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PAGE NO.	
CLOSING DATE AND TIME	
24-Mar-25	16:00:00 PM
Date of Issue	
13 March 2025	
QUOTATION DATE	VALIDITY
60 DAYS	7 DAYS

INITIATING DEPARTMENT	INITIATOR
Stakeholder Relations	Molly
QUOTATION REFERENCE	COLLECTIVE NO.
RFQJW0049DM25 - CUSTOMER SATISFACTION SURVEY	
QUOTATION REQUESTED FROM	

QUOTATIONS WILL BE EVALUATED ON THE 80/20 POINT SCORING SYSTEM. 80 POINTS WILL BE ALLOCATED TO PRICE AND THE REMAINING 20 POINTS WILL BE ALLOCATED FOR SPECIFIC GOALS AS PER PPPFA 2022
 ALL SUPPLIERS RESPONDING TO QUOTATIONS SHOULD BE REGISTERED ON CENTRAL SUPPLIER DATABASE (CSD)
 JW Contact Person : Dakaio Mavhunga
 Telephone Number : 011 688 1611

ITEM NO.	DESCRIPTION	UOM	COLOUR	DESCRIPTION CODE	QTY REQUIRED	PRICE QUOTED EXCL. OF VAT	DIS
1.	Service providers are invited to submit quotations for the following:						
2.	Conducting a mini Customer Satisfaction Survey across the City of Johannesburg for a period of 12 months.						
3.	We require a sample size of 1200 With 2 Focus group discussions Conduct a Stakeholder audit for 50 stakeholders						
Prospective bidders are expected to attend the compulsory briefing on Tuesday, 18 March 2025 at 11:00							
JW auditorium Turbine Hall Number 65 Ntomi Piliso Street Newtown							
Failure to attend the briefing meeting will lead to disqualification							
For more information contact Molly Netshimbolimbo <molly.netshimbolimbo@jwater.co.za> @ 011 688 1609							
SPECIFIC GOALS		POINTS					
Women - Businesses owned by people who are women - 51% or more		20					

QUOTATION REF AS ABOVE: RFQJW & COMPANY NAME ON THE EMAIL SUBJECT LINE
 NB: All suppliers responding to RFQs should use their own company letter head not JW RFQ Template AND MAKE SURE THEIR EMAIL ADDRESS IS VISIBLE ON THEIR QUOTATION.
 NB: A copy of valid lease agreement and municipal account(not older than 3 months) should be submitted with a quote
 NB: MBD forms attached should be completed and submitted with the quote
 NB: All Quotes should be on PDF (MS WORD, MS EXCEL, PICTURES ARE NOT ALLOWED)
 NB: Copy of valid BBBEE CERTIFICATE or SWORN AFFIDAVIT to be submitted with the quote

Send All quotations to: SUBMISSIONS MUST BE MADE ON THE E-TENDER PORTAL(https://www.etenders.gov.za/) NO EMAIL SUBMISSIONS.

OFFICIAL STAMP	AUTHORISED BY:	1. QUOTATIONS RECEIVED AFTER CLOSE OF BUSINESS ON THE CLOSING DATE WILL NOT BE ACCEPTED.
	SIGNATURE:	2. QUOTATIONS WITHOUT BRAND NAMES WHERE REQUIRED WILL NOT BE ACCEPTED
	DATE:	3. PRICES QUOTED MUST BE AS PER THE UNIT INDICATED AND BE EXCLUDED OF VAT
		4. QUOTATIONS WITHOUT THE SUPPLIER'S AUTHORISED SIGNATURE WILL NOT BE ACCEPTED. (ONLY IF QUOTED ON THE JW RFQ TEMPLATE)
		5. ACCEPTANCE OF A QUOTATION WILL BE SUBJECT TO JOHANNESBURG WATER'S SUPPLY CHAIN POLICY
		6. QUOTATIONS RECEIVED AFTER CLOSE OF BUSINESS



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2024/25 JOHANNESBURG WATER MINI CUSTOMER SATISFACTION SURVEY AND STAKEHOLDER AUDIT FOR A PERIOD OF 12 MONTHS

1. BACKGROUND

Johannesburg Water conducts an annual Customer Satisfaction Survey together with the Stakeholder Audit to determine the satisfaction levels of all its Customers and Stakeholders. This annual survey consists of 2600 customers and 100 Stakeholders.

For the 2024/25 Financial Year, JW will conduct a Mini Customer Satisfaction Survey with a 50% sample size and 50 % of the Stakeholder Audit. The Service Provider will therefore provide average satisfaction level based on the results of the Mini Survey and Stakeholder Audit.

The scope of work for this Request For Quotation (RFQ) will entail the following:

- A) Mini Customer Satisfaction Survey across the City of Johannesburg
- B) Mini Stakeholder Audit across the City of Johannesburg

2. DELIVERABLES:

2.1. STAGE ONE: QUESTIONNAIRE DESIGN

- The Service Provider will be required to draw a sample of 1200 that is a proportional representation of the 3 segments of our customers mainly domestic, commercial and institutions.
- Must develop a questionnaire that will be pre-approved by Johannesburg Water.
- Printing and distribution of the questionnaire.

Directors:

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- Research methodology to be both qualitative and quantitative.

2.2. INTERVIEWING PROCESS INCLUDING FOCUS GROUP DISCUSSION

- The Service Provider must establish key drivers emanating from the survey.
- Must ascertain overall satisfaction level of Johannesburg Water's products, services, and image.
- Must determine customer perception of Johannesburg Water as a water and sanitation utility.

2.3. DATA COLLECTION AND ANALYSIS

- The Service Provider must conduct interviews and collect data from the interviewees.
- Must determine whether the services rendered by Johannesburg Water has improved or deteriorated with comparison to the last three years focusing on the key deliverables.

2.4. REPORT WRITING AND PRESENTATION

- Must provide a comprehensive presentation of the project implementation plan.
- Must prepare and submit a comprehensive report on the findings, methodology and recommendations from the survey and must acknowledge that the final report and the captured data remains Johannesburg Water's intellectual property.
- Must prepare a final report on a Word and PowerPoint format which must be presented to the Executive Committee meeting (EXCO) and the Board of Directors (BoD), by the Lead Researcher.

2.5. STAKEHOLDER AUDIT

- Will be provided with a list of about 50 key stakeholders to conduct a Stakeholder Audit.

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- Must be able to extract from the study a part quantifying stakeholders' perception.
• Must recommend measures to enhance customer's satisfaction and loyalty.

2.6. METHODOLOGY AND SAMPLE SIZE

- The Service Provider will be required to conduct Customer Satisfaction Survey through the provision of a systematic assessment of Johannesburg Water customers attitudes and perceptions by carrying out a comprehensive survey from which a Stakeholder Audit can be quantified as part of the survey.
• Qualitative and quantitative research methodologies should be used, and Focus Group discussions should be included in the study.
• The study should encompass a qualitative stage, with a minimum of 2 Focus Group discussions, the Focus Group discussions consisting of not less than 10 participants per Focus Group discussion amongst the public from different City of Johannesburg Regions and who received different levels of service.
• Must be able to conduct the survey with the total sample size of 1200 within three (3) months per year from start to finish including Focus Group discussions and Stakeholder Audit.

Sample size per administrative Region (1200)

Table with 8 columns: Sample, Regions (A, B, C, D, E, F, G), and Size. Row 1: Sample, A, B, C, D, E, F, G. Row 2: Size, 110, 72, 150, 220, 200, 218, 230.

- 50 Stakeholder interviews
- 600 Business customers (433 commercial companies and 167 of industrial companies)

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- The study must also consider the views of commercial & industrial customers in 15 in-depth interviews and 10 in-depth interviews with Stakeholders from various sectors.
- The Stakeholder Audit should be part of the overall study and three stakeholder areas should be identified, Owner Stakeholders, Operator Stakeholders and Beneficiary Stakeholders, with an outline of the role of each in relation to Johannesburg Water, their current known perceptions as well as issues and concerns of each group towards Johannesburg Water.

OPERATORS: Those whose support the business mission and vision by providing resources, research/intelligence, and services but hold no power of veto or permanent role in its existence.

OWNERS: Those who hold the power of veto over the organisation’s business existence and operations. They can determine or affect its mandate.

BENEFICIARIES: Those who stand to benefit from the existence of the business/organisations, whether they are paying.

- Amongst others the following are the stakeholders identified: key influential stakeholders at Government Department and Entity level, as well as bulk users, community representatives, suppliers, vendors, and other groups such as NGOs, educational establishments, etc.

OWNER STAKEHOLDERS	OPERATOR STAKEHOLDERS	BENEFICIARY STAKEHOLDERS
Department of Water Affairs	Bulk water supplier	Domestic water users
	All other suppliers	Industrial water users
	Research institutions	Community organisations
	Academic institutions	NGOs

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Gauteng Provincial Government	SALGA Environmental conservation agencies	Educational Institutions Hospitals and clinics
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STAKEHOLDERS	Number
Government Departments, etc.	6
Top stakeholders - qualitative	6
Stakeholders: various - including Property Management Companies	10
Suppliers	6
Vendors	5
Ward Councillors – townships	7
Ward Councillors – suburbs	4
Community Leaders – townships	6
Total	50

3. PROJECT TEAM

- The Company should have experience of a minimum of three (3) years in conducting Customer Satisfaction Surveys using both qualitative and quantitative methodologies including Focus Group Discussions and must have the ability to write high level reports.
- It is required that the Project Team comprise of a Project Leader, Lead Researcher and a Statistical Professional. These three key personnel require the following qualifications and experience.
 - Lead Researcher with a minimum qualification of a master’s degree in social science Methods or Master’s Social Sciences Development degree, and a

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minimum of three (3) years' experience in conducting Customer satisfaction surveys, data analysis and report writing.

- Project Leader with a minimum qualification of Post Graduate Diploma in Project Management with a minimum of two (2) years' experience in Project Management.
- Statistical Professional with the minimum qualification of a Post Graduate qualification in Statistics or Bachelor Science in Statistics studies with a minimum of three (3) years of experience in analysing statistical data.
- The Company should have a minimum of three (3) years' experience in conducting both the CSS and the Stakeholder Audits.
- The Project Team introduced at the commencement of the project should remain the same for the duration of the project and where there are changes the Client should be notified immediately in writing. The Client reserves the right to accept or decline the changes in the Project Team as this may compromise the quality of the survey and the final report.

4. WORKING HOURS

The working hours will be as follows:

The Service Provider will be expected to determine their working hours to ensure service delivery of the final report as per the timelines agreed with the Client.

5. EVALUATION CRITERIA

Selection Criteria	Criteria	Evidence required
TENDERERS EXPERIENCE REQUIRED	A minimum of Three (3) years Tenderers experience in	Reference Letters (or on client letterhead with all required information). The information provided will be verified and if found to be false or misrepresented, punitive measures will be

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	conducting Customer Satisfaction Surveys	instituted against the respective party including blacklisting in participating in any future government tenders.
	Tenderer's three (3) years' experience in conducting Stakeholder Audits.	Reference Letters (or on client letterhead with all required information). The information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting in participating in any future government tenders.
QUALIFICATION AND EXPERIENCE OF KEY PERSONNEL	Qualification of Lead Researcher's Master's Social Science Methods/ Master's Social Development degree, NQF 9	Certified copies of Master's Social Science Methods/ Master's Social Development degree. Note: Certified Copies of qualifications are required. The information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting in participating in any future government tenders.
	Three (3) years' experience of Lead Researcher's.	CV detailing the Lead Researcher minimum of three (3) years' experience in conducting Customer Satisfaction Surveys will be required.

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	<p>Qualification of Project Leader: Post graduate diploma in Project Management – NQF 8</p>	<p>Tenderer must provide certified copies of Post graduate diploma in Project Management Development degree.</p> <p>Note: <i>Certified Copies of qualifications and a certified valid registration certificate to accompany the CV. The information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting in participating in any future government tenders.</i></p>
	<p>Two (2) years' experience of Project Leader's</p>	<p>CV detailing the Project Leader's minimum of two (2) years' experience in Project Management will be required.</p>
	<p>Qualification of Statistical professional Bachelor of Science in Statistics studies – NQF7</p>	<p>Tenderer must provide certified copies of Bachelor of Science in Statistics studies.</p> <p>Note: <i>Certified Copies of qualifications and a certified valid registration certificate to accompany the CV. The information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including</i></p>

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		<i>blacklisting in participating in any future government tenders</i>
	Experience of Statistical professional	CV detailing the Statistical Professional minimum of two (2) years' experience in analysing data will be required.

6. PRICING SCHEDULE

PRICING SCHEDULE		
DESCRIPTION	QUANTITY	TOTAL
Questionnaire design for Customer Satisfaction Survey and Stakeholder audit	1(Once off)	
Interviewing process including 2 focus group discussion	1(Once off)	
Data collection, analysis and report writing	1	
Stakeholder audit and report writing	1	
Close out report	1	
TOTAL excl VAT		
VAT		
TOTAL incl VAT		

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Interested parties who meets the above requirements are requested to submit their proposals inclusive of the comprehensive implementation plan for the Customer Satisfaction Survey with clear timeframes as well as completing the attached pricing schedule. A compulsory briefing must be attended by all interested parties failure which will lead to disqualification.

Send All quotations to: SUBMISSIONS MUST BE MADE ON THE E-TENDER PORTAL(<https://www.etenders.gov.za/>) NO EMAIL SUBMISSIONS.

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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.

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**

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

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

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

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

The maximum points for this tender are allocated as follows:

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

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

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

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.1.1. POINTS AWARDED FOR PRICE

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

80/20

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right) \circ$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = 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:

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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system)	Proof of documents per specific goals
Businesses owned by Women - 51% or more.	20		Valid BBBEE Certificate issued by SANAS accredited verification agency or DTI/CIPC BBBEE Certificate for Exempted Micro Enterprises or Affidavit sworn under oath.

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name of company/firm.....

4.3. Company registration number:

4.4. 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]

4.5. 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:

POPIA PRIVACY STATEMENT

Johannesburg Water SOC Limited

In terms of the Protection of Personal Information Act, 213 (Act 4 of 2013), also called the POPI Act or POPIA, Johannesburg Water SOC Limited, undertakes all reasonable measures to protect personal information and to keep it private and confidential.

1. Privacy Notice applies to:

Suppliers, vendors, contractors, service providers, etc whether appointed or prospective.

2. Definitions of personal information

According to the Act “personal information” means information relating to an identifiable living, natural person, and where it is applicable, an identifiable, existing juristic person. All addresses including residential, postal and email addresses.

3. About the Public Entity

Johannesburg Water (SOC) Limited, registration number 2000/029271/30

3.1 The information we collect

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

3.2 How Johannesburg Water use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. For example: to gather contact information, to confirm and verify your identity, for the evaluation and adjudication of bids and quotations for tenders, request for quotations, and other personal information for the procurement of goods and services by the Entity.

3.3 Disclosure of information

We may disclose your personal information to our Shareholder, the City of Johannesburg, and other Government agencies such as National Treasury, and the Auditor-General of South Africa. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law;
- Where we believe it is necessary to protect our rights.

3.4 Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security

POPIA PRIVACY STATEMENT

Johannesburg Water SOC Limited

controls and related processes to ensure that your personal information remains secure.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure. We will ensure that anyone whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

3.5 Your rights: Access to Information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at informationofficer@jwater.co.za, and specify what information you require.

3.6 Correction of your personal information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your identification document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate and up to date.

3.7 How to contact us

If you have any queries about this document; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers listed on our website or send an email to informationofficer@jwater.co.za.



a world class African city



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

Johannesburg Water
PO Box 61542
Marshalltown
2107

Tel +27(0) 11 688 1400
Fax +27(0) 11 688 1528

www.johannesburgwater.co.za

PLEASE SUPPLY THE FOLLOWING DOCUMENTS TO ENABLE US TO EVALUATE YOUR SUBMISSION :

Returnable Documents	Description	Yes/No	
1	A, certified /original/valid, BBBEE certificate /sworn affidavit (Please note that the Sworn Affidavit must be compliant as per B-BBEE Practice Guide 01 of 2018 , NON COMPLIANT AFFIDAVIT WILL BE SCORED ZERO)		COMPULSORY
2	Municipal rates and taxes (Must not be older than 90 days in arrears in line with regulation 38.		COMPULSORY
3	Signed Declaration of Interest form (MBD 4)		COMPULSORY
4	Declaration of Bidders past supply chain management practices (MBD 8)		COMPULSORY
5	Certificate of Independent Proposal Determination (MBD 9)		COMPULSORY
6	Proof of CSD registration /MAAA Supplier Number		COMPULSORY
7	Preference points claim form in terms of the preferential procurement regulations 2022 (MBD 6.1)		COMPULSORY

MBD 4

DECLARATION OF INTEREST

1. No bid will be accepted from persons in the service of the state¹.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 3 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

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

3.2 Identity Number:

3.3 Position occupied in the Company (director, trustee, hareholder²):.....

3.4 Company Registration Number:

3.5 Tax Reference Number:.....

3.6 VAT Registration Number:

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

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

3.8.1 If yes, furnish particulars.

.....

¹MSCM 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.

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

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

3.9.1 If yes, furnish particulars.....

.....

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

3.10.1 If yes, furnish particulars.

.....

.....

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

3.11.1 If yes, furnish particulars

.....

.....

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

3.12.1 If yes, furnish particulars.

.....

.....

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

3.13.1 If yes, furnish particulars.

.....

.....

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

3.14.1 If yes, furnish particulars:

.....

.....

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

Full Name	Identity Number	State Employee Number

.....
Signature

.....
Date

.....
Capacity

.....
Name of Bidder

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

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

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

CERTIFICATION

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

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

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Municipal Bidding Document (MBD) must form part of all bids¹ 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).² 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:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

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

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(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)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this 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 consortium³ 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.

³ 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.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature	Date
.....
Position	Name of Bidder

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