to appoint a research company/agency to conduct its third independent Client Satisfaction Survey. Based on the survey analysis and other supporting information, the SACAA will develop a service delivery strategy to improve the client experience. This will be the third independent survey conducted by the SACAA to gauge the effectiveness of its service delivery initiatives.

To this end, the SACAA invites suitably qualified and experienced research service providers to submit proposals to conduct an independent Client Satisfaction Survey. The primary objective of the survey is to measure the Customer Satisfaction Index, with the aim of improving client satisfaction, the quality of services offered, and the responsiveness of SACAA employees to the needs of stakeholders.

2.1 Objective

The Communications and Stakeholder Relations Department of the SACAA is entrusted with the responsibility of delivering on the organisation's strategic outcome of Client Centricity and the value of providing Service Excellence.

To understand the needs and expectations of SACAA clients, it is necessary for the SACAA to engage clients directly by seeking feedback on, among others, the quality of the SACAA's service offering and the responsiveness of SACAA's employees to stakeholder needs. This includes obtaining feedback on satisfaction levels regarding the surveillance and inspection/oversight functions performed by the SACAA in line with the Master Oversight and Surveillance Plan (MOSP).

The SACAA has utilised various tools to ascertain feedback from clients and now seeks to measure the Customer Satisfaction Index.

3. SCOPE OF WORK

The scope of work for the research company/agency shall include the following:

- a) Develop a methodology for conducting the client satisfaction survey, customised to the SACAA's operating environment and legislative framework, including gauging client

satisfaction levels emanating from the surveillance and oversight functions conducted across all civil aviation sectors, in line with the MOSP.

- b) Develop a composite measure of client satisfaction and use it to determine the overall current Customer Satisfaction Index.
- c) Develop and manage the tool to be used for data collection.
- d) Determine the quality-of-service delivery as perceived by clients.
- e) Identify gaps in service delivery.
- f) Identify the sources of client complaints/dissatisfaction regarding service delivery.
- g) Incorporate into the analysis the results gathered from the internally conducted client satisfaction survey.
- h) Identify the coverage and minimum sample size to be surveyed.
- i) Analyse the survey responses and generate insights (built-in intelligence) based on the responses.
- j) Propose service improvement measures.
- k) Identify and analyse client satisfaction with the SACAA's strategic intent.
- l) Prepare and deliver a comprehensive report detailing the methodology, findings, and recommendations from the assessment.
- m) Prepare and present a presentation on the understanding, methodology, tools, and interventions of the independent client satisfaction survey (presentation date to be advised).
- n) Conduct a training workshop for management on how to address identified service delivery gaps and improve client satisfaction levels.

4. DELIVERABLES

- a) Survey methodology and tools to be used signing.
- b) Data collection and data analysis.
- c) Final report on the findings and recommendations.
- d) Highlights and presentation of the survey results in PowerPoint format to the Stakeholder Department, the Executive Committee, the HRC and Board, MANCO, and SACAA staff, among others.
- e) Conduct a training workshop for management and staff.

5. TARGET AUDIENCE

External – SACAA Clients:

- a) Aviation Personnel
- b) Aircraft Operators
- c) Airlines
- d) Airports
- e) Aviation Maintenance Organisations
- f) Aviation Training Organisations
- g) Other

6. RESEARCH OVERVIEW

The main objective of this survey is to measure the Customer Satisfaction Index.

Objective	To conduct an independent Client Satisfaction survey to measure the Customer Satisfaction Index.
Target Group	SACAA Clients – refer to point 5.
Sample	To be determined by the research methodology.
Methodology	Mixed-methods approach, incorporating a representative, panel-based online survey supplemented by telephonic interviews, face-to-face interviews (where appropriate), and focus groups or in-depth interviews for qualitative insights.
Field Period	The survey fieldwork is to be finalised by the end of the 4 th quarter of the SACAA financial year.
Data Collection	To be conducted by the research company in the 3 rd quarter of the SACAA financial year.
Data Analysis, Reporting, Recommendations, and Presentation	Data analysis, findings, and recommendations must be incorporated into the final report. The presentation period will be finalised in the project plan.
Privacy & Data Ownership	The survey must comply with the POPI Act and the SACAA's information security policies, details of which will be provided prior to contract signing.
Operational	The SACAA's business hours are between 07h00 and 17h00; however, the survey must be available for dispatch 24/7.
Corporate Identity	The look and feel of the survey must align with the corporate identity and branding of the SACAA.
Support and Maintenance Services	The support and maintenance requirements must be in line with the SACAA's operational requirements.

7. RESEARCH APPROACH CONSIDERATION

The research must be conducted in a manner that ensures statistically significant, representative, and inclusive sample sizes for each stakeholder group, complete with technical justification. The methodology implemented must utilise a mixed-methods approach — using online surveys, telephonic interviews, face-to-face interviews (where appropriate), and focus groups or in-depth interviews for qualitative insights — with the intention of optimising the response rate across all participant groups.

8. EVALUATION CRITERIA

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022. The evaluation criteria will consist of the following three (3) phases:

8.1. PHASE 1: SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE MANDATORY COMPLIANCE REQUIREMENTS

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bid documents must be completed and submitted. (**SACAA reserves the right to request information/ additional documents if there are any missing from the bidder(s) submission.**) Bidders are to ensure that they submit the following documentation/ information with their bid.

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of the National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate/ supply the supplier number.	If applicable
SBD1 (Invitation to bid)	Completed and signed	Yes
SBD4 (Bidders Disclosure)	Completed and signed	Yes
SBD6.1 (Preferential Procurement Point)	Completed and signed	Yes

PHASE 2 - TECHNICAL EVALUATION CRITERIA

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders should take note of the Criteria, Weighting, and Scoring when responding to this bid.

TABLE 1: Technical Evaluation: Independent Client Satisfaction Survey

TECHNICAL EVALUATION			
SUB-CRITERIA	DESCRIPTION	POINTS	
		MIN	MAX
Technical Approach and Methodology	Bidder is required to submit a proposal outlining the technical approach, methodology, work plan, organisation and staffing for the project. Technical Approach and Methodology i. Assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output = 15 Points	25	35

	• Work Plan i. Proposed work plan should be consistent with the technical approach and methodology = 10 Points • Organisation and Staffing i. Provide the structure and composition of the suggested team = 10 Points		
Project Plan	Bidder is required to provide a detailed project plan outlining the timelines for all activities involved in conducting the survey. • Detailed project plan submitted = 10 Points • Detailed project plan submitted with stipulated reporting timelines = 15 Points	10	15
Company Experience in Conducting Client Satisfaction Surveys and Research	Bidder is required to submit previous experience in conducting client satisfaction surveys and research, including the analysis and presentation of findings, together with references. References should include the client's business name, a description of the service rendered, and contact information. • A minimum of 3 - 5 years' experience in conducting Client Satisfaction surveys and research in corporate or government. Please provide a minimum 3 letters of reference indicating from businesses for which similar research and survey services were rendered = 20 Points • More than 5 years' experience in conducting Client Satisfaction surveys and research in corporate or government. Please provide a minimum 5 letters of reference indicating from businesses for which similar research and survey services were rendered = 30 Points	20	30
Project Resources	Demonstrate Capacity to execute the project by proposing the team resources (Attach CV's) Illustrate the capacity to undertake the project by providing CVs of the team to be assigned to the project, including their positions and experience. • Provide a minimum list of three (3) team member names and CVs with capacity and experience to conduct this assignment = 10 Points	10	10

	Project Lead's experience in conducting stakeholder/perception surveys and research, including analysis and presentation. Submit Curriculum Vitae of the personnel to be assigned to this project (experience, qualification, and roles should be outlined). A minimum of 5 - 7 years' relevant experience for key personnel (project manager/researcher) = 5 Points • More than 8 years' relevant experience for key personnel (project manager/researcher) = 10 Points.	5	10
	TOTAL POINTS FOR TECHNICAL EVALUATION	70	100

Bidders who score 70 or more points on functionality will be considered for presentation evaluations. Any bidder scoring less than a minimum of 70 points will not be considered further.

9. PHASE 3 - PRICE AND SPECIFIC GOAL EVALUATIONS

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act, (Act No. 5 of 2000).

For this bid, 80 points will be allocated for Price and 20 points for Specific Goals.

10.3.1 This tender will be evaluated using the 80/20 preferential point system. The following PPPFA formula will be used to evaluate the price:

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

P_s = Points scored for price of the bid under consideration.

P_t = Rand value of bid under consideration.

$P_{\min}$ = Rand value of lowest acceptable bid.

10.3.2 Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid shall be awarded for:

10.3.2.1 Price; and

10.3.2.2 Specific Goal.

The maximum points for this bid are allocated as follows:

SPECIFIC GOAL	POINTS
PRICE	80
SPECIFIC GOAL	20
Total points for Price and SPECIFIC GOAL	100

POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goals in accordance with the table below:

SPECIFIC GOALS (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	NUMBER OF POINTS
1	20
2	18
3	14
4	12
5	5
6	6
7	4
8	2
Non-Compliant contributor	0

10. SUBMISSION OF RFQ DOCUMENT

The bid submission requires a three (3) envelope system evaluation criteria:

Envelope 1: All mandatory documents on Phase 1.

Envelope 2: Technical proposal (1 original and copy)

Envelope 3: The pricing schedule shall be submitted on a separate envelope from the technical proposal for ease of evaluation, as these will be evaluated separately (1 original and 1 copy). Bidders are required to provide a detailed price schedule breakdown.

Please send your submission (detailed quote, SBD1, SBD4 and SBD6.1 and valid B-BBEE) to caaquotes@caa.co.za by 28 September 2026 At 11H00

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFP/SB/073/INDEPENDENT-CUSTOMER-SATISFACTORY-SURVEY/COMMS/2026-2027-RE-ISSUE	CLOSING DATE:	28 Sept 2026	CLOSING TIME:	11H00
DESCRIPTION	INDEPENDENT CUSTOMER SATISFACTION SURVEY				
BID RESPONSE DOCUMENTS MAY BE SUBMITTED TO BOX MARKED "BOX1" AT THE BELOW ADDRESS:					
SOUTH AFRICAN CIVIL AVIATION AUTHORITY					
Ikhaya Lokundiza, Byls Bridge Office Park, Olievenhoutbosch Road, Doringkloof, Centurion, 0157					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Bishop Selelepoo	CONTACT PERSON	Selelepoo@caa.co.za		
TELEPHONE NUMBER	011 545 1262	TELEPHONE NUMBER	011 545 1262		
FACSIMILE NUMBER	N/A	EMAIL ADDRESS	selelepoo@caa.co.za		
SUPPLIER INFORMATION					
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:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIED FOR THE GOODS/ SERVICES/ WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?		☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?		☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?		☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?		☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?		☐ YES ☐ 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 BELOW.			

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION. 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT. 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT. 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1. BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. 2.2. BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS. 2.3. APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA. 2.4. BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID. 2.5. IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER. 2.6. WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED. 2.7. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

.....

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

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices,

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

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 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

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

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

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 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.)

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1	20	
2	18	
3	14	
4	12	
5	5	
6	6	
7	4	
8	2	
Non-Compliant contributor	0	

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:	
	
	
	