



NATIONAL YOUTH DEVELOPMENT AGENCY
OUR YOUTH. OUR FUTURE.

REQUEST FOR QUOTATION (RFQ)

To:	All participating bidders	From NYDA	Mmabatho Tseko
Date:	13/06/2025	Number of Pages	16
Contact details	087 158 6345	Mmabatho.Tseko@nyda.gov.za	
Project description	Procurement of Procurement of the Genesys Cloud Contact Centre Solution for the NYDA Call Centre		
RFQ number	RFQ2025/032-04464/NYDA		

CLOSING DATE: 26/06/2025 at 17:00

SUBMISSION EMAIL ADDRESS: Quotations2@nyda.gov.za

Issued by:

National Youth Development Agency
7 Naivasha Road
Sunninghill
2191

Name of Bidder:

ADDRESS :

LAND LINE : **Cell No:**

EMAIL:

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PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFQ2025/032-04464/NYDA	CLOSING DATE:	26 June 2025	CLOSING TIME:	17:00
DESCRIPTION	Request for Quotation – Procurement of the Genesys Cloud Contact Centre Solution for the NYDA Call Centre				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
NATIONAL YOUTH DEVELOPMENT AGENCY					
7 Naivasha Road					
Sunninghill					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mmabatho Tseko		CONTACT PERSON		
TELEPHONE NUMBER	087 158 6378		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	Mmabatho.Tseko@nyda.gov.za		E-MAIL ADDRESS		
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 SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART THE QUESTION 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, 2017, 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 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:

.....

A. ADMINISTRATIVE COMPLIANCE

	QUOTATION DATA	Compliance			
		Yes	No	Noted	If no, indicate deviation
1.	EVALUATION PROCESS				
1.1	<u>STAGE ONE:</u> ADMINISTRATION COMPLIANCE				
1.1.1	All quotes will be evaluated to determine compliance with quotation requirements and conditions. Quotes with obvious deviations from the requirements/conditions, will be eliminated from further adjudication. (a) Eligibility/mandatory requirements Quotes will only be compliant if bidder has submitted the following documents: • A proof that the bidder is in good standing with SARS. Such information will be verified through Central Supply Database (CSD) or using SARS e-filing pin prior to the award of the bid. • SBD1 - Invitation to bid • SBD 4 (Bidders Disclosure) - A completed and duly signed declaration of Interest. Should a conflict of interest be declared or identified, the bid would be declared non-responsive • A completed and signed pricing schedule using the template provided. Failure to provide any mandatory information required will result in the submission being considered non-responsive				
1.2	<u>STAGE TWO</u> PRICE AND SPECIFIC GOALS In order for the bidder to claim specific goals: • The bidder must indicate how they claim points for each preference point system in the SBD 6,1 form, and; • A BBBEE Certificate/Sworn Affidavit must be attached. 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.				

	QUOTATION DATA	Compliance			
		Yes	No	Noted	If no, indicate deviation
1.2.1	Price and Specific Goals evaluation will only be done to bidders who went pass Stage 1				
1.3	ADJUDICATION OF BID				
1.3.1	The bid shall be awarded at the sole and absolute discretion of NYDA. NYDA hereby represents that it is not obliged to award this bid to any bidder. NYDA is entitled to retract this bid at any time as from the date of issue and is not obliged to award this bid to the bidder that quotes the lowest.				
1.3.2	A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of NYDA regarding this bid from the date the offer is submitted until the date of award of the bid.				
1.4	Awarding of contract				
1.4.1	This is the final stage of the evaluation process and will be based on the PPPFA Preference Point System of 80/20 where Price will amount to 80 points, and specific goals will amount to 20 points. The award of business will be made to a bidder who has scored the highest overall points for this stage of the evaluation, unless objective criteria exist, justifying an award to another bidder				
1.4.2	<u>Objective criteria</u> NYDA will give preference to disabled-owned companies who will score a minimum total of 60 points on Price and Specific goals.				
1.4.3	NYDA reserves the right to award this bid in full or in Part.				

B. Terms of Reference

The NYDA hereby invites you to submit a price quotation for the procurement of the Genesys Cloud Contact Centre solution for the NYDA's call centre.

BACKGROUND ON THE PROJECT

1.1. NYDA Key Challenges and Needs

The National Youth Development Agency (NYDA) is a South African-based agency established primarily to tackle challenges that the nation's youth are faced with. To be able to address these challenges, NYDA needs a robust, redundant, reliable, scalable, secure, future-proof, and flexible customer service solution for the agency. The service provider must propose a solution that has the right blend of technology depth, processes, and skills to be the partner of choice for NYDA to meet its strategic business and functional needs.

1.2. NYDA Desired Outcome

NYDA is looking to have a consolidated solution that will be able to provide a fully managed solution around Customer Service. This must be able to reduce costs of services from a capital expenditure, whilst allowing NYDA to conduct business in an environment that caters to their business requirement.

1.3. Duration of the Service required.

The Service must be provided for a period of (12) twelve months

2. PURPOSE AND OBJECTIVES OF THIS RFP

To appoint a service provider to supply the cloud-based Customer Service solution for NYDA Head Office contact centre personnel and receptionists across the branches and districts. NYDA is seeking proposals from qualified suppliers to provide a comprehensive one-stop solution system for customer service, integrated with our existing ERP system. The goal of this project is to enhance the overall customer service experience at NYDA by streamlining operations, leveraging advanced analytics and automation, and providing seamless integrations.

3. SCOPE

The proposed solution must consider NYDA's strategic goals which would address most of the business and functional requirements. The Genesys Cloud Contact Centre solution must cater to improved redundancy and scalability. The provision of managed solutions geared to meet security, cost-effectiveness, scalability, and high productivity solutions.

3.1.1 Unified Platform Integration:

- Integration of various customer service functions and channels into a single, unified platform.
- Seamless integration with NYDA's existing ERP system.

3.1.2 Reporting and Analytics:

- Robust reporting and analytics capabilities to provide insights into customer interactions, service performance, and agent productivity.
- Customizable dashboards and reporting tools for data-driven decision-making.

3.1.3 Quality Assurance and Compliance:

- Voice and screen recording capabilities for customer interactions.
- Quality assurance and compliance monitoring features to ensure service standards are met.

3.1.4 Automation and AI Capabilities:

- AI chat and voice bots for self-service and routine inquiries.
- Automation of repetitive tasks to reduce agent workload.

3.1.5 Multichannel and Omnichannel Support:

- Support for various communication channels, including voice, text/SMS, social media, messaging apps, chats, and email.
- Omnichannel capabilities for seamless customer support across preferred channels.

3.1.6 Campaign Management and Outbound Communication:

- Outbound dialler, campaign management, and call-back functions for proactive customer engagement.
- Targeted communication campaigns to improve customer satisfaction and conversions.

3.1.7 WhatsApp for Business:

- Integration of NYDA WhatsApp Live chat and Chatbot.
- Enhance of self-service chats and usage
- Scalable solution to accommodate changing business needs.

3.1.8 Configuration and Scalability:

- Easy-to-use configuration tools for customizing workflows, routing rules, and automation processes.
- Scalable solution to accommodate changing business needs.

4. FUNCTIONAL REQUIREMENTS / KEY FEATURES:

- **Call Reference Numbers/Ticket Numbers:**
The customer service system should generate unique reference or ticket numbers for each caller to track their inquiries or requests efficiently.
- **Service Rating and Feedback:**
The system should allow callers to provide feedback and rate the service they receive. This feedback mechanism will help NYDA assess and improve service quality.

- **Call Routing:**

The solution must have advanced call routing capabilities to direct incoming calls to different divisions or departments within NYDA based on caller needs or preferences.

- **Reporting and Analytics:**

The system should offer robust reporting and analytics tools to monitor and analyse customer interactions, service performance, and agent productivity. Customizable dashboards and reporting tools should be provided for data-driven decision-making.

- **Hold Music:**

While callers are on hold, the system should provide pleasant and non-disruptive hold music or messages to enhance the customer experience.

5. OPERATIONAL DETAILS:

- **Operating Times of the Call Centre:**

The Call Centre operates from 8:00 AM to 5:00 PM, Monday to Friday, with office hours scheduled.

- **Number of Agents Required:**

Currently, there are 12 agents in the team. These agents perform dual roles, handling both inbound and outbound calls. Given the office hours schedule, there are no shift-based requirements at this time.

- **Number of Supervisors Required:**

One supervisor is currently responsible for managing the team.

- **Inbound Requirements:**

- **Number of Queues:** The call center primarily functions as an inbound call centre; therefore, the number of queues depends on the specific call routing requirements. It's recommended to have separate queues for different types of inquiries or services for effective call handling.
- **Call/Interaction Flows:** The specific call and interaction flows will be designed according to the organization's requirements. The number of flows depends on the types of services and inquiries that need to be addressed.

- **Current ERP Solution and Integration:**

- The ERP system in use is Open Source Odoo, and it is in-house developed.
- The organization expects the contact centre solution to integrate with the ERP through APIs. These APIs will facilitate the exchange of data and information between the call centre system and the ERP.

- **Outbound Requirements:**

There is an existing team of outbound agents responsible for conducting follow-up calls.

- A dedicated system function is required to identify and flag abandoned inbound calls, which must be returned by the outbound team.
- This callback requirement must be integrated into the daily/weekly performance reports for tracking and accountability.
- While no specific dialling modes are currently in use, the system should support manual or preview dialling to facilitate callback efficiency.
- Dialling lists should be auto-generated based on the abandoned call queue to support the outbound team's workflow.

- **Recording:**

- Recording is required for all agents.
- The retention period for call recordings is one year.

- **IVR:**

- **Call Handling:** IVR can efficiently handle incoming calls, providing callers with a menu of options to direct their inquiries to the appropriate department or service. This can help streamline the call centre's operations and ensure that callers are directed to the right resources without the need for human intervention.
- **User Interaction:** IVR systems allow callers to interact with the system by using their phone's keypad or voice commands. This user interaction is crucial for guiding callers to their desired destination and for providing a user-friendly experience.
- **Information Retrieval:** IVR can access databases and provide information to callers. For example, it can check account balances, provide order status, or offer automated updates. In your case, having information retrieval capabilities can be useful for addressing common customer inquiries without the need for live agent intervention.

- **Work Facilities:**

- Agents are located at the head office.
- The organization has provided laptops and 3G SIM cards for call centre staff.
- Agents have sufficient internet access for connecting to the cloud solution.

- **Reporting:**

- Reporting requirements include comprehensive reports that are data-driven and flexible for any alterations.
- Reporting should cover workforce reports, traffic, and trends, and be able to pull reports for all communication channels integrated into the proposed system.
- Business Intelligence (BI) reports may also be needed for in-depth analysis and decision-making.

C. Price schedule

DESCRIPTION	QUANTITY	PRICE PER UNIT	TOTAL PRICE EXCLUDING VAT
Genesys Cloud Contact Centre System with Software license for 12 months	01	R	R
System Support for 12 months	01	R	R
WhatsApp for Business (per usage)	01	R	R
Total Excluding VAT		R	R
VAT		R	R
Total Including VAT		R	R

COMPANY NAME : _____

SIGNATURE OF BIDDER: _____

CAPACITY : _____

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

- 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:

.....

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.

- 2.3 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, 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

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.

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

May 2011

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**

- 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

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

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 points is allocated for price on the following basis:

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

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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed)
---	---	---

	(To be completed by the organ of state)	by the tenderer)
At least 51% owned by black people that are youth	10	
At least 51% owned by black people that are women	10	

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:	
	
	
	