



Minutes of Meeting:

Description: Non-Compulsory Clarification Meeting- Tender Number: 164C/2025/26_Provision of a Service Provider to Conduct an Annual Customer Satisfaction Survey for the City of Cape Town for the period 2027/28, 2028/29, 2029/30

Held on: 13 March 2026

Time: 11:00-12:30

Venue: MS Teams

1. Opening, Attendance and Logistics:

- The meeting opened with general greetings and a short delay to allow participants to join. Administrative items included reminders to complete the attendance register for tendering companies to provide their representative details (name, surname, company and email address) in the chat.
- The tender is the Annual Customer Satisfaction Surveys (CSS) which covers three financial years (2027/28–2029/30)

2. Introductions and Handover to Presenter:

- The Chair introduced the core project personnel and handed the meeting to the Project Manager to present. SCM took the participants through Supply Chain and Administration.

3. Project Overview and Objectives:

- The PM introduced the Customer Satisfaction Survey and the project goals - emphasizing that the objective of the CSS is to provide a statistically valid, scientifically defensible set of data and information of resident and / or business perceptions and satisfaction levels on an annual basis for the period 2027/28 - 2029/30 to allow for trends to be tracked and monitored.
- The PM also detailed the following objectives:
- The City of Cape Town will indicate to the service provider the scale and scope of the survey required for each of the three respective years of the tender reflected as options/types in the price schedule table. The options/types include:
 - i. Resident Survey Type 1: Stratify by 8 districts, 4 service delivery areas, 3 dwelling types and 3 socio-economic groups for sample size of 3000.
 - ii. Resident Survey Type 2: Stratify by 4 service delivery areas, 3 dwelling types and 3 socio-economic groups for sample size of 1600.
 - iii. Resident Survey Type 3: Stratify by 4 service delivery areas and only including the 4 key questions for sample size of 1600.
 - iv. Business Survey Type 1: Stratify by 3 sizes of businesses for sample size of 700.
 - v. Business Survey Type 2: No Stratification by business size for sample size of 400.
 - vi. Business Survey Type 3: No Stratification by business size and only including the 4 key questions for a sample size of 400.
 - vii. Resident Focus group discussions
 - viii. Business Focus group discussions
 - ix. Integration with CCT internal cultural assessment
 - x. Overall summary report
 - xi. Summary presentation
 - xii. Additional items



- To provide an assessment of whether service levels are improving or deteriorating, in order for us to monitor historical trends in relation to the planned current surveys and those from 2007/8 to 2026/27.
- To identify and prioritise those City services requiring attention as part of each annual survey in order to inform the City's service delivery plans.
- To identify development priorities of future needs (next five years) as part of each annual survey.
- To provide an integration analysis of the results of the customer satisfaction survey with the CCT internal cultural assessment (to be provided) if and when needed.
- To provide an integration analysis of the results of the customer satisfaction survey and any other service related assessment (to be provided) if and when needed.

4. Survey Tasks and Requirements:

- The PM took the participants through the survey tasks and requirements as follows:

METHODOLOGY:

- Prepare a detailed methodology for each of the sections as listed in the previous slides to respond to City of Cape Town's needs as outlined in the pricing schedule of this tender. Details of the methodology must be included in the tender submission for each of the sections.

RESIDENT SURVEY:

- Construct a stratified probability sample of residents in the City of Cape Town jurisdictional area that will allow at least a 95% confidence in deductions made from the response data about the universe (four sub-groups are identified by the Service Delivery Areas, Districts, Dwelling type and Socio-economic group).
- For each of the tender years, to review and update the resident survey questionnaire from the previous year, in consultation with the City of Cape Town, in accordance with the objectives of the survey. Provision is to be made for a maximum of three open-ended questions per year for types 1 and 2.
- Conduct face-to-face or telephonic interviews with sampled residents. Interviews will need to be conducted in Afrikaans, English and IsiXhosa depending on the preference of the respondent. The duration of the interview is to be a maximum of 40 minutes for types 1 and 2. Type 3 will be a shorter duration. A minimum 10% check on the interviews is required to ensure accuracy of the interviews.
- Capture, check, collate and analyse the data. At least 20% of the data capture is to be validated to ensure accuracy of the data capture. The City may perform an accuracy check on the data capture on a sample of the resident questionnaires.
- Based on the survey findings, include in the report (for types 1 and 2) those City services requiring attention and the development priorities of future needs by residents.
- Compile trends comparisons to previous years' data and analysis. Trends are only required to be reported each year for the most recent five years.

BUSINESS SURVEY:

- Construct a stratified probability sample of businesses in the City of Cape Town jurisdictional area that will allow at least a 95% confidence in deductions made from the response data.
- For each of the tender years, to review and update the formal business survey questionnaire from the previous year.
- Conduct telephonic interviews with formal businesses. The duration of the interview is to be a maximum of 30 minutes for types 1 and 2. Types 3 will be of a shorter duration. A minimum 10% check on the interviews is required to ensure accuracy of the interviews.
- Capture, check, collate and analyse the data. At least 20% of the data capture is to be validated to ensure accuracy of the data capture.
- Compile a report and presentation on the findings of the formal business survey.
- Based on the survey findings for types 1 and 2, report on those City services requiring attention and the development priorities of future needs by formal businesses.
- Compile trends comparisons to previous years' data and analysis. Trends are only required to be reported each year for the most recent five years.



FOCUS GROUP DISCUSSIONS:

- For each of the tender years, as advised by CCT, undertake a number of focus group discussions with residents and businesses of no more than 15 pax each, agreed at the time of survey to complement/supplement the resident and business surveys respectively. The City may also choose to undertake additional focus groups at a different time from the survey.
- For each of the tender years, to prepare, review and update the focus group discussion guides from the previous year, in consultation with the City of Cape Town, in accordance with the objectives of the survey.
- Focus groups with residents are to be set up according to geographic district and/or socio-economic status and/or dwelling type or other criteria as agreed with the City of Cape Town. Focus groups with businesses are to be set up according to geographical location and/or annual turnover and/or size of business and/or formal/informal businesses and/or business sector or other criteria as agreed with the City of Cape Town.
- The service provider will be responsible for all the arrangements for the focus group discussions including facilitation, required participant permissions and indemnities, any translations, transport, logistics and the provision of a suitable venue. The focus group discussions need to be conducted in Afrikaans, English and IsiXhosa.
- Provision is to be made for City staff to observe the focus group discussions. Translation from IsiXhosa to English is to be provided as required for those observing the discussions.
- A detailed outline of the methodology to be used to select the participants in the resident and business focus group discussions must be included in the tender submission.
- Capture, check, collate, analyse and, where necessary, translate the information collected during the focus group discussions. Transcripts (in English) and recordings (which may be requested by the City) of each of the focus group discussions are to be provided to the City.
- Analysis of the focus group discussions is to be included as a separate report and presentation for each type i.e. residents and business.

INTEGRATION WITH CCT INTERNAL CULTURAL ASSESSMENT:

- Analyse, compile report and present the findings of the study incorporating supplied results from the CCT internal cultural assessment (CA). Presentations are required for the results of the resident survey, the business survey, focus group discussions and the prioritisation of services requiring attention. This will need to be put in context of the results from the internal CA which will be provided. Provision needs to be made to present the findings to at least four, with a maximum of six, key stakeholder groups within the City of Cape Town.
- The results of the CCT internal cultural assessment will be provided to the appointed service provider each year (if / as needed).
- The variables in the Customer Satisfaction Survey (CSS) must be aligned to the variables in the internal CA to determine the impact of the CA and identify possible integration. This analysis must include the following:
 - City Directorate and Department with related service offering relationship (a list of directorates and departments with associated services will be provided)
 - Distribution of results of the CA along the specified staff T grade groupings associated with each service offering rating
 - Distribution of results of the CA along the specified gender groupings associated with each service offering rating
 - Distribution of results of the CA along the specified ethnic groupings associated with each service offering rating
 - Distribution of results of the CA along the specified age groupings associated with each service offering rating
- Identify and present any additional theme trend integration (including statistical as appropriate) between the CA and the CSS on Departmental level
- Relationship between CSS and CA deliverables
 - The City will specify any other additional analysis required with regards to the integration between CSS and CA variables.
 - Please refer to the pricing schedule for details on the cost structuring of integration with CCT internal cultural assessment over the 3-year tender period.



OVERALL SUMMARY REPORT:

- Compile an overall summary report containing an overview of all analysis and findings of all sections as outlined in this tender specification and applicable for types for the particular year.

SUMMARY PRESENTATION:

- Present key analysis and findings of all sections as outlined in this tender specification and applicable for types for the particular year. The summary presentation must include results for all types selected for the given year. Results must be presented on Departmental, Directorate, Mayoral committee member, Executive Management Team, and CSS representative level.

ADDITIONAL ITEMS:

- Provide any additional reports and presentations which might be required by the City of Cape Town over and above those already contained in this specification
- Prepare a report on the integration of the CSS survey results with other service-related information as may be specified by CCT
- Undertake and prepare follow up information and/or presentations and/or reports based on the findings of the surveys, once the results have been made available to the City and/or presentations made as requested by the City of Cape Town as specified as additional items (Section G).

OTHER REQUIREMENTS:

- The City will determine the scope of required types to be included for each particular year at the start of the project each year.
- Any additional information relevant to the City should be included in relation to the tender submission.

5. Tender Clauses and Handover to Supply Chain:

- The PM handed the meeting to SCM to review tender clauses and SCM-related requirements, and administrative follow-ups regarding scope determination and inclusion of additional information in tender submissions were noted.
- SCM covered the following clauses in the tender document:
 - 2.1.7 CCT Supplier Database Registration
 - 2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration
 - 2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures
 - 2.3.10.3.4: HDI Goals linked to returnable schedule F4

Supplier registration (CCT):

- SCM introduced clause 2.1.7 and explained that tenderers must register on the City supplier database as service providers and that registration is required and when requested in writing to enable order placement and payment processing under the contract. She noted that joint venture partners must individually comply and that registration forms are available from the Supplier Management Unit and online.
- Tenders must be registered on the CCT supplier database when requested in writing or orders and payments cannot be processed.

National Treasury Central Supplier Database (CSD) requirement:



- SCM explained clause 218 and emphasized that CSD registration is mandatory for bidders recommended for award, is linked to SARS tax-compliance verification, and that lack of CSD registration prevents the city from appointing a recommended bidder. She reiterated that JV parties must each be registered and that the tender document provides registration links.
- Recommended bidders must be registered on the National Treasury CSD and be tax-compliant with SARS for appointment to proceed.

Returnable Schedules, SCM Verification and HDI Scoring:

- SCM covered clause 2.2.1.1.2 and the requirement to complete returnable schedules found in the tender document, warning that SCM will verify declarations and that incorrect or untruthful submissions may render bids non-responsive. SCM outlined HDI scoring linked to price, referenced the evidence table on page 23 and Schedule F4 (pages 77–79), and stressed that claims (e.g., woman ownership) must be supported by company registration or equivalent proof at tender close.
- All returnable schedules must be completed truthfully because SCM will verify declarations and non-compliance can render a bid non-responsive.
- HDI (gender, race, disability, micro/small enterprise) claims affect price scoring and require documentary evidence tied to Schedule F4.
- Tenderers should submit queries via the tender email at least seven days before the tender closes to ensure a timely response.
- The City will distribute formal minutes to meeting attendees and those who obtained tender documents.

6. Q&A:

- After the presentation, a bidder asked whether there is a preference for local (Cape Town) bidders. SCM confirmed there is no requirement or preference for bidders to be based in Cape Town for this tender.
- The tender does not give preference to bidders based on physical presence in Cape Town.

7. Closing Remarks and Submission Deadline

- The Chair closed the meeting, thanked attendees, reminded participants of the submission deadline of 30 March, and wished bidders success with their submissions. The Chair and PM reinforced that there were no further questions and formally ended the session.

8. Action Items:

- Tenderers will submit any additional queries to the tender email at least seven days before tender close to receive a timely response.
- SCM will send the formal minutes to all bidders who attended and to those who purchased or downloaded the tender documents.

Meeting adjourned at: 11:37