

Price — **R500.00**

CAPRICORN DISTRICT MUNICIPALITY



TERMS OF REFERENCE FOR COORDINATION AND MANAGEMENT OF THE BUSINESS PROCESS OUTSOURCING PROGRAMME

BID NO: **DPEMS-LED68/2020/2021**

CLOSING DATE: **28 MAY 2021 @ 11H00**

BIDDER NAME: _____

TOTAL BID AMOUNT: _____

RECEIPT NO: _____

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1. BACKGROUND INFORMATION

Bidders are invited to render a service for the coordination and management of the Business Outsourcing (BPO) Program for a period of 36 months.

2. KEY OBJECTIVES

To market the district as a BPO investment destination

3. SCOPE OF WORK

The successful bidder will be required to develop Capricorn District Municipality's (CDM) BPO model entailing the following:

- 3.1 A BPO business plan outlining the program of action and the performance evaluation thereof.
- 3.2 A detailed BPO marketing plan which creates exposure of CDM to domestic and international BPO operators, analysts, influencers and all links of the BPO value chain.
- 3.3 Development of the municipality's BPO value proposition in line with the global trends
- 3.4 Development of the municipality's BPO skills strategy from conception to execution.
- 3.5 Production of a sector intelligence report that outlines the current district's BPO landscape, detailing the headcount of the agents employed in the province and BPO operator types.
- 3.6 Development and marketing collateral for the municipality
- 3.7 Assist the municipality with establishment of tech hubs and skills satellite centres in communities previously excluded from economic participation.

4. DELIVERABLES

- 4.1 Institutionalise the BPO sector support structure for the district
- 4.2 Create funding models
- 4.3 Plan of action for the BPO in the district
- 4.4 Develop a SWOT analysis for the province
- 4.5 Develop a key indicator report

5. EVALUATION CRITERIA

The project will be evaluated in two phases, functionality and preferential point system of **80/20 point** system.

5.1 PHASE 1: FUNCTIONALITY

Bidders must score a minimum of 80 points to proceed to the next phase of evaluation.

Functionality	Points
Experience in Similar project Include minimum contactable references, amounts and testimonials)	60
3 years	20
4 - 5 years	30
6 and above	40
Experience of key personnel (Bidder must attach Team structure and Curriculum Vitae for the skilled personnel who will be assigned to the project team. Years of experience in projects of similar nature	30
3 years' experience	5
4 – 5 years' experience	15
6 and above experience	20

5.2 PHASE 2: Price and Equity

The evaluation will be done by using **80/20**-point system as indicated below:

Preference point system	Points
Price	80
BBBEE SCORE	20
Total Maximum Score	100

6. SPECIAL CONDITIONS

The bidder must be currently providing advisory services on the development and growth of the BPO sector either at province district or municipal level. Failure to do so will lead to automatic disqualification.

7. BID ENQUIRIES

All matters related to the specification of this contract shall be directed to Ellen Mashakoe at 015 294 1182 mashakoe@cdm.org.za. All matters relating to Supply Chain Management should be directed to Ms Violet Masemola at 015 294 1210/ masemolav@cdm.org.za; Mr Tiro Pilusa at 015 294 1039/ pilusat@cdm.org.za.

8. CONDITIONS FOR THE BID

- 8.1 The employer and each Bidder submitting a Bid offer shall comply with these terms and conditions of Bid. In their dealings with each other, they shall discharge their duties and obligations timeously and with integrity, and behave equitably, honestly and transparently.
- 8.2 Only those bidders who have the necessary experience and skills are eligible to submit bids.
- 8.3 The bidder must attach following with the tender:
 - 8.3.1 The legal registration certificates of the business entity.
 - 8.3.2 Tax access code (pin) issued by the South African Revenue Services to verify your tax matters.
 - 8.3.3 B-BBEE certificate or SWORN affidavit from Commissioner of Oath
 - 8.3.4 Proof of registration with professional authorities. **(Where Applicable)** proof of registration with the central supplier database (CSD)
 - 8.3.5 Proof that municipal rates and taxes are not in arrears/lease agreement/ letter from traditional council
- 8.4 **The bidder must complete the attached forms** (failure to do so will result to disqualification)
 - 8.4.1 MBD 1- Invitation to Bid
 - 8.4.2 MBD 3.1- pricing Schedule – Firm Prices (Purchases)
 - 8.4.3 MBD 3.2- pricing Schedule – Non-Firm Prices (Purchases)
 - 8.4.4 MBD 4 - Declaration of Interest
 - 8.4.5 MBD 6.1 - Preference Points Claim Form in Terms of the Preferential Procurement Regulations 2017
 - 8.4.6 MBD 7.2 - Contract Form - Rendering of Services
 - 8.4.7 MBD 7.3-Contract Form-Sales of Goods /Works
 - 8.4.8 MBD 8 - Declaration of Bidder's Past Supply Chain Management Practices
 - 8.4.9 MBD 9 Certificate of Independent Bid Determination
- 8.5 The Bidder must attend a compulsory clarification meeting at which Bidders may familiarize themselves with aspects of the proposed work, services or supply and raise questions. Details of the meeting are stated in the tender advert.
- 8.6 The bid price must remain valid for a period of 90 days calculated from the closing days.
- 8.7 The offer shall be open for acceptance by the Municipality during the validity period of 90 days.
- 8.8 The bidder or any of its directors has not:
 - 8.8.1 Listed on the register of bid defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the state.

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- 8.8.2 Abused the employers supply chain management system.
- 8.8.3 Failed to perform on any previous contract and has been given a written notice in this effect.
- 8.8.4 All information and details must be legible/ readable.
- 8.9 If the bidder fails to fulfil the contract when called upon to do so, the municipality may, without prejudice to its other rights, withdraw or cancel the contract that may have been entered into between the bidder and the Municipality.
- 8.10 Each communication between the Municipality and a Bidder shall be to or from the Municipality only, and in a form that can be read, copied and recorded. Writing shall be in the English language. The Municipality shall not take any responsibility for non-receipt of communications from or by a Bidder. The name and contact details of the Municipality are stated.
- 8.11 Accept that the employer will not compensate the Bidder for any costs incurred in the preparation and submission of a Bid offer, including the costs to demonstrate that aspects of the offer satisfy requirements.
- 8.12 The Municipality may accept or reject any variation, deviation, bid offer or alternative Bid offer, and may cancel the Bid process and reject all Bid offers at any time before the formation of a contract. The employer shall not accept or incur any liability to a Bidder for such cancellation and rejection but will give written reasons for such action upon written request to do so.
- 8.13 No bids will be considered from persons in the service of the state (as defined in regulation 1 of the local government: municipal supply chain management regulations)
- 8.14 Bid documents may not be retyped, redrafted or copied. Only original copy from the municipality will be accepted.
- 8.15 Use of correctional fluid is prohibited
- 8.16 Any alteration made by the bidder must be initialled.
- 8.17 The bidder must ensure that all pages of the tender documents are initialled.
- 8.18 Successful bidder will be required to enter into formal contract with the municipality.
- 8.19 The Municipality address for the delivery of the bid offer package is:

Location of Bid box	Tender Box
Physical address	41 Biccard Street, Polokwane, 0699
Identification details	<u>COORDINATION AND MANAGEMENT OF THE BUSINESS PROCESS OUTSOURCING PROGRAMME</u>

8.20 The closing time for submission of bid offers is as stated in the bid notice and invitation to bid.

8.21 Late, Telephonic, telegraphic, telex, facsimile or e-mailed bid offers will not be accepted.

~~8.238.22~~ CDM is not obliged to accept the lowest or any tender submission.

~~8.248.23~~ Bid will be opened immediately after the closing time at the municipal Offices, at 41 Biccard Street, Polokwane.

9. ANNEXURES

Attached, find Annexure A & B (MBD 1, MBD 3.1, MBD 3.2, MBD 4, MBD 6.1, MBD 7.2, MBD 7.3, MBD 8 & MBD 9) to be completed in line with the official supply chain management policy of the district municipality.