



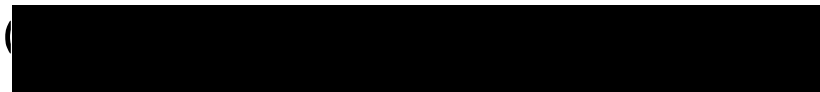
MEMORANDUM OF AGREEMENT

MADE AND ENTERED INTO BETWEEN

CITY OF CAPE TOWN (CCT) METROPOLITAN MUNICIPALITY

And

IKAPADATA (Pty) Ltd



PREAMBLE

WHEREAS Tender 373C/2018/19 was awarded to the Supplier on 17 December 2019 in line with resolution SCMB 77/12/19, for a period of five years.

AND WHEREAS in line with resolution SCMB 77/12/19, it was resolved that Ikapadata Pty (Ltd) was awarded the Tender as one of the suppliers from the CCT approved panel of two service providers to undertake customer satisfaction and research survey services for the various City of Cape Town service Departments and functional areas as and when required, subject to section 33 of the Local Government: Municipal Financial Management Act 56 of 2003 being approved by Council on **30 July 2020** on the same specifications, terms and conditions as advertised in Tender 373C/2018/19.

AND WHEREAS it is recorded that this Contract will be governed by the provisions of the National Treasury (**'Treasury'**) General Conditions of Contract (revised July 2010) (**"GCC"**), (refer **Annexure D**), read with the Contract Specific Data as stipulated in the Special Conditions of Contract (**"SCC"**) (refer **Annexure C**).

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

1. PARTIES

The Parties to this Contract are:

1.1. The City of Cape Town, a metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998 read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000 (**"the Purchaser"**), as amended, herein represented by the **City Manager or his nominee** and duly authorised hereto;

1.2. Ikapadata (Pty) Ltd, a private company registered in terms of the laws of the Republic of South Africa with [REDACTED] (the **"Supplier"**), herein represented by its duly authorised representative, [REDACTED] his capacity as [REDACTED]

each a **"Party"** and together the **"Parties"**.

2. INTERPRETATION

2.1. In the event of any conflict between the provisions of this Contract, the GCC and any Annexures attached hereto, or any other document incorporated by reference to this Contract, save to the extent expressly stated to the contrary, such conflict will be resolved by giving precedence to such different parts of this Contract in the following order of precedence:

2.1.1. first, the terms and conditions of the SCC;

2.1.2. second, the terms and conditions of the GCC;

2.1.3. third, Annexures and schedules to this Contract; and

2.1.4. fourth, any other documents incorporated by reference.

2.2. The provisions of this Contract supersede and replace the provisions of any previous agreement entered into between the Parties relating to the same subject matter.

3. APPOINTMENT AND DURATION

The Purchaser hereby appoints the Supplier to perform the award of goods / services (works) per project as and when required (the "goods/services/ Works", as set out in the specifications below, to the Purchaser from the Commencement Date.

3.1. Unless terminated earlier in accordance with the provisions as set out in the GCC or any other provision in terms of this Contract, this Contract shall commence on the Commencement Date and shall endure for a period ending 30 June 2025.

4. MUTUAL GOOD FAITH / CO-OPERATION

4.1. The Parties represent and undertake to do all such things, perform all such acts and take all steps to procure the doing of all such things and the performance of all such acts, as may be necessary or incidental to give effect to the execution of this Contract.

- 4.2.** The Parties shall at all times during the continuance of this Contract observe the principles of good faith towards one another in the performance of their obligations in terms of this Contract.

5. OBLIGATIONS OF THE PURCHASER

- 5.1.** The Purchaser undertakes to perform its obligations in accordance with the Contract, including but not limited to the Specifications below, subject to the satisfactory fulfilment of the obligations by the Supplier as set out in this Contract.
- 5.2.** The Purchaser shall monitor and evaluate the Contractor's performance in respect of the award of work per project allocated.

6. OBLIGATIONS OF THE SUPPLIER

- 6.1.** The Supplier hereby agrees and undertakes to perform the Services to the Purchaser as set out in Specifications below (Refer Annexure A).
- 6.2.** The Supplier will perform the Works accurately with the highest ethical standard and diligence and furthermore agrees and undertakes to perform the services in accordance with the operational requirements of the Purchaser.
- 6.3.** The Supplier will ensure that all services render under this contract will be of a satisfactory quality and fit for its purpose.
- 6.4.** The Supplier shall, ensure that its employees, agents, representatives, sub-contractors and suppliers comply with this Contract and all applicable Laws in the execution of the services under this contract.
- 6.5.** The Supplier will not conduct any activity of whatsoever nature which may be detrimental to the Purchaser reputation and goodwill.
- 6.6.** The Supplier undertakes to and in favour of the Purchaser that it –
- 6.6.1.** has the resources, necessary expertise and skill, capabilities and technology to provide the require services to the Purchaser; and

- 6.6.2.** has effective, efficient and transparent financial management and control systems in place.

7. PRICING DATA

- 7.1.** The Supplier for the Works shall be as set out in the price schedule (fixed rates-based). Attached hereto as Annexures E1 & E2. A basket of items/typical works projects (for illustrative purposes only) and the details and evaluation of the basket of negotiated rates are reflected in Annexure D.
- 7.2.** The Service Provide shall not be entitled to any other consideration for the rendering of the service per project allocation as and when required other than as provided for in this Contract.

8. AGREEMENTS AND CONTRACT DATA

8.1. OFFER

- 8.1.1.** The Purchaser, identified in the acceptance signature block, has solicited offers to enter into a contract for the procurement of:

Tender 373C/2018/19 – Provision of professional services to conduct customer satisfaction and service related research surveys for the Purchaser of Cape Town for a five-year period.

- 8.1.2.** The tenderer, identified in the offer signature block, has examined the documents listed in the tender data and addenda thereto as listed in the returnable schedules, and by submitting this offer has accepted the conditions of tender.
- 8.1.3.** Confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
- 8.1.4.** Confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and

rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;

8.1.5. Offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:

8.1.5.1. Terms and conditions stipulated in this Contract;

8.1.5.2. Specifications (see **Annexure A**)

8.1.5.3. The Conditions of Tender (see **Annexure B**)

8.1.5.4. Special Conditions of Contract (See **Annexure C**)

8.1.5.5. General Conditions of Contract (see **Annexure D**)

8.1.5.6. The price schedule (see **Annexures E1 & E2**); and

8.1.5.7. The supporting Schedules (**see Annexure F**)

8.1.6. Accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

for the Supplier:

Signature:

Name:

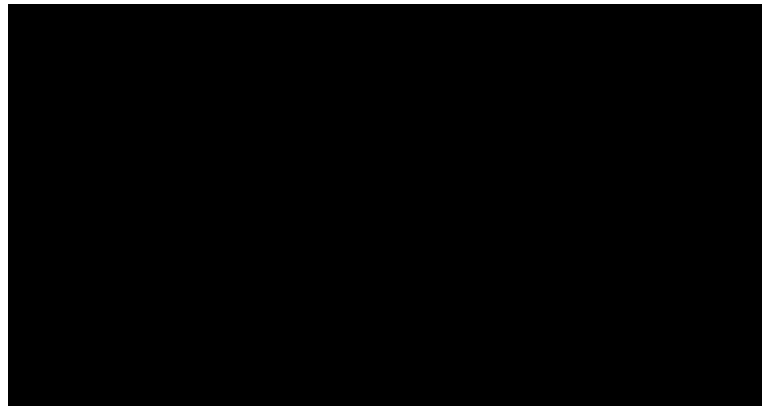
Capacity:

Date:

Organisation

Witness 1:

Witness 2:



8.2. ACCEPTANCE

8.2.1. By signing this part of this form of offer and acceptance, the Purchaser identified below accepts the tenderer's offer. In consideration thereof, the Purchaser shall pay the Supplier the amount due in accordance with the conditions of contract per project allocation as may be identified in the contract data. Acceptance of the Supplier's offer shall form an agreement between the Purchaser and the Supplier's upon the terms and

conditions contained in this agreement and in the contract that is the subject of this agreement.

8.2.2. The terms of the contract, are contained in:

- Agreements and contract data, **(which includes this Memorandum of Agreement)**
- Specifications **(Annexure A)**
- Conditions of Tender **(Annexure B)**
- Special Conditions of Contract **(Annexure C)**
- General Conditions of Contract **(Annexure D)**
- The Price Schedule **(Annexure E1 & E2)**
- The supporting Schedules **(Annexure F)**

8.2.3. Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the returnable schedules as well as any changes to the terms of the offer agreed by the tenderer and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this form of offer and acceptance. No amendments to or deviations from said documents are valid unless contained in this schedule.

8.2.4. The extent of deviations from the tender documents issued by the Purchaser before the tender closing date is limited to those permitted in terms of the conditions of tender.

8.2.5. The Supplier's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.

8.2.6. Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.

8.2.7. Any change or addition to the tender documents arising from the above agreements shall not be valid, unless reduce to writing.

The Purchaser

Signature:

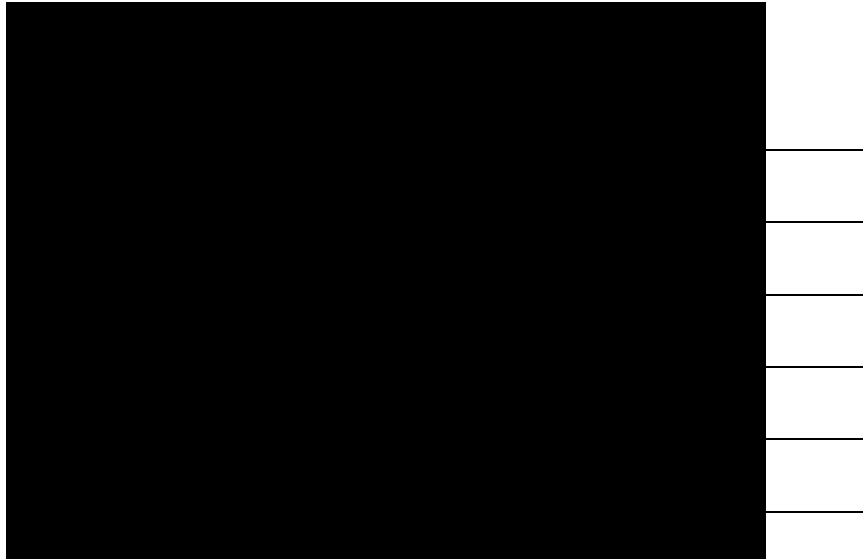
Name:

Capacity:

Date:

Witness 1:

Witness 2:



ANNEXURE A (SPECIFICATION(S))

5.1 Background

The City of Cape Town's (CCT) overall long term objectives are for Cape Town to develop and the quality of life of its residents to improve; to provide high quality and cost effective services and to at all times be an efficient, effective, caring and well run municipality.

One of the key plans which the City of Cape Town uses to guide its 5-year planning is the City of Cape Town (CCT) Integrated Development Plan (IDP). The City's current five-year Integrated Development Plan (IDP) is a strategic – developmental plan, setting strategic and budget priorities for the period 2017 - 2022 (refer [http://www.capetown.gov.za/Family%20and%20home/city-publications/the-citys-five-year-plan-\(idp\)/cape-towns-integrated-development-plan](http://www.capetown.gov.za/Family%20and%20home/city-publications/the-citys-five-year-plan-(idp)/cape-towns-integrated-development-plan)). A new IDP will be prepared for the City for the period 2023 – 2027 after the next Local Government elections to be held in 2021.

The City's five-year Integrated Development Plan (IDP) is a strategic – developmental plan, setting strategic and budget priorities. The City of Cape Town has five pillars to focus service delivery in Cape Town in the 5 year IDP 2017 - 2022:

- an Opportunity City;
- a Safe City;
- a Caring City;
- an Inclusive City;
- a Well-run City.

These five key strategic focus areas and their related objectives and implementation programmes are used to create conditions conducive to economic and social development in Cape Town, and facilitate universal access to municipal services across the city. In addition, the strategic plan, which is informed by the contextual analysis as well as Council's key strategies and policies (including the Economic Growth Strategy (EGS), the Social Development Strategy (SDS) and the Transit-Oriented Development (TOD) Strategic Framework), contains the strategic narrative driven by the City's vision.

Other City strategy frameworks also provide direction including the Metropolitan Spatial Development Framework (MSDF) and related plans, which is required by law as part of the five-year IDP. The MSDF guides and manages urban growth and the spatial form and structure of Cape Town. The Strategic Management Framework (SMF) provides direction in terms of integrated planning and budget alignments. The City's Built Environment Performance Plan (BEPP) provides a framework to guide investment in infrastructure and other City Built environment initiatives.

Guided by the above IDP and other related National and Provincial legislation, strategies and plans, the City of Cape Town:

- develops a range of policies and plans to support the growth and development of Cape Town and its residents,
- provides a range of basic and other municipal services, as well as
- implements specific programmes to address areas of service or operational need.

As part of business planning and good practise, there is a need for the City of Cape Town to evaluate City strategy, policy, services, programme or project delivery in order to understand, inter alia, how a policy is being implemented and to what effect its service delivery and the delivery of its programmes and projects are adding to the growth and development of Cape Town and its residents. The City also needs to inform the development planning agenda for Cape Town.

The City of Cape Town has identified that there is a need to undertake customer and service related research surveys in order to provide empirical data and evidence to support the evaluation of its strategies, policies, services, programmes and projects. These research surveys may be focused on one type of customer or service or involve multiple customers or services or line departments; and may be city-wide or local area based. The surveys may be of different sizes and involve a range of customers or end users for example, residents, business, or specific sub sections or segments of customers, for example residents receiving or using a particular service provided by the City. In addition, the research surveys may be of different types, for example, perception surveys, user surveys or attitudinal surveys. All of the surveys will be conducted within the Cape Town municipal area. The current municipality covers Cape Point in the south-west, Somerset West in the south-east, and Atlantis in the north.

However, there may be occasions when a survey may be required in addition to the Cape Town area to include parts of the Greater Cape Town area, i.e. areas such as Stellenbosch, Paarl, Malmesbury.

5.1.1 This tender excludes the Annual CCT Community Satisfaction Survey

These tender specifications exclude the CCT Annual Community Satisfaction Survey. This survey is undertaken via a separate tender and survey and has been awarded for 2018/19 to 2020/21.

5.2 Corporate Tender and Categories of Services

5.2.1 Corporate Tender

This is a corporate City of Cape Town tender for a 60-month period from date of commencement of contract which will allow different City of Cape Town service Departments and functional areas to undertake customer and service related research surveys as needed and specified in terms of business planning, integrated planning or service delivery programmes. There is a tender currently in place, and the contract period for this new tender will not commence before the 10 October 2019.

As an outcome of this tender the City of Cape Town will appoint a panel of service providers who match the CCT specifications to undertake customer and research survey services according to the fixed price rates submitted as part of this tender.

As and when needed, the CCT will then request a more detailed and refined quotation from the service providers who are on the CCT approved panel of service providers, for a specific project and scope of work for required research or services during the tender period, based on the prices submitted in this tender.

5.2.1.1 Appointment of Panel of Service Providers

The appointment of the panel of service providers for a 60-month period from date of commencement of contract will be based on the following:

- Completeness of the tender submission and to match the CCT specifications – refer Section 5.
- The CCT tender responsiveness requirements – refer section 6.2.1 in particular and other sections which indicate submission requirements.
- Functionality score: Refer section 6.2.1.1.3 **Minimum overall score of functionality of 65** is required for a submission to be responsive.
- Pricing schedule as per Section 4 (Annexure D).
- Preference B-BBEE status
- **All nine categories** will be awarded to each service provider on the panel of service providers. In order to achieve this, the tenderer must achieve the minimum qualifying functionality score as set out in the document, i.e. a minimum total overall functionality score of 65.

5.2.1.2 Allocation of Work per Project from the Panel of Service Providers

The appointment of a service provider, from the CCT approved panel of service providers to undertake the required customer and service related research surveys to match the scope and brief of the project during the 60-month period from date of commencement of contract - i.e. the award of work per project will be based on the following:

- A Service Provider's response to a CCT request for quotation and related documentation by the deadline stipulated by the CCT at the time of the request (Note: the Service Provider **must** be listed on the CCT panel of service providers).
- Scope of work i.e. the specific customer and service related research survey services (including expertise) required by the project as per the approved services and tender rates i.e. approved price tariff/rate linked to the services and scope: a total price.
- The service providers will be scored on functionality, based on the ability of a tenderer to provide the services in accordance with specifications as set out in the project documents.
- Availability of the service provider to start and complete the project to match the CCT project time requirements.
- Preference B-BBEE status. **Please note** companies will have to submit B-BBEE Certificates every time they respond to a project request. The preference B-BBEE status of the Service

Provider at the time of when the project is advertised will be taken as the **current** B-BBEE status level of the service provider.

- The award of allocation of work per project will be managed and monitored by the Contract Manager/ Project Manager of Research Branch, of the Organisational Policy and Planning Department (OP&P), together with the respective Directorate/Department or functional area CCT project manager and the respective Directorate/Department Finance Manager, within the Supply Management delegations.

The per project implementation will be the responsibility of and managed by the CCT Project Manager for the particular Directorate/Departmental project.

Please note with regard to Sub-Contracting and Sub Contractors: The City of Cape Town will contract only with a primary service provider and will not contract with any sub – consultants.

5.2.2 Customer and service research survey categories

For the purposes of the tender 9 categories of services have been identified. The required services are clustered into types of services which can be considered and used as groups of services or a single item of service, depending on the specific project requirements of the City of Cape Town. The categories and types of services and tasks should not be seen as necessarily being in a sequence. Depending on the City of Cape Town's requirements and the customer satisfaction or service research issue/s to be investigated, different services within the categories may be required for different target group/s and for different project objectives.

Important Note:

Accordingly, prospective Service Providers should ensure that they complete ALL the sections of the detailed price schedule for ALL FIVE YEARS as per the relevant part of the tender fully and carefully – refer Section 4: Price Schedule (Annexure D), as well as any required related information in terms of the deliverables outlined in Section 5.4 which are to be considered in responding to the tender.

The following 9 categories of required customer satisfaction or service research services and professional survey research services and tasks for customer or service Surveys have been identified:

Please also refer to Section 5.4 for further details related to expected deliverables related the services and tasks.

Category 1: Background research, approach, methodology and planning

- A. Undertake background research for customer or service related survey.
- B. Prepare customer satisfaction or service research survey approach and methodology proposal.
- C. Prepare customer satisfaction or service research survey project plan, including a detailed implementation plan for the project undertaking a customer/service research survey to achieve the City of Cape Town survey objectives and requirements.

Category 2: Sampling and survey instruments (excluding survey field work)

- D. Construct a sample in order to undertake customer satisfaction or service research survey
- E. Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work) including:
 - E1 Self-administered questionnaire – **hardcopy**
 - E2 Self-administered questionnaire – **electronic**, e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent
 - E3 Face to face interview questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview.
 - E4 Telephonic interview questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) software or equivalent to conduct a Telephonic Survey
 - E5 Review, update and finalise an existing City of Cape Town customer satisfaction survey

or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work):

E5 A Existing Self-administered questionnaire – hardcopy

E5 B Existing Self-administered questionnaire – electronic, e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent

E5 C Existing Face to face interview questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview.

E5 D Existing Telephonic interview questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (**CATI**) Software or equivalent to conduct a Telephonic Survey.

E6 Focus group discussion guide. Prepare and finalise a focus group discussion guide with questions to meet the requirements of the City of Cape Town.

E7 Review, update and finalise an existing City of Cape Town focus group discussion guide to meet the requirements of the City of Cape Town.

- F. Translate City of Cape Town approved customer satisfaction survey or service research survey instrument or related survey documentation from English into another language/s as may be required.

Category 3: Customer feedback tools

- G. Develop and design electronic and digital solutions/ customer feedback tools/apps as required,

Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines.

Provide advice on the digital solutions/ customer feedback tools/apps (application) **per administrator (oversees the application/tools and training)** per hour.

Provide training of City staff per hour (maximum 10 per session) on the customer feedback apps/ tools.

Category 4: Survey Field work

- H. Undertake a Pre-Survey to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages). (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire).
- I. Undertake field work for a self-administered **hardcopy** survey, i.e. conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. Allowance must be made for a minimum 20% check.
- J. Undertake field work for an electronic self-administered **on-line survey**, i.e. Conduct a customer/ research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. Allowance must be made for a minimum 20% check, including testing of on-line survey as well as ensuring the deployment of the link through the City's Firewall, etc.
- K. Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. Allowance must be made for a minimum 20% check. It is assumed that companies will use Computer- Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview.
- L. Undertake field work for a Telephonic Survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. Allowance must be made for a minimum 20% check. It is assumed that companies will use Computer-Assisted Telephone Interviewing Software (**CATI**) or equivalent to conduct a Telephonic Survey.

Note: The onus will be on the service provider to ensure that stringent data protection measures are in place and that confidentiality as well as respondent anonymity is protected at all times.

Category 5: Focus groups

- M. Conduct focus group discussions to respond to City of Cape Town's specific customer/research survey requirements as requested or to complement a customer/research survey. The focus groups can be of varying size of group and duration: up to 60 minutes; 61 – 120 minutes; over 120 minutes; a half day, full day.

All the arrangements for the focus group discussions, logistics (including catering as needed), facilitation, any translations, transport and support materials to assist with facilitation process as per the City specifications and the provision of a suitable venue to be included.

Category 6: Survey Data preparation

This includes data logging; entering, and cleaning of the data in an electronic format; transforming the data and developing and documenting a database structure that integrates the data and the various measures agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys.

- N. Data preparation: capture the **hardcopy** self-administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Data quality checks and cleaning of data is required.
- O. Data preparation: capture the **electronic/on-line** self-administered customer/ /service research survey data in a format and using a medium and method agreed by the City of Cape Town. Data quality checks and cleaning of data is required.
- P. Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town as needed. Quality Assurance for back-checking of all interviews and tracking of individual interviewers' performance, including verification of starting points using functionality within GIS together with geo-located interview points as required. This includes data logging; checking the data for accuracy; entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures.
- Q. Data preparation: capture the Telephonic customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. This includes transforming the data; and developing and documenting a database structure that integrates the data and the various measures.
- R. Data preparation: capture and summarise focus group information in a format and using a medium and method agreed by the City of Cape Town. This includes translation of focus group recordings or discussions into English where required, ensuring that transcripts (electronic and paper copies) of the focus group discussions are available for the City of Cape Town in an agreed data and information format. Varying size of group: small, medium, large and extra-large and duration: up to 60 minutes; 61 – 120 minutes; over 120 minutes; a half day, full day.
- S. Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes).

Category 7: Survey Data Analysis

- T. Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. This includes any statistical and trends analyses and spatial analysis as may be required. A data analysis plan may also be required.

Category 8: Survey Research findings and report preparation

- U. Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town.
- V. Prepare a presentation on the survey results and present the findings of the study.

Category 9: Survey Research review

- W. Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and proposing future improvements or refinements of the survey and/or instrument/s in a facilitated workshop or meeting or electronic format; preparation of a review report.

5.2.3 Allocation of Work

As stated in section 5.2.1 earlier, in order to be considered for the allocation of customer satisfaction and service research survey work in terms of this tender, a service provider must be on the City's panel of service providers. The process for the appointment of the panel of service providers for the 60-month period from date of commencement is outlined in section 5.2.1.

As and when needed during the 60-month period from date of commencement, the CCT will request a more detailed and refined quotation from the service providers who are on the CCT approved panel of service providers, for a specific project and scope of work for required research or services, according to the fixed prices submitted in the tender. The services proposed by this tender are specific to the City's requirements. The tender will be managed on a project basis, and the project awards will be recommended to BAC, which will require appointments by the Supply Chain Management Bid Adjudication Committee (SCMBAC).

The award of work per project, in terms of the allocation of work of this corporate tender will be based on the following:

- A project specification for the customer satisfaction or service survey research project will be prepared by the relevant Project Manager and the Directorate/Department's financial approval obtained.
- The specifications must outline clearly the project deliverables, the scope of the project, requirements and timeframes and the criteria and minimum standard against which the proposal will be measured.
- The Project Manager (PM) /Contract Manager (CM) of the Research Branch, Organisational Policy and Planning Department (OP&P), Corporate Services will send the project scope of work via email to all the service providers who are on the CCT approved panel of customer satisfaction and service research surveys service providers, to obtain a written detailed response and quotation, using the tender fixed rates for the appropriate year/s.
- Responses to a CCT request for quotation and related documentation must be submitted within a stipulated timeframe specified by the CCT at the time of the request, via email.
- Scope of work i.e. the specific customer and service related research survey services (including proven experience and expertise in technical areas), required by the project as per the approved services and tender rates linked to the services and scope: a total price
- Availability of the service provider to start and complete the project to match the CCT project time requirements.
- The Project Manager (PM) /Contract Manager (CM) of the OP&P Department will liaise with the CCT project manager and co-ordinate a Bid Evaluation Committee (BEC) meeting to review the written submissions.
- Functionality criteria per project will be developed to match the specification which will be evaluated by members of the BEC with regards to proven experience and expertise of the project manager and the service provider's team, including the proposed personnel to be used for the project and their tasks, their expertise and the number of years working for the company and their degree of responsibility during the last five years. Key personnel must be completed in a schedule, detailing the proposed service provider team / individuals and including clear project manager.
- The response must also submit supporting information about the relevant number of completed equivalent projects delivered in the same field.
- The review will also consider the availability, match to scope of work and specific project budget as well as fixed price. The responsive service providers will then be evaluated in terms of the preferential procurement using the 80/20 principle as per this tender. The **current** B-BBEEE status of each of the service providers (at the time of when the project is advertised and the allocation of the work) will be considered.
- A recommendation report will be prepared by the Directorate/Department and referred to the Bid Adjudication Committee (BAC).
- The Project Manager (PM) /Contract Manager (CM) of the OP&P Department will control and monitor the tender and submit a summary report on a quarterly basis to the Director: Organisational Policy and

Planning Department (OP&P) and Director: Supply Chain Management on the orders allocated and project status in terms of the tender.

The tender and award of work per project will be managed and monitored by the Project Manager (PM)/ Contract Manager (CM), the respective CCT Directorate/Department or functional area project manager and the respective Directorate/Department Finance Manager/s.

The project implementation will be managed by the City of Cape Town Project Manager for the particular project.

5.3 Objectives of the Customer or Service Related Research Surveys

- a) To provide customer or service related research and survey information of strategy, policy outcomes, or services and/or service improvement or programmes or projects (initiatives, interventions or services) implemented by the City of Cape Town and its partners, for example other spheres of government, business, non-governmental or community organisations. All of the surveys will be conducted within the Cape Town municipal area. The current municipality covers Cape Point in the south-west, Somerset West in the south-east, and Atlantis in the north. The research may have a defined spatial area in Cape Town or be for Cape Town as a whole. There may be occasions when a survey may be required in addition to the Cape Town area to include parts of the Greater Cape Town area, i.e. areas such as Stellenbosch, Paarl, Malmesbury.
- b) To provide an assessment of current status and whether the strategy, policy, programme or service is improving or deteriorating, including benchmarking against other South African municipalities if required.
- c) To provide research information on aspects of the customer or service related research and survey, including new areas/ aspects to consider in relation to CCT strategy, policy, programmes or service.
- d) To establish the reasons for perceptions or responses with regards to strategy, policy outcomes, service programme or project outcomes or services and service levels, including causality if required.
- e) To assist to identify those aspects of the strategy, policy, programme, project or service requiring attention in order to inform the implementation of the necessary actions and priorities for the future.
- f) To propose strategy, policy, programme or service improvements based on the research survey findings.
- g) To provide professional recommendations and inputs to the City of Cape Town related to the customer or service related research survey and/or the policy, programme or service

A customer or service delivery research survey may be requested to be undertaken from but is not limited to, the following of the City of Cape Town functional areas:

- Office of the Executive Mayor (Monitoring and Evaluation, Strategic alignment of all City-wide policies and strategies; mayoral research; enhancing the Mayoral City Programmes).
- Office of the City Manager (Legal Compliance, Probity, Internal Audit, Forensic Services, Ombudsman, Risk Management).
- Corporate Services (Organisational Policy and Planning (OP&P), Integrated Development Planning (IDP), Organisational Effectiveness and Innovation, Organisational Performance Management, Legal Services, Resilience, Information and Knowledge Management, Communications, Human Resources, Customer Relations, Information Systems and Technology, Executive and Council Support).
- Community Services and Health (City Health, Recreation and Parks, Sport, Library and Information Services, Social Development and Early Childhood Development).
- Economic Opportunities and Asset Management (Enterprise and Investment, Facilities Management, Property and Fleet Management).
- Energy and Climate Change.
- Financial Services (Supply Chain Management (SCM), Valuations).
- Human Settlements (Human Settlement Implementation, Integrated Urban Management, Informal Settlements and Backyarders).
- Safety and Security (Disaster Risk Management, Law Enforcement, Metropolitan Police Services).
- Spatial Planning and Environmental (Built Environment Management, Business Enablement, Business Resource Management, Development Management, Environmental Management, Spatial

- Planning, Urban Catalytic Investments, Urban Integration).
- Transport (Transport Planning, Integrated Transport).
- Urban Management (City Improvement Districts, Councillor Support, Subcouncil, EPWP, Informal Trading, Mayoral Urban Regeneration programme (MURP), Public Participation, Violence Prevention and Urban Upgrade (VPUU)).
- Water and Waste (Water and Sanitation, Solid Waste Management).

5.4 Deliverables

Please note:

As outlined in Section 5.2 above, this is a corporate City of Cape Town tender for a 60-month period from date of commencement of contract which will allow different CCT functional and service Departments/Areas to undertake customer and service related research and surveys as needed and specified in terms of strategic planning, business planning, integrated planning, implementation or service delivery programmes.

As an outcome of this tender the City of Cape Town will appoint a panel of service providers who match the CCT specifications to undertake customer and research survey services according to the price rates submitted as part of this tender.

As and when needed, the CCT will then request a more detailed and refined quotation from the service providers who are on the CCT approved panel of service providers, for a specific project and scope of work for required research or services during the tender period, based on the prices submitted in this tender.

Please refer to section 5.2 Corporate Tender above for details of the process to appoint the CCT panel of service providers and the award of work per project from the CCT approved panel of service providers.

- As per above, as a service provider on the CCT approved panel of service providers, to prepare a detailed quotation and accompanying submission to respond to a request from the City of Cape Town to match the requirements for the specific customer or service research or survey related services required as outlined in a project specification. The customer or service survey research is to be completed as per the specific project requirements, including scope and time frames during the 60-month period from date of commencement of contract. The surveys will be conducted in the City of Cape Town's jurisdictional area i.e. within the Cape Town municipal metropolitan area. The current municipality covers Cape Point in the south-west, Somerset West in the south-east, and Atlantis in the north. The research may have a defined spatial area in Cape Town or be for Cape Town as a whole. There may be occasions when a survey may be required in addition to the Cape Town area to include parts of the Greater Cape Town area, i.e. areas such as Stellenbosch, Paarl, Malmesbury.
- Undertake background research for customer or service related survey. This includes research to inform either the background, scope of survey research, preparation of an approach or methodology or to inform a specific component or issue related to a customer satisfaction or service related research survey. This could also include collecting relevant background data on the research survey targets or respondents or service e.g. demographic details and profiles.
- Prepare an approach and/or methodology proposal to respond to City of Cape Town's specific research survey requirements as requested. The survey proposal should include but is not limited to: research question/s or problem statement/s, survey objectives, proposed research variables and measures, survey design.

The survey may be one of the following types of survey designs (but not limited to these listed below):

- Cross-Sectional Survey (data are collected at one point in time from a sample selected to represent a larger population)
- Longitudinal Survey of the following type:
 - Trend: Surveys of a sample population at different points in time
 - Cohort: study of same population each time data is collected
 - Panel: collection of data at various time points with the same sample of respondents.

Other survey or related design elements of the customer or service research survey may need to be explored in terms of the approach, methodology and related planning as per City of Cape Town

requirements or as per customer satisfaction or service research and survey scope.

- d) Prepare customer satisfaction or service research survey plan, including a detailed plan for the project, undertaking a customer satisfaction or service research survey to respond to City of Cape Town's specific customer satisfaction survey/service research survey requirements. The detailed plan is to include but is not limited to a schedule of key tasks, a description of what will be done and by whom and times; details of the customer or service research survey e.g. example time of day, user profile, survey quality control.
- e) Construct an appropriate, representative and cost effective sample for the customer or service research survey, the sample is to meet the following minimum requirements:
 - Appropriate to match research requirements and outputs (e.g. research targets may be defined, or provided by the City; selection criteria to be used or random survey in a defined area).
 - Comprise sufficient respondents in order to allow for stratification by user / interest group if and as needed.
 - A description of the required sample size and the sample size formula to be used to be stated.
 - The procedure for selecting the sample to be clear and stated.
 - Where appropriate, representative to allow for at least 95% confidence in deductions to be made from the data about the universe.
 - Sampling to ensure that the results are reliable and valid.

For the **purposes of this tender for pricing and implementation**, 10 sample sizes (refer to footnote 1) are used as follows:

- Very small survey (1 - 50 sample size)
- Small survey (51 – 100 sample size)
- Small survey (101 – 250 sample size)
- Medium survey (251 - 300 sample size)
- Medium survey (301 - 500 sample size)
- Large survey (501 - 750 sample size)
- Large survey (751 – 1 000 sample size)
- Very large survey (1 001 – 2 000 sample size)
- Very large survey (2 001 – 3 000 sample size)
- Very large survey (3 001 – 5 000¹ sample size)

Prospective Service Providers must ensure that they submit sample prices aligned to the above, as per Schedule 4 (Annexure D), and footnote 1.

- f) Design and prepare a customer satisfaction or service research survey instrument/s (for example, web-based platform survey, questionnaires, interview schedules and/or discussion guides), in consultation with the City's project manager, for the targeted survey group, in accordance with the objectives of the study. This service may also involve reviewing, updating and finalising an existing survey instrument used by the City.

The main types of survey instruments are anticipated to be for self-administrated (hardcopy and electronic), face to face or telephonic surveys. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview and Computer-Assisted Telephone Interviewing Software or equivalent to conduct a Telephonic Survey.

The form of the required customer satisfaction or service research survey instrument/s may be paper based and/or electronic.

¹ If above 5 000 sample size, and

- is a multiple of 5 000, use multiple rate for a very large survey. For example, a sample size of 10 000 would be the rate for 5 000 multiplied by 2.
- is not a multiple of 5 000, use rate for very large survey of 5 000, plus the rate of the relevant sample size above 5 000. For example, a sample size of 7 000 would be the rate of 5 000 plus rate of sample size of 2 000 (Very large survey).

For the research survey service of developing a focus group discussion guide, the service provider should ensure that the methodology to be used to select the participants in the focus group discussions is included.

The survey instrument may include gathering information on one or more of the following question categories for the sample of respondents (but not limited to):

- Attributes - Personal or demographic characteristics (e.g. age, income, occupation).
- Factual information – Respondents' profile e.g. own or not own a private vehicle
- Attitudes - Respondents' views, perceptions, or feelings.
- Beliefs - What respondents think is true; their perception of reality
- Opinions - Respondents' belief about matters (commonly considered to be subjective)
- Behaviour - What respondents do (present, past, or future) or services they use or consume, e.g. use of water.
- Location – Where respondents live and/or work or other location as relevant to the survey

The survey instrument may include a range of types of measures and scales to be used including but not limited to Likert ratings, binary choice, multiple choice preference rankings.

Allow for 3 draft iterations and editing in the cost of the survey instrument before finalisation.

The service provider is to ensure that the City of Cape Town approved customer satisfaction survey or service research survey instrument or related survey documentation is translated to high standard from English into another language/s as may be required.

- g) Develop and design electronic and digital solutions/ customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) **per administrator (oversees the application/tools and training)** per hour and training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps.
- h) Conduct pre-surveys for customer and service research surveys to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages) as may be required or proposed. (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire). The pre-survey should relate to the scope, scale and size of the planned customer/service survey (large, medium, small).
- i) Conduct customer and service research surveys using an appropriate method approved by the City of Cape Town in relation to the research, for example self-administered questionnaire (hardcopy or electronic, face to face interviews, or telephonic interviews). All survey work must include checking the data for accuracy and cleaning of the data in a format and using a medium and method agreed by the City of Cape Town.

ALL elements of field work and ALL the related field work costs (including security costs as needed), required to achieve the City of Cape Town customer/survey objectives and requirements MUST BE INCLUDED in the prices supplied in this tender.

All of the surveys will be conducted in the City of Cape Town's jurisdictional area i.e. within the Cape Town municipal metropolitan area. The research may have a defined spatial area in Cape Town or be for Cape Town as a whole. There may be occasions when a survey may be required in addition to the Cape Town area to include parts of the Greater Cape Town area, i.e. areas such as Stellenbosch, Paarl, Malmesbury.

Note: provision must be made for surveys to be conducted in English, Afrikaans and/or isiXhosa and other languages/s as needed. Allowance must be made for a minimum 20% check to ensure accuracy.

- j) Conduct focus group discussions to respond to City of Cape Town's specific customer/research survey requirements as requested or to complement a customer/research survey.

For the purposes of this tender focus groups are of varying size of group and duration.

The following size of focus groups is used:

- Small size focus group of up to 10 people
- Medium size focus group of 11 to 30 people
- Large size focus group of 31 to 50 people
- Extra-large size focus group of over 51 people.

The following times for the focus group duration are used:

- Up to 60 minutes
- 61 – 120 minutes
- Over 120 minutes
- A half day (minimum of 240 minutes)
- Full day (minimum of 480 minutes)

All the arrangements for the focus group discussions including an appropriate venue (own or municipal venue to be considered in the first instance and if not available, the service provider is to arrange for a suitable venue at service provider's cost; venue to accommodate universal access); facilitation, any translations, transport, all support material, (e.g. graphic aids, materials to assist with facilitation process as per the City specifications) and logistics (including catering as needed).

The focus group discussions need to be conducted in Afrikaans, English and isiXhosa or any other language/s as may be required. Note that focus groups will be of varying size and duration.

Provision is to be made for City staff to observe the focus group discussions. Translation services to be provided if and as required for those observing the discussions.

- k) Undertake data preparation: capture the customer/service research survey data and focus group information in a format and using a medium and method agreed by the City of Cape Town. This includes data logging; checking the data for accuracy; entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures.

Preliminary processing and any data and information cleaning are to be included.

For focus group discussions, where necessary translate the focus group discussions into English and to ensure that transcripts (electronic and paper copies) of the focus group discussions and recordings are available for the City of Cape Town in an agreed format.

- l) Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes).
- m) Prepare a data analysis plan for the analysis of the customer/service survey results. This should include but is not limited to:
- The rationale for the choice of analysis and statistics used.
 - A description of the variables, including identification of independent and dependent variables, the statistics which will be used and reported are to be included.
 - Any specific survey items which will be combined into scales to be included.
 - Statistics to be used to compare groups or relate variables and analysis methods (including spatial) to provide evidence or support for the research question/s are to be included.
- n) Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. A data analysis plan may also be required.
- o) Analyses include any statistical and trends analyses and spatial analyses as may be required.
- p) As may be included in the research study project: a customer satisfaction or service research survey report should be prepared which enables conclusions to key research questions to be drawn: for example, these could include but are not limited to:
- whether the service experience or quality of life has improved or deteriorated as a result of a City service, initiative or intervention;
 - the underlying reasons responsible for aspects of failure or success;
 - the contributing factors responsible for perceptions or attitudes with regard to the

- value of the service, initiative or intervention;
 - identifying those aspects of the policy, programme or service requiring attention;
 - proposing suggested improvements to the survey and/or instrument/s;
 - proposing strategy policy, strategy, programme, project or service improvements based on the research survey findings.
- q) Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town.
- r) Prepare a presentation on the survey results and present the findings of the study
- s) Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and informing future improvements or refinements of the survey, in a facilitated workshop or meeting or electronic format; preparation of a review report
- t) Finalise documents/reports, PowerPoint presentations, questionnaires, completed responses from the research survey instrument used, observation sheets, focus group discussion transcripts, spatial data and layers (ArcGIS format) and all survey related information, including survey analysis notes and all the raw data in MS Office Excel format (unless otherwise agreed), must be submitted to the City of Cape Town the latest within one month of completion of the project or at a time as agreed by the City of Cape Town.

Please note: any data or information specifically developed, captured, analysed and/or reported on for the City of Cape Town customer satisfaction or service research survey project will be the property of the City of Cape Town.

All requirements of **Protection of Personal Information Act (POPIA)** which is South Africa's data protection law that was enacted in 2013² and related City requirements need to be adhered to. Since then, certain provisions of the **Act** relating to the establishment of the Information Regulator and regulations under **POPIA** have been updated. These regulations include all service providers to conduct themselves in a responsible manner with regards to data/information protection, ownership, further processing, collecting, storing and sharing of data/information. The service providers need to be compliant in this regard when POPIA is enacted and in relation to any regulations which may be issued during the term of the tender.

In addition, for all projects for the duration of this tender, service providers need to ensure all the data provided is compliant with the City's systems and data governance, including the ownership, and protection of data. The integrity of the data, especially with regards to multiple formats, data protection measures, coding and scripting availability to the City must be compliant with the City's requirements (i.e. there must be no issues with data ownership which will rest with the City and service providers need to make any methods, processes, formats, etc. clear to the City when any customer satisfaction or service related survey is undertaken).

5.5 Service Provider Allocation of Staff

It is essential that the correct staffing resources, with the required expertise and experience are allocated by the Service Provider to perform the required research survey services in order to fulfil the City of Cape Town's requirements for the customer satisfaction or service research survey projects for a 60-month period from date of commencement of contract.

Accordingly, the Service Provider must ensure that key personnel³ are provided in **Schedule 15A** to match **all** the categories of required customer satisfaction or service research services and professional

² The Protection of Personal Information Act 4 of 2013 (POPIA), Government Gazette Notice 37067 on 26 November 2013.

³ Key personnel include ALL of the key personnel identified as the proposed service provider team/ individuals and project manager.

survey research services and tasks for customer or service surveys. **The Service Provider is also to ensure that the personnel are available for the research survey projects and able to be assigned to research survey projects requested by the City of Cape Town for a 60-month period from date of commencement of contract.**

Given the specialist nature of the services, **the Service Provider should not duplicate any staff resources in Schedule 15A in more than 5 of the 9 research service categories as listed in clause 5.2.2 above and in Schedule 15A.** The staff resources will be used and contracted as per the list completed and no staff will be permitted to be “swopped” or moved between categories, without the written permission of the City of Cape Town. See also below.

Please Note: If for any reason during the period of the contract, a staff member who has been included in **Schedule 15A** changes due to unavoidable circumstances, the Service Provider is to notify the City of Cape Town in writing, within one month of the change, providing a detailed reason for the change and supplying the details, including CV, qualifications, experience of the new staff member. Any personnel replacements for what so ever reason **must be** replaced by personnel of the equivalent level of expertise, experience and availability.

5.6 Timelines

A customer satisfaction or service related research survey may be requested during the 60-month period from date of commencement of contract, with all work completed as per agreed project plans and as may be specified, by the end of the tender contract period. It is not the intention of the City of Cape Town to engage a service provider beyond expiry of the original contract.

5.7 Prices

Separate prices to be supplied for each of the categories and customer survey or service research tasks within each category – as specified under Section 4. Please note specifically clause 4.10 which states that prices for **all items in the tender, for all five years must be completed and quoted. Failure to do so may result in the tender not being considered further.**

Prices excluding VAT are also to be quoted separately for each of the five years, year 1, year 2, year 3, year 4 and year 5 and are **fixed for the period of the tender.**

5.8 Company Profile

An up to date **summarised** Company Profile (maximum 10 pages) which provides an overview of the Company **must** be provided.

5.9 TRADE NAMES OR PROPRIETARY PRODUCTS

Bid specifications may not make any reference to any particular trade mark, name, patent, design, type, specific origin or producer, unless there is no other sufficiently precise or intelligible way of describing the characteristics of the work, in which case such reference must be accompanied by the words “or equivalent”.

5.10 EMPLOYMENT OF SECURITY PERSONNEL

All security staff employed by the supplier on behalf of the CCT or at any CCT property must be registered with Private Security Industry Regulatory Authority (PSIRA). Proof of such registration must be made available to the CCT's agent upon request.

5.11 FORMS FOR CONTRACT ADMINISTRATION (Not Applicable)

The supplier shall complete, sign and submit with each invoice, the following:

- a) Monthly Project Labour Report (**Annex 3**).
- b) B-BBEE Sub-Contract Expenditure Report (**Annex 4**).
- c) Joint Venture Expenditure Report (**Annex 5**).

The Monthly Project Labour Report must include details of **all** labour (including that of sub-contractors) that are South African citizens earning less than R350.00 per day, as adjusted from time to time

(excluding any benefits), who are employed on a temporary or contract basis on this contract in the month in question.

In addition to the Monthly Project Labour Report the Supplier shall simultaneously furnish the CCT's Agent with copies of the employment contracts entered into with such labour, together with certified copies of identification documents as well as evidence of payments to such labour in the form of copies of payslips or payroll runs. If the worker is paid in cash or by cheque, this information must be recorded on the envelope and the worker must acknowledge receipt of payment by signing for it and proof of such acknowledgement shall be furnished to the CCT's Agent.

The Monthly Project Labour Reports shall be completed and submitted in accordance with the instructions therein.

The **B-BBEE Sub-Contract Expenditure Report** is required for monitoring the supplier's compliance with the sub-contracting conditions of the **Preference Schedule**.

The Joint Venture Expenditure Report is required for monitoring the joint venture's/consortium/partnership compliance with the percentage contributions of the partners as tendered, where the joint venture/consortium/partnership has been awarded preference points in respect of its consolidated B-BBEE scorecard.

ANNEXURE B (CONDITIONS OF TENDER)

6.1 General

6.1.1 Actions

6.1.1.1 The City of Cape Town (CCT) and each tenderer submitting a tender offer shall comply with these Conditions of Tender. In their dealings with each other, they shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, comply with all legal obligations.

The parties agree that this tender and its acceptance shall also be subject to the terms and conditions contained in the CCT's Supply Chain Management Policy ('SCM Policy').

Abuse of the supply chain management system is not permitted and may result in the tender being rejected, cancellation of the contract, restriction of the supplier, and/or the exercise by the City of any other remedies available to it.

6.1.1.2 The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

6.1.1.3 The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

6.1.2 Interpretation

6.1.2.1 The additional requirements contained in the returnable documents are part of these Conditions of Tender.

6.1.2.2 These Conditions of Tender and returnable schedules which are required for tender evaluation purposes, shall form part of the contract arising from the invitation to tender.

6.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers by its Director: Supply Chain Management or his nominee.

6.1.4 The CCT's right to accept or reject any tender offer

6.1.4.1 The CCT may accept or reject any tender offer and may cancel the tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable tenders are received; or
- (d) there is a material irregularity in the tender process.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection, but will give written reasons for such action upon receiving a written request to do so.

6.1.5 Procurement procedures

6.1.5.1 General

Unless otherwise stated in the tender conditions, a contract will be concluded with the tenderer who scores the highest number of tender adjudication points.

6.1.5.2 Proposal procedure using the two stage-system

A two-stage system will be not be followed.

6.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

6.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

a) Persons aggrieved by decisions or actions taken by the City of Cape Town in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

6.1.6.2 Appeals

a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the City, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.

b) An appeal must contain the following:

- i. Must be in writing
- ii. It must set out the reasons for the appeal
- iii. It must state in which way the Appellant's rights were affected by the decision;
- iv. It must state the remedy sought; and
- v. It must be accompanied with a copy of the notification advising the person of the decision

6.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000

The sub- clauses above do not influence any affected person's rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

6.1.6.4 All requests referring to sub clauses 6.1.6.1 and 6.1.6.2 must be submitted in writing to:

The City Manager - C/o the Manager: Statutory Compliance Unit, Legal Services Department, Corporate Services Directorate

Via hand delivery at: [REDACTED]

Via post at: Private Bag X918, Cape Town, 8000

Via fax at: 021 400 5963 or 021 400 5830

Via email at: [REDACTED]

6.1.6.5 All requests referring to clause 6.1.6.3 regarding access to information or reasons must be submitted in writing to:

The City Manager - C/o the Manager: Statutory Compliance Unit, Legal Services Department, Corporate Services Directorate

Via hand delivery at: [REDACTED]

Via post at: Private Bag X918, Cape Town, 8000

Via fax at: 086 202 9982 or 021 400 5830

Via email at: [REDACTED]

6.1.7 City of Cape Town Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the City of Cape Town's Supplier Database may collect registration forms from the Supplier Management Unit located within the Supplier Management / Registration Office,

Registration forms and related information are also available on the City of Cape Town's website www.capetown.gov.za (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

6.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address <https://secure.csd.gov.za>.

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

6.2 Tenderer's obligations

6.2.1 Responsiveness Criteria

6.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document. Only those tenders that comply in all aspects with the tender conditions, specifications, pricing instructions and contract conditions will be declared to be responsive.

6.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

6.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) Full name of tendering entity to be provided;
- b) Identification number or company or other registration number to be provided;
- c) Tax reference number to be provided;
- d) VAT registration number (if any) to be provided;
- e) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule to be completed);
- f) A copy of the partnership / joint venture / consortium agreement to be provided.
- g) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule to be completed);
- h) A completed **Declaration – Conflict of Interest and Declaration of Bidders' past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive (applicable schedules to be completed);
- i) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule to be completed);
- j) The tenderer (including any of its directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- k) The tenderer's tax matters with SARS are in order;
- l) The tenderer is not an advisor or consultant contracted with the CCT,
- m) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, involved with the bid specification committee.

6.2.1.1.3 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum overall score for functionality as stated below will be declared responsive.

The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

Use specific examples and recent (since 2016 to current year) expertise of personnel and experience (directly similar work in specific context) that will show evidence for evaluation criteria. This evidence must be easily located in Schedules 15A and 15B as Company Profiles will not be referred to for evidence for expertise of personnel and experience. **If evidence is not available on Schedules 14, 15A, 15B and 15C, no points will be given for functionality scoring.** Refer to **Schedule 16 (Annexure 7)** for detail of the functionality criteria for *pro rata* scores for each evaluation criteria and how tenderers will be scored.

1. BACKGROUND RESEARCH, APPROACH, METHODOLOGY AND PLANNING			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria	Recent (since 2016 to current year) proven expertise in: • Customer satisfaction and service research surveys (range of scales, sizes and functional areas) • Customer satisfaction and service research survey approaches • A range of survey methodologies and techniques • A range of sampling methodologies • Developing customer and service survey research plans • Customer and service survey implementation • Project management • South African city urban development issues • At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields: research, marketing, communication, industrial sociology, economics, management, business, engineering, data science, social, natural and/or physical science, project management, statistics	10 5 4 4 5 5 3 4 5	45
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: • Undertaking background research for customer satisfaction or service research surveys • Preparing <u>and</u> implementing approaches/proposals for customer satisfaction or service research surveys which involve different methodologies, techniques and samples • Preparing implementation plans for customer satisfaction or service research surveys of a range of spatial scales, sizes and service types • Customer or service research survey implementation for Local Government in South Africa, in particular at a Metro City level	10 10 5 5	30
Membership of Company and/or Individual Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	• Company membership/ registration and/or over 50% of individual members or registration with a Professional Body to be submitted with the Tender document.	15	15
Office Location	• Company has an established local office in Cape Town • Company has an established office in Western Cape • Company has an established office nationally • Company has no established office in South Africa	5 3 1 0	5
Key personnel	• All personnel and Senior/Exec personnel permanently located in CT. • Most personnel and Senior/Exec personnel permanently located in CT (>80%) • Some personnel permanently located in CT with some senior personnel (> 60%) • Some personnel permanently located in CT (50 - 60%, some senior personnel) • Few personnel permanently located in CT (<50%) • No personnel permanently in CT	5 4 3 2 1 0	5
Total			100

2. SAMPLING AND SURVEY INSTRUMENTS			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria	Recent (since 2016 to current year) proven expertise in: • Development of sampling frameworks • Use of a wide range of sampling methodologies, processes and measures • Specialist sampling expertise and support tools (e.g. spatial) • Preparation of standard survey instruments • Development of customised survey instruments • At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields: research, social science, statistics, geographic information systems, languages, data science.	5	50
		10	
		10	
		10	
		10	
		5	
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: • Development of sampling frameworks • Implementing a range of sampling methods for customer satisfaction or service surveys • Sampling in South African cities, including methods to address unique sampling challenges • Preparation of standard survey instruments • Development of customised survey instruments • Translation of survey instrument or related survey documents from English into other languages, including Afrikaans and isiXhosa	10	50
		10	
		7	
		10	
		10	
		3	
Total			100

3. CUSTOMER FEEDBACK TOOLS			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: • Developing and design of electronic and digital solutions /customer feedback tools/apps as required for a range of customer and service research survey (range of types, scales, sizes and functional areas) • Customisation and preparation of digital solutions /customer feedback tools/apps for customer satisfaction and service surveys (range of types, scales, sizes and functional areas) • Implementing and use of a range of customer feedback tools/apps for customer satisfaction and service surveys in a range of types, sizes, scales and functional areas. • Translation of customer feedback tools/apps from English into other languages, including Afrikaans and isiXhosa • Providing administrative training and use of Customer feedback tools/apps for customer satisfaction and service surveys (range of types, scales, sizes and functional areas)	15	50
		10	
		15	
		5	
		5	
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each	Recent (since 2016 to current year) experience in: • Developing and design of electronic and digital solutions /customer feedback tools/apps as required for a range of customer and service research survey (range of types, scales, sizes and functional areas) • Customisation and preparation of digital solutions /customer feedback tools/apps for customer satisfaction and service surveys (range of types, scales, sizes and functional areas)	15	50
		10	

3. CUSTOMER FEEDBACK TOOLS			
Evaluation Area	Evaluation Criteria		Points
evaluation criteria. Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	- Implementing and use of a range of customer feedback apps/ tools for customer satisfaction and service surveys in a range of types, sizes, scales and functional areas. - Translation of customer feedback apps/ tools from English into other languages, including Afrikaans and isiXhosa - Providing administrative training and use of Customer feedback tools/apps for customer satisfaction and service surveys (range of types, scales, sizes and functional areas)	15	
		5	
		5	
Total			100

4. SURVEY FIELD WORK			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: - Development of pre-surveys - Conceptualising and preparing customer and service research field work plans for a range of customer and service research surveys to match survey outcome requirements - Developing field work processes for a range of customer and service research survey types, sizes and scales - Project Management	5	45
		15	
		15	
		10	
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: - Use and implementation of pre-surveys - Developing and implementing customer and service research field work plans for a range of customer and service research surveys to match survey outcome requirements - Developing field work processes for a range of customer and service research survey types, sizes and scales - Implementing field work in South African cities, including processes to address field work challenges	5	45
		15	
		10	
		15	
Office Location	- Company has an established local office in Cape Town - Company has an established office in Western Cape - Company has an established office nationally - Company has no established office in South Africa	5 3 1 0	5
Key personnel	- All personnel and Senior/Exec personnel permanently located in CT. - Most personnel and Senior/Exec personnel permanently located in CT (>80%) - Some personnel permanently located in CT with some senior personnel (> 60%) - Some personnel permanently located in CT (50 - 60%, some senior personnel) - Few personnel permanently located in CT (<50%) - No personnel permanently in CT	5	5
		4	
		3	
		2	
		1	
		0	
Total			100

5. FOCUS GROUPS			Points
Evaluation Area	Evaluation Criteria		
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: - Focus group methodologies - Focus group preparation and planning - Focus group management - Facilitation skills - Conflict management skills - At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields: research, social science, marketing, languages, science, business, engineering.	9 8 9 9 3 7	45
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: - Use of focus groups as part of a customer satisfaction or service research survey - Focus group implementation - Conducting focus groups of various types - Conducting focus groups in a range of languages - Focus group management	10 8 10 7 10	45
Office Location	- Company has an established local office in Cape Town - Company has an established office in Western Cape - Company has an established office nationally - Company has no established office in South Africa	5 3 1 0	5
Key personnel	- All personnel and Senior/Exec personnel permanently located in CT. - Most personnel and Senior/Exec personnel permanently located in CT (>80%) - Some personnel permanently located in CT with some senior personnel (> 60%) - Some personnel permanently located in CT (50 - 60%, some senior personnel) - Few personnel permanently located in CT (<50%) - No personnel permanently in CT	5 4 3 2 1 0	5
Total			

6. SURVEY DATA PREPARATION			Points
Evaluation Area	Evaluation Criteria		
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each	Recent (since 2016 to current year) proven expertise in: - Data preparation planning - Data preparation tools and systems to manage large scale and complex customer or service research survey data - Data preparation activities including: logging, checking, data transformation - Data capturing and data base systems - Quality control of data preparation - Data preparation documentation and reporting - At least a Tertiary level qualification for all key personnel	5 9 9 9 10 3	50

6. SURVEY DATA PREPARATION			
Evaluation Area	Evaluation Criteria		Points
evaluation criteria.	i.e. a National Diploma/Degree in the following fields: research, social science, data management, data science.	5	
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: - Data preparation planning (Data) Use of preparation tools and systems to manage large scale and complex customer or service research survey data - Data preparation activities including: logging, checking, data transformation - Data capturing and data base systems - Quality control of data preparation - Data preparation documentation and reporting	5 10 10 10 10 5	50
Total			100

7. SURVEY DATA ANALYSIS			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: - Preparation of data analysis plans - Application of a wide range of statistics and analytics techniques. - Analysis of complex variables and scales - Use of comparative statistics - At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields: research, social science, natural/ physical science, statistics, business, engineering, data science.	8 10 9 8 15	50
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: - Implementing data analysis plans - Use of a wide range of statistics and analytics techniques in customer and service research surveys - Analysis of complex variables and scales - Preparing data analysis for results and review - Preparation of data analysis for reporting	7 15 10 10 8	50
Total			100

8. SURVEY RESEARCH FINDINGS AND REPORT PREPARATION			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: - Preparation of customer and service research survey report frameworks - Writing and editing customer and service research reports - Presenting research findings in an accessible, user friendly way - Developing survey research conclusions and recommendations - Preparing research survey presentations - Preparing and completing survey research reports with recommendations for Local Government in South Africa, in particular at a Metro City level - At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields:	4 10 10 10 3 6 9	52

8. SURVEY RESEARCH FINDINGS AND REPORT PREPARATION			
Evaluation Area	Evaluation Criteria		Points
	research, marketing, communication, industrial sociology, social, natural and/or physical science, project management, statistics, business, engineering, data science		
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: • Implementing customer and service research survey report frameworks • Writing customer and service research reports • Presentation and integration of research findings into research reports in an accessible, user friendly way • Developing survey research conclusions and recommendations • Presenting research survey presentations • Preparing and completing survey research (reviews) reports for local government in South Africa, in particular at Metro City Level	4 15 10 10 4 5	48
Total			100

9. SURVEY RESEARCH REVIEW			
Evaluation Area	Evaluation Criteria		Points
Expertise of key personnel assigned and available (competencies of the individuals involved) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) proven expertise in: • Developing survey research review frameworks • Developing survey research review methods, using tools and processes to establish better practise and learnings from research surveys • Conducting survey research reviews • Preparing and completing survey research review reports, including recommendations • Preparing survey research implementation plans • Developing and completing survey research reviews for surveys in South African cities • At least a Tertiary level qualification for all key personnel i.e. a National Diploma/Degree in the following fields: research, marketing, communication, industrial sociology, social, natural and/or physical science, project management, statistics, business, engineering, data science.	7 7 9 9 5 8 5	50
Previous experience (of directly similar work in specific context) Kindly note: this is cumulative scoring. Refer to Schedule 16 for <i>pro rata</i> scores for each evaluation criteria.	Recent (since 2016 to current year) experience in: • Implementing survey research review frameworks • Implementing survey research review methods, using tools and processes to establish better practise and learnings from research surveys, including proposing suggested improvements to the survey and/or instrument/s • Conducting survey research reviews • Preparing and completing survey research review reports, including recommendations • Implementing survey research implementation plans • Implementing research reviews for surveys in South African cities	8 9 10 10 5 8	50
Total			100

Functionality – Totals	Sub Total Points
Sub Total Service Category 1: Background research, approach, methodology and planning	/100
Sub Total Service Category 2: Sampling and survey instruments	/100
Sub Total Service Category 3: Customer Feedback Tools	/100
Sub Total Service Category 4: Survey Field work	/100
Sub Total Service Category 5: Focus groups	/100
Sub Total Service Category 6: Survey Data preparation	/100
Sub Total Service Category 7: Survey Data Analysis	/100
Sub Total Service Category 8: Survey Research findings and report preparation	/100
Sub Total Service Category 9: Survey Research review	/100
GRAND TOTAL	/900
Conversion of Grand Total into Overall Average Score: Grand Total Score out of 900 divided by 9 = score out of 100	/100
OVERALL MINIMUM TOTAL SCORE FOR FUNCTIONALITY	65/100 YES/NO

The minimum qualifying score for functionality is an average 65 points out of a maximum of 100.

Where the entity tendering is a Joint Venture the tender must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

A more detailed explanation of the functionality criteria for *pro rata* scores for each evaluation criteria is given below and in **Schedule 16**.

Note: There are criteria for each category of required customer satisfaction or service research services with detailed scores and a total combined score:

No tender will be regarded as responsive/ an acceptable tender **if it fails to achieve the minimum qualifying functionality score of a minimum average overall functionality score of 65.**

In this regard tenderers are required to complete Schedules 15A, 15B and 15C. If service providers do not complete Schedules 15A, 15B and 15C, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in Schedules 15A, 15B and 15C.

Tenders that have achieved the minimum qualifying score for functionality shall be evaluated further in terms of the preference point systems prescribed in section 6.3.10.3 below (Scoring of tenders (price and preference)).

Areas to be included in the evaluation process

In terms of the evaluation criteria stated in section 6.2.1.1.3 **above**, prospective service providers are required to provide all information requested below and indicate compliance with the requirements and aspects detailed in the Tender Specification, including paragraph 5.5.

1. Relevant Expertise

If service providers do not complete Schedule 15A, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in Schedule 15A.

Schedule 15A: Key Personnel **must be completed for ALL the 9 categories and services** for customer satisfaction or service research surveys; detailing the proposed service provider individuals who will provide the customer and service research survey services.

The person/s responsible for the tender technically and who will serve as the contact person/s for the technical implementation of the tender and if appropriate an alternate/s, must be clearly identified in Schedule 15A.

Any project leader/s or manager/s and the identification of any sub-contractors if applicable should also be included in Schedule 15A.

The Service Provider is also to ensure that the personnel are available for the customer satisfaction and service research survey projects and able to be assigned to the research survey projects requested by the City of Cape Town for a 60 month period from date of commencement of contract.

As outlined in Section 5.5, **the Service Provider should not duplicate any staff resources in Schedule 15A in more than 5 of the 9 research service categories as listed in clause 5.2.2 above and in Schedule 15A.**

The staff resources will be used and contracted as per the list completed and no staff will be permitted to be “swopped” or moved between categories, without the written permission of the City of Cape Town. See also the note below.

Please Note:

If for any reason during the period of the Tender, a staff member who has been included in Schedule 15A changes due to unavoidable circumstances, the Service Provider is to notify the City of Cape Town in writing, within one month of the change, providing a detailed reason for the change and supplying the details, including CV, qualifications, experience of the new staff member. Any personnel replacements for what so ever reason **must be** replaced by personnel of the equivalent level of expertise, experience and availability.

For each of the key personnel listed in Schedule 15A, the following must be completed: current main areas of responsibility, qualifications and professional registration. The relevant CCT customer service category and sub category/ies must be clearly included for each staff member, as well as a description of relevant **expertise/competencies** aligned to the CCT Tender service category/sub category. The staff member's current (2019) office location i.e. where the staff member is currently physically located; where more than 70% of their work for the service provider is done.

Current CVs of **ALL of the key personnel identified in Schedule 15A** must be submitted with the tender. If a staff member is listed in more than one of the 9 service categories only one CV needs to be submitted. Please note:

- It is the responsibility of the service provider to ensure that all the information in Schedule 15A and the CVs submitted contain **all relevant information** to ensure optimal scoring of functionality points across the respective service categories as listed in Schedule 15A and in section 6.2.1.1.3.
- If no CV is submitted for a proposed or listed staff member – he/she will not be included in the tender evaluation or tender submission

A list of recent work undertaken since 2016 to current year in similar/ related fields or service category, **with areas of expertise** clearly indicated for each of the key personnel listed in Schedule 15A in **ALL of the 9 service categories** must be included.

2. Previous Experience

If service providers do not complete Schedule 15B, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in Schedules 15B.

Schedule 15B: Previous experience **must be completed for ALL the 9 categories and services** for customer satisfaction or service research surveys.

Schedule 15B: requires details of previous experience of the projects linked to the 9 category/sub category of customer satisfaction or service research services as specified in the tender.

A list of recent (since 2016 to current year) **previous work experience** of a similar nature must be provided aligned to the CCT tender service category/sub category, as well as the description of the project, estimated value of the specific component of the contract; project component, the specific area of responsibility /deliverable for the project and year completed.

The client's name and contact details for whom the project or part of the project was completed by the staff member should also be provided for the project. These client names and contact details must be contactable and may be contacted by the City of Cape Town for reference purposes. As per section 1 above, it is the responsibility of the service provider to ensure that the information in Schedule 15B contains **all relevant information** to ensure optimal scoring of functionality points across the respective service categories for experience as listed in Schedule 15B and in section 6.2.1.1.3.

3. Membership of Company and/or Individual

Proof of the Service Provider's current (2019) Company membership/registration and of individual members membership/registration with relevant Professional Body to be submitted with the Tender document.

Please note that if proof of current (2019) Company and/or Individual membership/registration with relevant Professional Body is not attached to the Tender submission then the relevant functionality points for this component will not be awarded - refer to section 6.2.1.1.3.

4. Company Local /National Office

If service providers do not complete Schedule 15C, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in Schedule 15C.

Details of the Service Provider's Local Office in Cape Town and National Office (if applicable) should be provided in **Schedule 15C**, including: physical address; estimated total size of the Local Office in m², whether the offices are rented or Company owned and a contact person.

If the local office in Cape Town is the Service Provider's Head Office or not should be specified and if not where the Company Head Office is located should be clearly stated.

A short description of the main services provided by the Local Office in Cape Town and National Office (if applicable) should be provided.

The total permanent staff complement located in the local office in Cape Town and National Office (if applicable) should be provided, as well as the total number of permanent Executives and Senior Managers based in local office in Cape Town and National Office (if applicable).

6.2.1.1.5 Local production and content

Not applicable

6.2.1.1.6 Pre-qualification criteria for preferential procurement

Not applicable

6.2.2 Cost of tendering

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer complies with requirements.

6.2.3 Check documents

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

6.2.4 Confidentiality and copyright of documents

Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

6.2.5 Reference documents

Obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender documents by reference.

6.2.6 Acknowledge and comply with notices

Acknowledge receipt of notices to the tender documents, which the CCT may issue, fully comply with all instructions issued in the notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

6.2.7 Clarification meeting

Attend, where required, a clarification meeting at which tenderers may familiarise themselves with aspects of the proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information.

Tenderers should be represented at the site visit/clarification meeting by a person who is suitably qualified and experienced to comprehend the implications of the work involved.

6.2.8 Seek clarification

Request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information, where possible.

6.2.9 Pricing the tender offer

6.2.9.1 Comply with all pricing instructions as stated on the Price Schedule.

6.2.10 Alterations to documents

Do not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

6.2.11 Alternative tender offers

6.2.11.1 Unless otherwise stated in the tender conditions submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted.

If a tenderer wishes to submit an alternative tender offer, he shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked "Alternative Tender" in order to distinguish it from the main tender offer.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any but the highest ranked main tender offer will not be considered.

An alternative of the highest ranked acceptable main tender offer that is priced higher than the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements.

6.2.11.2 Accept that an alternative tender offer may be based only on the criteria stated in the tender conditions or criteria otherwise acceptable to the CCT.

6.2.12 Submitting a tender offer

6.2.12.1 Submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the contract conditions and described in the specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Returnable Schedules duly completed and signed will be declared responsive.

6.2.12.2 Return the entire document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

6.2.12.3 Submit the parts of the tender offer communicated on paper as an original with an English translation for any part of the tender submission not made in English

6.2.12.4 Sign the original tender offer where required in terms of the tender conditions. The tender shall be signed by a person duly authorised to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation of the joint venture or any other document signed by all parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

6.2.12.5 Where a two-envelope system is required in terms of the tender conditions, place and seal the returnable documents listed in the tender conditions in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information, as well as the tenderer's name and contact address.

6.2.12.6 Seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information.

6.2.12.7 Accept that the CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

6.2.12.8 Accept that tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the tender conditions.

6.2.12.9 By signing the offer part of the Form of Offer (**Section 2, Part A**) the tenderer warrants that all information provided in the tender submission is true and correct.

6.2.12.10 Tenders must be properly received and deposited in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

6.2.12.12 The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the returnable schedule titled **List of Other Documents Attached by Tenderer**.

6.2.13 Information and data to be completed in all respects

Accept that tender offers, which do not provide all the data or information requested completely and in the form required, may be regarded by the CCT as non-responsive.

6.2.14 Closing time

6.2.14.1 Ensure that the CCT receives the tender offer at the address specified in the General Tender Information prior to the closing time stated on the front page of the tender document.

6.2.14.2 Accept that, if the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

6.2.14.3 Accept that, the CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

6.2.15 Tender offer validity and withdrawal of tenders

6.2.15.1 Warrants that the tender offer(s) remains valid, irrevocable and open for acceptance by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

6.2.15.2 Notwithstanding the period stated above, the tender shall be deemed to remain valid, irrevocable and open for acceptance until formal acceptance by the CCT at any time after the expiry of the original validity period, unless the CCT is notified in writing of anything to the contrary (including any further conditions) by the tenderer. Any further conditions introduced by the supplier will be considered at the sole discretion of the CCT.

6.2.15.3 A tenderer may request in writing, after the closing date, that the tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

- a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;
- b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss.

6.2.16 Clarification of tender offer, or additional information, after submission

Provide clarification of a tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

6.2.17 Provide other material

6.2.17.1 Provide, on request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

6.2.17.2 Provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

- a) audited annual financial statement for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for

- auditing;
- b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;
- c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;
- d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each party to a Consortium/Joint Venture shall submit separate certificates/statements in the above regard.

6.2.17.3 Tenderers undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

6.2.18 Samples, Inspections, tests and analysis

Provide access during working hours to premises for inspections, tests and analysis as provided for in the tender conditions or specifications.

If the **Specification** requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the CCT in writing, then the bid concerned may be declared non-responsive.

6.2.19 Certificates

The tenderer must provide the CCT with all certificates as stated below:

6.2.19.1 Broad-Based Black Economic Empowerment Status Level Documentation

In order to qualify for preference points, it is the responsibility of the tenderer to submit documentary proof, either as certificates, sworn affidavits or any other requirement prescribed in terms of the B-BBEE Act, of its B-BBEE status level of contribution in accordance with the applicable Codes of good practise as issued by the Department of Trade and Industry, to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5) or included with the tender submission.

Consortiums/Joint Ventures will qualify for preference points, provided that the **entity** submits the relevant certificate/scorecard in accordance with the applicable codes of good practise. Note that, in the case of unincorporated entities, a verified consolidated B-BBEE scorecard must be submitted in the form of a certificate with the tender.

Tenderers are further referred to the content of the **Preference Schedule** for the full terms and conditions applicable to the awarding of preference points.

The applicable code for this tender is the **Amended Codes of Good Practise (Generic Scorecard)** unless in possession of a valid sector certificate.

The tenderer shall indicate in Section 4 of the **Preference Schedule** the Level of Contribution in respect of the enterprise status or structure of the tendering entity (the supplier).

6.2.19.2 Evidence of tax compliance

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Clearance Certificate issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must also provide its Tax Compliance Status PIN number on the **Details of Tenderer** page of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Clearance Certificate.

6.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.

6.2.21 Claims arising from submission of tender

The tenderer warrants that it has:

- a) inspected the Specifications and read and fully understood the Conditions of Contract.
- b) read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.
- c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
- d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
- e) received any notices to the tender documents which have been issued in accordance with the CCT's Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

6.3 The CCT's undertakings

6.3.1 Respond to requests from the tenderer

6.3.1.1 Unless otherwise stated in the Tender Conditions, respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

6.3.1.2 The CCT's representative for the purpose of this tender is stated on the General Tender Information page.

6.3.2 Issue Notices

If necessary, issue notices that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week (where possible) before the tender closing time stated on the front page of the tender document. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

6.3.3 Opening of tender submissions

6.3.3.1 Unless the two-envelope system is to be followed, open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the tender conditions.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

6.3.3.2 Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices and the preferences indicated.

6.3.3.3 Make available a record of the details announced at the tender opening meeting on the CCT's website (<http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx>.)

6.3.3.4 Make available the pricing schedules upon written request.

6.3.4 Two-envelope system

6.3.4.1 Where stated in the tender conditions that a two-envelope system is to be followed, open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the tender conditions and announce the name of each tenderer whose technical proposal is opened.

6.3.4.2 Evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. Open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the tender conditions, and announce the total price and any preferences claimed. Return unopened financial proposals to tenderers whose technical proposals were non responsive.

6.3.5 Non-disclosure

Not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

6.3.6 Grounds for rejection and disqualification

Determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

6.3.7 Test for responsiveness

6.3.7.1 Appoint an evaluation panel and determine, after opening and before detailed evaluation, whether each tender offer properly received:

- a) complies with the requirements of these Conditions of Tender,
- b) has been properly and fully completed and signed, and
- c) is responsive to the other requirements of the tender documents.

6.3.7.2 A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) detrimentally affect the scope, quality, or performance of the goods, services or supply identified in the Specifications, or
- b) significantly change the CCT's or the tenderer's risks and responsibilities under the contract

Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

6.3.8 Arithmetical errors, omissions and discrepancies

6.3.8.1 Check the responsive tenders for:

- a) the gross misplacement of the decimal point in any unit rate;
- b) omissions made in completing the Price Schedule; or
- c) arithmetic errors in:
 - i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
 - ii) the summation of the prices; or
 - iii) calculation of individual rates.

6.3.8.2 The CCT must correct the arithmetical errors in the following manner:

- a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
- b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
- c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

6.3.8.3 In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

6.3.9 Clarification of a tender offer

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer.

6.3.10 Evaluation of tender offers

6.3.10.1 General

6.3.10.1.1 Reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the tender conditions.

6.3.10.1.2 For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

- a. If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
- b. If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
- c. If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
- d. If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).
- e. If the selected method is based on suppliers' price lists, comparative prices would be the prices as

- tendered for year one.
- f. If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

6.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

6.3.10.3 Scoring of tenders (price and preference)

6.3.10.3.1 Points for price will be allocated in accordance with the formula set out in this clause based on the price per item / rates as set out in the **Price Schedule (Part 4)**:

- based on the sum of the prices/rates in relation to the estimated quantities.

6.3.10.3.2 Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

6.3.10.3.3 The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

6.3.10.3.4 Applicable formula:

The 80/20 preference point system will apply to this tender and the lowest acceptable tender will be used to determine the applicable preference point system

The 80/20 price/preference points system will be applied to the evaluation of responsive tenders up to and including a Rand value of R50'000'000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.
Price shall be scored as follows:

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

Where: Ps is the number of points scored for price;
Pt is the price of the tender under consideration;
Pmin is the price of the lowest responsive tender.

Preference points shall be scored as follows:

Points will be awarded to tenderers who are eligible for preferences in respect of the B-BBEE level of contributor attained in terms of **Preference Schedule**.

A maximum of 20 tender adjudication points will be awarded for preference to tenderers with responsive tenders who are eligible for such preference, in accordance with the criteria listed below.

Up to **20** adjudication points (Np) will be awarded for the level of B-BBEE contribution, in accordance with the tables below:

B-BBEE Status Level of Contributor	Number of Points for Preference
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor*	0

*A non-compliant contributor is one who does not meet the minimum score for a level 8 contributor.

or, in respect of Exempted Micro Enterprises (EMEs):

Black Ownership of EME	Deemed Status Contributor	B-BBEE Level of	Number of Points for Preference
less than 51%	4		12
at least 51% but less than 100%	2		18
100%	1		20

or, in respect of Qualifying Small Enterprises (QSEs):

Black Ownership of QSE	Deemed Status Contributor	B-BBEE Level of	Number of Points for Preference
at least 51% but less than 100%	2		18
100%	1		20

The total number of adjudication points (N_T) shall be calculated as follows:

$$N_T = P_s + N_p$$

Where: P_s is the number of points scored for price;
 N_p is the number of points scored for preference.

The terms and conditions of the **Preference Schedule** shall apply in all respects to the tender evaluation process and any subsequent contract.

6.3.10.5 Risk Analysis

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

- reasonableness of the financial offer
- reasonableness of unit rates and prices
- the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

6.3.11 Negotiations with preferred tenderers

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

- does not allow any preferred tenderer a second or unfair opportunity;
- is not to the detriment of any other tenderer; and
- does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers. In terms of the PPPFA Regulations, 2017, tenders must be cancelled in the event that negotiations fail to

achieve a market related price with any of the three highest scoring tenderers.

6.3.12 Acceptance of tender offer

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

6.3.12.1 Accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

6.3.12.2 Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

6.3.12.3 Accept the tender offer, only if in the opinion of the CCT, the tenderer:

- a) can demonstrate that it has the necessary resources and skills to fulfil its obligations in terms of the tender document,
- b) does not pose any material risk to the CCT,
- c) is not currently a supplier to whom notice has been served regarding abuse of the supply chain management system.

6.3.13 Prepare contract documents

6.3.13.1 If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

- a) notices issued during the tender period,
- b) inclusion of some of the returnable documents, and
- c) other revisions agreed between the CCT and the successful tenderer.

6.3.13.2 Complete the schedule of deviations attached to the form of offer and acceptance, if any.

6.3.14 Notice to successful and unsuccessful tenderers

6.3.14.1 Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

6.3.14.2 The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

6.3.15 Provide written reasons for actions taken

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

ANNEXURE C (SPECIAL CONDITIONS OF CONTRACT)

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this Contract:

1. Definitions

Delete Clause 1.15 and substitute with the following

- 1.15 The word 'Goods' is to be replaced everywhere it occurs in the GCC with the phrase 'Goods and / or Services' which means all of the equipment, machinery, materials, services, products, consumables, etc. that the supplier is required to deliver to the purchaser under the contract. This definition shall also be applicable, as the context requires, anywhere where the words "supplies" and "services" occurs in the GCC.

Delete Clause 1.19 and substitute with the following

- 1.19 The word 'Order' is to be replaced everywhere it occurs in the GCC with the words 'Purchase Order' which means the official purchase order authorised and released on the purchaser's SAP System and the date of the Purchase Order will be the contract commencement date

Delete Clause 1.21 and substitute with the following:

- 1.21 'Purchaser' means the **City of Cape Town**. The address of the Purchaser is **12 Hertzog Boulevard, Cape Town, 8001**.

Add the following after Clause 1.25:

- 1.26 'Supplier' means any provider of goods and / or services with whom the contract is concluded

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

- 3.2 The parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 All parties in a joint venture or consortium shall be jointly and severally liable to the purchaser in terms of this contract and shall carry individually the minimum levels of insurance stated in the contract, if any.
- 3.4 The parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the delivery of the goods and give all notices and pay all charges required by such authorities.
- 3.5 The **supplier** shall:

3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the order:

- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee
- b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11)
- c) Initial delivery programme
- d) Other requirements as detailed in the tender documents

3.5.2 Only when notified of the acceptance of the bid by the issuing of the order, the supplier shall commence with and carry out the delivery of the goods in accordance with the contract, to the satisfaction, of the purchaser

- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the goods including any temporary services that may be required
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the goods
- 3.5.5 Be continuously represented during the delivery of the goods by a competent representative duly authorised to execute instructions;
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy
- 3.5.7 Comply with all written instructions from the purchaser subject to clause 18
- 3.5.8 Complete and deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21
- 3.5.9 Make good at his own expense all incomplete and defective goods during the warranty period
- 3.5.10 Pay to the purchaser any penalty for delay as due on demand by the purchaser. The supplier hereby consents to such amounts being deducted from any payment to the supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the goods in accordance with the contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- 3.6 The **purchaser** shall:
 - 3.6.1 Issue orders for the goods required under this Contract. No liability for payment will ensue for any work done if an official purchase order has not been issued to the supplier.
 - 3.6.2 Make payment to the **supplier** for the goods as set out herein.
 - 3.6.3 Take possession of the goods upon delivery by the supplier.
 - 3.6.4 Regularly inspect the goods to establish that it is being delivered in compliance with the contract.
 - 3.6.5 Give any instructions and/or explanations and/or variations to the supplier including any relevant advice to assist the supplier to understand the contract documents.
 - 3.6.6 Grant or refuse any extension of time requested by the supplier to the period stated in clause 10.
 - 3.6.7 Inspect the goods to determine if, in the opinion of the purchaser, it has been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
 - 3.6.8 Brief the supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

- 5.5 Copyright of all documents prepared by the supplier in accordance with the relevant provisions of the copyright Act (Act 98 of 1978) relating to contract shall be vested in the purchaser. Where copyright is vested in the supplier, the purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the contract and need not obtain the supplier's permission to copy for such use. Where copyright is vested in the purchaser, the supplier shall not be liable in any way for the use of any of the information other than as originally intended for the contract and the purchaser hereby indemnifies the supplier against any claim which

may be made against him by any party arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the supplier and paid for by the purchaser shall, after payment, vest with the purchaser

5.6 Publicity and publication

The supplier shall not release public or media statements or publish material related to the services or contract within two (2) years of completion of the services without the written approval of the purchaser, which approval shall not be unreasonably withheld.

5.7 Confidentiality

Both parties shall keep all information obtained by them in the context of the Contract confidential and shall not divulge it without the written approval of the other party.

7. Performance Security

'Not Applicable. Tenderers must disregard **Form of Guarantee / Performance Security** and are not required to complete same.

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organisation acting on behalf of the purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The time for delivery of the goods shall be the date as stated on the order.
- 10.2 The purchaser shall determine, in its sole discretion, whether the goods have been delivered in compliance with the contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the purchaser determines that the goods have been satisfactorily delivered, the purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of acceptance of the goods.

11. Insurance

Add the following after clause 11.1:

- 11.2 Without limiting the obligations of the supplier in terms of this contract, the supplier shall effect and maintain the following additional insurances:
- a) Public liability insurances, in the name of the supplier, covering the supplier and the purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **R20 million** for any single claim;
 - b) Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the supplier, comprising (as a minimum) "Balance of Third Party" Risks including Passenger Liability Indemnity;
 - c) Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the bidder's broker or the insurance company itself (see

Proof of Insurance / Insurance Broker's Warranty section in document for a pro forma version).

- d) Professional indemnity insurance providing cover in an amount of not less than R5 million in respect of each and every claim during the contract period.

In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the CCT will retain its right of recourse against the supplier.

- 11.3 The supplier shall be obliged to furnish the CCT with proof of such insurance as the CCT may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the **Proof of Insurance / Insurance Broker's Warranty** section of the document or copies of the insurance policies.

15. Warranty

Add to Clause 15.2:

- 15.2 This warranty for this contract shall remain valid for **six (6) months** after the goods have been delivered.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

- 16.1 A monthly payment cycle will be the norm. All invoices which are dated on or before the 20th of a particular month will typically be paid between the 23rd and 26th of the following month. The supplier may submit a fully motivated application regarding more frequent payment to the Employer for consideration. Requests for more frequent payments will be considered at the sole discretion of the Employer and is not a right in terms of this contract.

Delete Clause 16.2 in its entirety and replace with the following:

- 16.2 The supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

- 16.5 Notwithstanding any amount stated on the order, the supplier shall only be entitled to payment for goods actually delivered in terms of the Project Specification and Drawings, or any variations in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the purchaser.

The CCT is not liable for payment of any invoice that pre-dates the date of delivery of the goods.

- 16.6 The purchaser will only make advanced payments to the supplier in strict compliance with the terms and details as contained on **Proforma Advanced Payment Guarantee**.

17. Prices

- 17.1 All prices shall be fixed for the full contract period from date of commencement of the tender and the date of appointment to undertake the activities in the 60-month period from date of commencement of contract.

18. Contract Amendments

Delete the heading of clause 18 and replace with the following:

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the goods or any extension of the duration of the contract that the purchaser issues to the supplier as instructions in writing, subject to prior approval by the purchaser's delegated authority as reflected on an authorised amended order. Should the supplier deliver any goods not described in a written instruction from the purchaser, such work will not become due and payable until amended order has been issued by the purchaser.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

- 21.2 If at any time during the performance of the contract the supplier or its sub-contractors should encounter conditions beyond their reasonable control which impede the timely delivery of the goods, the supplier shall notify the purchaser in writing, within 7 Days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation, and may at his discretion extend the time for delivery.

Where additional time is granted, the purchaser shall also determine whether or not the supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the supplier and the purchaser, additional time only (no costs) will be granted.

The purchaser shall notify the supplier in writing of his decision(s) in the above regard.

- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of goods from a national department, provincial department, or a local authority.

22. Penalties

Delete clause 22.1 and replace with the following:

- 22.1 **NOT APPLICABLE**

23. Termination for default

Delete the heading of clause 23 and replace with the following:

23. Termination

Add the following to the end of clause 23.1:

if the supplier fails to remedy the breach in terms of such notice

Add the following after clause 23.7:

- 23.8 In addition to the grounds for termination due to default by the supplier, the contract may also be terminated:
- 23.8.1 Upon the death of the supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.
- 23.8.2 The parties by mutual agreement terminate the contract.
- 23.8.3 If an Order has been issued incorrectly, or to the incorrect recipient, the resulting contract may be terminated by the purchaser by written notice
- 23.9 If the contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination must be performed by the relevant party.

27. Settlement of Disputes

Amend clause 27.1 as follows:

- 27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23.1(c), arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

- 27.2 Should the parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the parties. The mediator may meet the parties together or individually to enable a settlement.

Where the parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (b) and replace with the following:

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

- 28.2 Without detracting from, and in addition to, any of the other indemnities in this contract, the supplier shall be solely liable for and hereby indemnifies and holds harmless the purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;
- b) loss of or damage to property;

arising from, out of, or in connection with the performance by the supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the purchaser.

- 28.3 The supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the purchaser or its agents or employees.

- 28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect,

extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

- 28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

- 31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the contract and may be given as set out hereunder and shall be deemed to have been received when:
- a) hand delivered – on the working day of delivery
 - b) sent by registered mail – five (5) working days after mailing
 - c) sent by email or telefax – one (1) working day after transmission

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

In this regard, it is the responsibility of the supplier to submit documentary evidence in the form of a valid Tax Clearance Certificate issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, [REDACTED]
[REDACTED]

Add the following after clause 32.3:

- 32.4 The **VAT registration** number of the City of Cape Town is [REDACTED]

ADDITIONAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 34:

35. Reporting Obligations.

- 35.1 The supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications. Any failure in this regard may result in a delay in the processing of any payments.

ANNEXURE D (GENERAL CONDITIONS OF CONTRACT)

(National Treasury - General Conditions of Contract (revised July 2010))

TABLE OF CLAUSES

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1. Definitions

1. The following terms shall be interpreted as indicated:

- 1.1 'Closing time' means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 'Contract' means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 'Contract price' means the price payable to the supplier under the contract for the full and proper performance of his or her contractual obligations.
- 1.4 'Corrupt practice' means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 'Countervailing duties' are imposed in cases in which an enterprise abroad is subsidised by its government and encouraged to market its products internationally.
- 2.6 'Country of origin' means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or

substantial and major assembly of components, a commercially recognised new product results that is substantially different in basic characteristics or in purpose or utility from its components.

- 1.7 'Day' means calendar day.
- 1.8 'Delivery' means delivery in compliance with the conditions of the contract or order.
- 1.9 'Delivery ex stock' means immediate delivery directly from stock actually on hand.
- 1.10 'Delivery into consignee's store or to his site' means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 'Dumping' occurs when a private enterprise abroad markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 'GCC' means the General Conditions of Contract.
- 1.15 'Goods' means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 'Imported content' means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 'Local content' means that portion of the bidding price which is not included in the imported content, provided that local manufacture does take place.
- 1.18 'Manufacture' means the production of products in a factory using labour, materials, components and machinery, and includes other, related value-adding activities.
- 1.19 'Order' means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 'Project site', where applicable, means the place indicated in bidding documents.
- 1.21 'Purchaser' means the organisation purchasing the goods.
- 1.22 'Republic' means the Republic of South Africa.
- 1.23 'SCC' means the Special Conditions of Contract.
- 1.24 'Services' means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.

1.25 'Written' or 'in writing' means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders, including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable, a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for the purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1, except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself, mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from the use of the goods or any part thereof by the purchaser.

7. Performance Security

- 7.1 Within 30 (thirty) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in the SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

- 7.2 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser, and shall be in one of the following forms:
- a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier, who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of the GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including

additional requirements, if any, specified in the SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in the SCC.

10.2 Documents to be submitted by the supplier are specified in the SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured, in a freely convertible currency, against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, including additional services (if any) specified in the SCC:

- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
- (b) furnishing of tools required for the assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in the SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications), or from any act or

omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for 12 (twelve) months after the goods, or any portion thereof, as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for 18 (eighteen) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in the SCC.

15.3 The purchaser shall notify the supplier promptly, in writing, of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in the SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices tendered by the supplier in his bid, with the exception of any price adjustments authorized in the SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract Amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

- 21.2 If at any time during the performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his or her discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure, outside of the contract, small quantities of supplies; or to have minor essential services executed if an emergency arises, or the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and, without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services, using the current prime interest rate, calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) if the supplier fails to perform any other obligation(s) under the contract; or
 - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide

reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer/Authority will, at the discretion of the Accounting Officer/Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person is or was, in the opinion of the Accounting Officer/Authority, actively associated.

23.6 If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury with the following information:

- (i) the name and address of the supplier and/or person restricted by the purchaser;
- (ii) the date of commencement of the restriction;
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period of not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidised import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall, on demand, be paid forthwith by the contractor to the State, or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he or she delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him or her.

25. Force majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if, and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall notify the purchaser promptly, in writing, of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.
- 27.2 If, after 30 (thirty) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due to the supplier.

28. Limitation of Liability

- 28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6:
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
 - (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

- 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable Law

- 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in the SCC.

31. Notices

- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail, and any other notice to him shall be posted by ordinary mail, to the address furnished in his bid or to the address notified later by him in writing; and such posting shall be deemed to be proper service of such notice.
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and Duties

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, licence fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act, Act 89 of 1998, as amended, an agreement between or concerted practice by firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act, Act 89 of 1998.

34.3 If a bidder(s) or contractor(s) has/have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and/or terminate the contract in whole or part, and/or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

ANNEXURE E1 (PRICE SCHEDULE)

Pricing Instructions:

- 4.1 State the rates and prices in Rand unless instructed otherwise in the tender conditions.
- 4.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT)), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.
- 4.3 All prices tendered must include all expenses, disbursements and costs (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer's obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding.
- 4.4 All prices shall be tendered in accordance with the units specified in this schedule.
- 4.5 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate (or rates, in the case of rate categories if provided) is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word "included" or abbreviations thereof) is entered against an item, it will also be evaluated as a nil rate having been entered against that item, i.e. that there is no charge for that item.**
- 4.6 Tenderers should also consider the Tender deliverables in **Section 5 (Specifications)** when completing the pricing schedule.
- 4.7 All prices of all items in the 9 required service categories and sub categories **shall be fixed** for the contract period from date of commencement of the tender and the date of appointment to undertake the activities in the 60-month period from date of commencement of contract.
- 4.8 Only fixed rates and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract will be accepted.
- 4.9 **Prices for all items in the tender must be completed and quoted for all five years.** Failure to do so may result in the tender not being considered further. Service Providers should also consider the Tender deliverables in Section 5.4, and Schedule 15A when completing the pricing schedule.
- 4.10 It is the intention of the City of Cape Town to award the tender to a panel of service providers who will be utilized as and when required. Whenever the City identifies a project to be executed all the service providers in the panel will be invited to submit bids and will be evaluated according to the evaluation criteria prescribed in each invitation.
- 4.11 It is the intention of the City of Cape Town to run this tender subject to Section 33 of The Local Government Municipal Finance Management Act 56 of 2003 whereby this tender will impose financial obligations on the City for a period longer than the three (3) financial years. The tender period is initially valid for the 3-years, thereafter the additional 2 years that is addressed in this tender document is subject to City of Cape Town's Council approval via the Section 33 process.

ANNEXURE E2 (PRICE SCHEDULE)

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNITS FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BEEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
A1 B1 C1	Category 1: Background research, approach, methodology and planning: A- Undertake background research for customer or service related research survey B- Prepare customer satisfaction or service research survey approach and methodology proposal C- Prepare customer satisfaction or service research survey plan, a detailed implementation plan for undertaking a customer/service research survey_ Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	16,00	R 88 400,00	R 13 260,00						
A2 B2 C2	Category 1: Background research, approach, methodology and planning: A- Undertake background research for customer or service related research survey B- Prepare customer satisfaction or service research survey approach and methodology proposal C- Prepare customer satisfaction or service research survey plan, a detailed implementation plan for undertaking a customer/service research survey_ Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750,00	R 800,00	R 850,00	R 900,00	R 950,00	R 4 250,00	18,00	R 76 500,00	R 11 475,00						
A3 B3 C3	Category 1: Background research, approach, methodology and planning: A- Undertake background research for customer or service related research survey B- Prepare customer satisfaction or service research survey approach and methodology proposal C- Prepare customer satisfaction or service research survey plan, a detailed implementation plan for undertaking a customer/service research survey_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375,00	R 400,00	R 425,00	R 450,00	R 475,00	R 2 125,00	38,00	R 80 750,00	R 12 112,50						
A4 B4 C4	Category 1: Background research, approach, methodology and planning: A- Undertake background research for customer or service related research survey B- Prepare customer satisfaction or service research survey approach and methodology proposal C- Prepare customer satisfaction or service research survey plan, a detailed implementation plan for undertaking a customer/service research survey_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	6,00	R 33 150,00	R 4 972,50						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNITS FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
D1	Category 2: Sampling and Survey Instrument (excluding survey field work): D- Construct a sample in order to undertake customer satisfaction or service research survey_ Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	2,00	R 11 050,00	R 1 657,50						
D2	Category 2: Sampling and Survey Instrument (excluding survey field work): D- Construct a sample in order to undertake customer satisfaction or service research survey_ Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750,00	R 800,00	R 850,00	R 900,00	R 950,00	R 4 250,00	4,00	R 17 000,00	R 2 550,00						
D3	Category 2: Sampling and Survey Instrument (excluding survey field work): D- Construct a sample in order to undertake customer satisfaction or service research survey_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375,00	R 400,00	R 425,00	R 450,00	R 475,00	R 2 125,00	8,00	R 17 000,00	R 2 550,00						
D4	Category 2: Sampling and Survey Instrument (excluding survey field work): D- Construct a sample in order to undertake customer satisfaction or service research survey_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	.00	R 11 050,00	R 1 657,50						
E1 i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E1-Self-administered Questionnaire – Hardcopy. Prepare and finalise a self-administered hardcopy questionnaire – closed questions – up to a total of 30	Per questionnaire	Ikapadata (Pty) Ltd	R 32 000,00	R 33 600,00	R 35 280,00	R 37 044,00	R 38 896,00	R 176 820,00	-	R 0,00	R 0,00						
E1 ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E1-Self-administered Questionnaire – Hardcopy. Self-administered hardcopy questionnaire – closed questions – cost per question to add additional closed-ended question (above 30)	Per additional closed question	Ikapadata (Pty) Ltd	R 800,00	R 840,00	R 882,00	R 926,00	R 972,00	R 4 420,00	-	R 0,00	R 0,00						
E1 iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E1-Self-administered Questionnaire – Hardcopy. Prepare and finalise a self-administered hardcopy questionnaire – open questions – up to a total of 10	Per questionnaire	Ikapadata (Pty) Ltd	R 16 000,00	R 16 800,00	R 17 640,00	R 18 522,00	R 19 448,00	R 88 410,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E1 iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E1-Self-administered Questionnaire – Hardcopy_ Self-administered hardcopy questionnaire – open questions – cost per question to add additional open question (above 10)	Per additional open question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E1 v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E1-Self-administered Questionnaire – Hardcopy_ Prepare and finalise a self-administered hardcopy questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per questionnaire	Ikapadata (Pty) Ltd	R 24 000.00	R 25 200.00	R 26 460.00	R 27 783.00	R 19 448.00	R 122 891.00	-	R 0.00	R 0.00						
E1 vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E1-Self-administered Questionnaire – Hardcopy_ Self-administered hardcopy questionnaire – mixed questions (closed and open questions) cost per question (of either type) to add additional mixed questions (above 20 questions)	Per additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E2 I)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E2- Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent. Prepare and finalise a self-administered electronic questionnaire – closed questions – up to a total of 30	Per questionnaire	Ikapadata (Pty) Ltd	R 32 000.00	R 33 600.00	R 35 280.00	R 37 044.00	R 38 896.00	R 176 820.00	-	R 0.00	R 0.00						
E2ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E2- Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent. Self-administered electronic questionnaire – closed questions - cost per question to add additional closed-ended question (above 30)	Per additional closed question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E2 iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E2- Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ Laptops/mobiles/tablets or equivalent. Prepare and finalise a self-administered electronic questionnaire – open questions – up to a total of 10	Per questionnaire	Ikapadata (Pty) Ltd	R 16 000,00	R 16 800,00	R 17 640,00	R 18 522,00	R 19 448,00	R 88 410,00	-	R 0,00	R 0,00						
E2 iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E2- Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ Laptops/mobiles/tablets or equivalent. Self-administered electronic questionnaire – open questions – cost per question to add additional open question (above 10)	Per additional open question	Ikapadata (Pty) Ltd	R 800,00	R 840,00	R 882,00	R 926,00	R 972,00	R 4 420,00	-	R 0,00	R 0,00						
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ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E2 vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E2- Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ Laptops/mobiles/tablets or equivalent. Self-administered electronic questionnaire – mixed questions (closed and open questions), cost per question (of either type) to add additional mixed questions (above 20 questions)	Per additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E3 i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E3- Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Prepare and finalise a Face-to-face interview questionnaire – closed questions – up to a total of 30	Per questionnaire	Ikapadata (Pty) Ltd	R 32 000.00	R 33 600.00	R 35 280.00	R 37 044.00	R 38 896.00	R 176 820.00	-	R 0.00	R 0.00						
E3 ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E3- Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Face-to-face interview questionnaire – closed questions – cost per question to add additional closed-ended question (above 30)	Per additional closed question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
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ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
	face interview questionnaire – open questions – up to a total of 10																	
E3 iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E3- Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Face-to-face interview questionnaire – open questions – cost per question to add additional open question (above 10)	Per additional open question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E3 v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E3- Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Prepare and finalise a Face-to-face interview questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per mixed questionnaire	Ikapadata (Pty) Ltd	R 24 000.00	R 25 200.00	R 26 460.00	R 27 783.00	R 19 448.00	R 122 891.00	-	R 0.00	R 0.00						
E3 vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E3- Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Face-to-face interview questionnaire – mixed questions (closed and open questions), cost per question (of either type) to add additional mixed questions (above 20 questions)	Per additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						

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E4 i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Prepare and finalise a Telephonic interview questionnaire – closed questions – up to a total of 30	Per question naire	Ikapadata (Pty) Ltd	R 32 000.00	R 33 600.00	R 35 280.00	R 37 044.00	R 38 896.00	R 176 820.00	-	R 0.00	R 0.00						
E4 ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Telephonic interview questionnaires – closed questions – cost per question to add additional closed-ended question (above 30)	Per additional closed question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E4 iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work): E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Prepare and finalise a Telephonic interview questionnaire – open questions – up to a total of 10	Per question naire	Ikapadata (Pty) Ltd	R 16 000.00	R 16 800.00	R 17 640.00	R 18 522.00	R 19 448.00	R 88 410.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNITS FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E4 iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Telephonic interview questionnaire – open questions – cost per question to add additional open question (above 10)	Per additional open question	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						
E4 v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Prepare and finalise a Telephonic interview questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per questionnaire	Ikapadata (Pty) Ltd	R 24 000.00	R 25 200.00	R 26 460.00	R 27 783.00	R 19 448.00	R 122 891.00	-	R 0.00	R 0.00						
E4vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); E4- Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Telephonic interview questionnaire – mixed questions (closed and open questions) cost per question (of either type) to add additional mixed questions (above 20 questions)	Per additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 800.00	R 840.00	R 882.00	R 926.00	R 972.00	R 4 420.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 A i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A- Existing Self-Administered questionnaire - Hardcopy. Review, update and finalise an existing self-administered hardcopy questionnaire—closed questions – up to a total of 30	Per existing questionnaire	Ikapadata (Pty) Ltd	R 28 800,00	R 30 240,00	R 31 752,00	R 33 340,00	R 35 007,00	R 159 139,00	-	R 0,00	R 0,00						
E5 A ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A- Existing Self-Administered questionnaire - Hardcopy. Existing self-administered hardcopy questionnaire – closed questions - cost per question to add additional closed-ended question (above 30)	Per existing questionnaire additional closed question	Ikapadata (Pty) Ltd	R 720,00	R 756,00	R 794,00	R 834,00	R 876,00	R 3 980,00	-	R 0,00	R 0,00						
E5 A iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A- Existing Self-Administered questionnaire - Hardcopy. Review, update and finalise an existing self-administered hardcopy questionnaire – open questions – up to a total of 30	Per existing questionnaire	Ikapadata (Pty) Ltd	R 14 400,00	R 15 120,00	R 15 876,00	R 16 670,00	R 17 504,00	R 79 570,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 A iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A: Existing Self-Administered questionnaire - Hardcopy. Existing self-administered hardcopy questionnaire – open questions – cost per question to add additional open question (above 10)	Per existing questionnaire additional open question	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						
E5 A v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A: Existing Self-Administered questionnaire - Hardcopy. Review, update and finalise an existing self-administered hardcopy questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per existing questionnaire	Ikapadata (Pty) Ltd	R 21 600.00	R 22 680.00	R 23 814.00	R 25 005.00	R 26 255.00	R 119 354.00	-	R 0.00	R 0.00						
E5 A vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 A: Existing Self-Administered questionnaire - Hardcopy. Existing self-administered hardcopy questionnaire – mixed questions (closed and open questions) cost per question (of either type) to add additional mixed questions (above 20 questions)	Per existing questionnaire additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 B i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent. Review, update and finalise an existing self-administered electronic questionnaire – closed questions – up to a total of 30	Per existing questionnaire	Ikapadata (Pty) Ltd	R 28 800,00	R 30 240,00	R 31 752,00	R 33 340,00	R 35 007,00	R 159 139,00	-	R 0,00	R 0,00						
E5 B ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent. Existing self-administered electronic questionnaire – closed questions – cost per question to add additional closed-ended question (above 30)	Per existing questionnaire additional closed question	Ikapadata (Pty) Ltd	R 720,00	R 756,00	R 794,00	R 834,00	R 876,00	R 3 980,00	-	R 0,00	R 0,00						
E5 B iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/ laptops/mobiles/tablets or equivalent. Review, update and finalise an existing self-administered electronic questionnaire – open questions – up to a total of 10	Per existing questionnaire	Ikapadata (Pty) Ltd	R 14 400,00	R 15 120,00	R 15 876,00	R 16 670,00	R 17 504,00	R 79 570,00	-	R 0,00	R 0,00						

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E5 B iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/laptops/mobiles/tablets or equivalent. Existing self-administered electronic questionnaire – open questions – cost per question to add additional open question (above 10)	Per existing questionnaire additional open question	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						
E5 B v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/laptops/mobiles/tablets or equivalent. Review, update and finalise an existing electronic self-administered questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per existing questionnaire	Ikapadata (Pty) Ltd	R 21 600.00	R 22 680.00	R 23 814.00	R 25 005.00	R 26 255.00	R 119 354.00	-	R 0.00	R 0.00						
E5 B vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 B: Existing Self-administered Questionnaire – Electronic e.g. on-line URL to survey/ web link/ on-line/ web-based platform or that integrates with multiple digital devices such as Personal Computers/laptops/mobiles/tablets or equivalent. Existing self-administered electronic questionnaire – mixed questions (closed and open questions). cost per question (of either type) to add additional mixed questions (above 20 questions)	Per existing questionnaire additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						

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E5 C i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Review, update and finalise an existing Face-to-face interview questionnaire – closed questions – up to a total of 30	Per existing questionnaire	Ikapadata (Pty) Ltd	R 28 800,00	R 30 240,00	R 31 752,00	R 33 340,00	R 35 007,00	R 159 139,00	-	R 0,00	R 0,00						
E5 C ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Existing Face-to-face interview questionnaire – cost per question to add additional closed-ended question (above 30)	Per existing questionnaire additional closed question	Ikapadata (Pty) Ltd	R 720,00	R 756,00	R 794,00	R 834,00	R 876,00	R 3 980,00	-	R 0,00	R 0,00						
E5 C iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Review, update and finalise an existing Face-to-face interview questionnaire – open questions – up to a total of 10	Per existing questionnaire	Ikapadata (Pty) Ltd	R 14 400,00	R 15 120,00	R 15 876,00	R 16 670,00	R 17 504,00	R 79 570,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 C iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Existing Face-to-face interview questionnaire – open questions – cost per question to add additional open question (above 10)	Per existing question naire additional I open question	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						
E5 C v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Review, update and finalise an existing Face-to-face interview questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per existing question naire	Ikapadata (Pty) Ltd	R 21 600.00	R 22 680.00	R 23 814.00	R 25 005.00	R 26 255.00	R 119 354.00	2.00	R 238 706.00	R 35 806.20						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 C vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 C: Existing Face-to-face Interview Questionnaire. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. Existing Face-to-face interview questionnaire – mixed questions (closed and open questions), cost per question (of either type) to add additional mixed questions (above 20 questions)	Per existing questionnaire additional mixed question (closed or open)	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						
E5 D i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D: Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Review, update and finalise an existing Telephonic interview questionnaire – closed questions – up to a total of 30	Per existing questionnaire	Ikapadata (Pty) Ltd	R 28 800.00	R 30 240.00	R 31 752.00	R 33 340.00	R 35 007.00	R 159 139.00	-	R 0.00	R 0.00						
E5 D ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D: Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Review, update and finalise an existing Telephonic interview questionnaire – closed questions – cost per question to add additional closed-ended question (above 30)	Per existing questionnaire additional closed question	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E5 D iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D: Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey_Review, update and finalise an existing Telephonic interview questionnaire – open questions – up to a total of 10	Per existing questionnaire	Ikapadata (Pty) Ltd	R 14 400,00	R 15 120,00	R 15 876,00	R 16 670,00	R 17 504,00	R 79 570,00	-	R 0,00	R 0,00						
E5 D iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D: Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey_Review, update and finalise an existing Telephonic interview questionnaire – open questions – up to a total of 10	Per existing questionnaire additional open question	Ikapadata (Pty) Ltd	R 720,00	R 756,00	R 794,00	R 834,00	R 876,00	R 3 980,00	-	R 0,00	R 0,00						
E5 D v)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D: Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey_Review, update and finalise an existing Telephonic interview questionnaire – mixed questions (closed and open questions) up to a total of 20 mixed questions	Per existing questionnaire	Ikapadata (Pty) Ltd	R 21 600,00	R 22 680,00	R 23 814,00	R 25 005,00	R 26 255,00	R 119 354,00	-	R 0,00	R 0,00						

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E5 D vi)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5- Review, update and finalise an existing City of Cape Town customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E5 D- Existing Telephonic Interview Questionnaire. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. Existing Telephonic interview questionnaire – mixed questions (closed and open questions), cost per question (of either type) to add additional mixed questions (above 20 questions)	Per existing question additional mixed question (closed or open) existing	Ikapadata (Pty) Ltd	R 720.00	R 756.00	R 794.00	R 834.00	R 876.00	R 3 980.00	-	R 0.00	R 0.00						
E6 i) E7 i)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E6- Focus Group Discussion Guide Prepare and finalise a focus group discussion guide with questions to meet the requirements of the City of Cape Town. E7- Focus Group Discussion Guide Review, update and finalise an existing City of Cape Town focus group discussion guide to meet the requirements of the City of Cape Town_Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	-	R 0.00	R 0.00						
E6 ii) E7 ii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work). E6- Focus Group Discussion Guide Prepare and finalise a focus group discussion guide with questions to meet the requirements of the City of Cape Town. E7- Focus Group Discussion Guide Review, update and finalise an existing City of Cape Town focus group discussion guide to meet the requirements of the City of Cape Town_Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750.00	R 800.00	R 850.00	R 900.00	R 950.00	R 4 250.00	-	R 0.00	R 0.00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
E6 iii) E7 iii)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); E6- Focus Group Discussion Guide Prepare and finalise a focus group discussion guide with questions to meet the requirements of the City of Cape Town. E7- Focus Group Discussion Guide Review, update and finalise an existing City of Cape Town focus group discussion guide to meet the requirements of the City of Cape Town_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375.00	R 400.00	R 425.00	R 450.00	R 475.00	R 2 125.00	-	R 0.00	R 0.00						
E6 iv) E7 iv)	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); E6- Focus Group Discussion Guide Prepare and finalise a focus group discussion guide with questions to meet the requirements of the City of Cape Town. E7- Focus Group Discussion Guide Review, update and finalise an existing City of Cape Town focus group discussion guide to meet the requirements of the City of Cape Town_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	-	R 0.00	R 0.00						
F1	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); F- Translate City of Cape Town approved customer satisfaction survey or service research survey instrument or related survey documentation from English into another language/s as may be required_ Translation into Afrikaans	Per hour	Ikapadata (Pty) Ltd	R 400.00	R 430.00	R 460.00	R 500.00	R 540.00	R 2 330.00	5,00	R 11 650.00	R 1 747.50						
F2	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); F- Translate City of Cape Town approved customer satisfaction survey or service research survey instrument or related survey documentation from English into another language/s as may be required_ Translation into isiXhosa	Per hour	Ikapadata (Pty) Ltd	R 400.00	R 430.00	R 460.00	R 500.00	R 540.00	R 2 330.00	5,00	R 11 650.00	R 1 747.50						

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F3	Prepare and finalise a customer satisfaction survey or service research survey instrument in conjunction with the City of Cape Town, to achieve the survey objectives and requirements (excluding survey field work); F- Translate City of Cape Town approved customer satisfaction survey or service research survey instrument or related survey documentation from English into another language/s as may be required, Translation into any other language/s as may be specified	Per hour	Ikapadata (Pty) Ltd	R 400,00	R 430,00	R 460,00	R 500,00	R 540,00	R 2 330,00	-	R 0,00	R 0,00						
G1	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps_ Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	-	R 0,00	R 0,00						
G2	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps_ Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750,00	R 800,00	R 850,00	R 900,00	R 950,00	R 4 250,00	-	R 0,00	R 0,00						
G3	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375,00	R 400,00	R 425,00	R 450,00	R 475,00	R 2 125,00	-	R 0,00	R 0,00						

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G4	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps. Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	-	R 0,00	R 0,00						
G5	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps. Digital solutions/ customer feedback tools/apps	Per licence per year	Ikapadata (Pty) Ltd	R 20 000,00	R 21 000,00	R 22 500,00	R 23 000,00	R 24 500,00	R 11 000,00	-	R 0,00	R 0,00						
G6	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps. Provide advice on the digital solutions/ customer feedback tools/apps (application)	Per Administrator/ per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	-	R 0,00	R 0,00						
G7	Category 3: Customer feedback tools: G- Develop and design electronic and digital solutions/customer feedback tools/apps as required. Alternatively, provide and customise digital customer feedback solutions for various customer communication channels e.g. tools/apps readily available off the shelf in line with the CCT IS&T guidelines. Provide advice on the digital solutions/ customer feedback tools/apps (application) per administrator (oversees the application/tools and training), per hour. Provide training of City staff per hour (maximum 10 per session) on the customer feedback tools/apps. Training of City staff (maximum 10 per session) on the customer feedback tools/apps	Per hour Training session	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	-	R 0,00	R 0,00						

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H1	Category 4: Survey Field work: H- Undertake a Pre-Survey to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages) (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire). Conduct a Pre-Survey for a research study to test self-administered hardcopy questionnaire	Per pre-survey	Ikapadata (Pty) Ltd	R 5 000.00	R 5 250.00	R 5 500.00	R 6 000.00	R 6 500.00	R 28 250.00	-	R 0.00	R 0.00						
H2	Category 4: Survey Field work: H- Undertake a Pre-Survey to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages) (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire). Conduct a Pre-Survey for a research study to test self-administered electronic questionnaire	Per pre-survey	Ikapadata (Pty) Ltd	R 2 500.00	R 2 625.00	R 2 750.00	R 2 825.00	R 3 000.00	R 13 700.00	-	R 0.00	R 0.00						
H3	Category 4: Survey Field work: H- Undertake a Pre-Survey to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages) (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire). Conduct a Pre-Survey for a research study to test face-to-face interview questionnaire	Per pre-survey	Ikapadata (Pty) Ltd	R 7 500.00	R 7 825.00	R 8 250.00	R 8 750.00	R 9 250.00	R 41 575.00	-	R 0.00	R 0.00						
H4	Category 4: Survey Field work: H- Undertake a Pre-Survey to test the customer/service research survey instrument or any specific element of the customer/service research methodology (including in different languages) (This may include User Acceptance Testing or pilot run on an on-line survey questionnaire). Conduct a Pre-Survey for a research study to test telephonic interview questionnaire	Per pre-survey	Ikapadata (Pty) Ltd	R 5 000.00	R 5 250.00	R 5 500.00	R 6 000.00	R 6 500.00	R 28 250.00	-	R 0.00	R 0.00						
I1	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very small self-administered hardcopy survey (1 - 50 sample size)	Per self-administered hardcopy survey sample size 1 – 50	Ikapadata (Pty) Ltd	R 10 000.00	R 10 500.00	R 11 000.00	R 12 000.00	R 12 750.00	R 56 250.00	-	R 0.00	R 0.00						

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I2	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small self-administered hardcopy survey (51 – 100 sample size)	Per self-administered hardcopy survey sample size 51 – 100	Ikapadata (Pty) Ltd	R 15 000.00	R 15 750.00	R 16 500.00	R 17 250.00	R 18 000.00	R 82 500.00	-	R 0.00	R 0.00						
I3	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small self-administered hardcopy survey (101 – 250 sample size)	Per self-administered hardcopy survey sample size 101 – 250	Ikapadata (Pty) Ltd	R 30 000.00	R 31 500.00	R 33 000.00	R 35 000.00	R 37 000.00	R 166 500.00	-	R 0.00	R 0.00						
I4	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium self-administered hardcopy survey (251 – 300 sample size)	Per self-administered hardcopy survey sample size 251 – 300	Ikapadata (Pty) Ltd	R 33 000.00	R 34 500.00	R 36 000.00	R 38 000.00	R 40 000.00	R 181 500.00	-	R 0.00	R 0.00						
I5	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium self-administered hardcopy survey (301 – 500 sample size)	Per self-administered hardcopy survey sample size 301 – 500	Ikapadata (Pty) Ltd	R 50 000.00	R 52 500.00	R 55 000.00	R 58 000.00	R 61 000.00	R 276 500.00	-	R 0.00	R 0.00						

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I6	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large self-administered hardcopy survey (501 - 750 sample size)	Per self-administered hardcopy survey sample size 501 - 750	Ikapadata (Pty) Ltd	R 70 000.00	R 73 500.00	R 77 000.00	R 81 000.00	R 85 000.00	R 386 500.00	-	R 0.00	R 0.00						
I7	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large self-administered hardcopy survey (751 – 1 000 sample size)	Per self-administered hardcopy survey sample size 751 – 1 000	Ikapadata (Pty) Ltd	R 90 000.00	R 94 500.00	R 100 000.00	R 105 000.00	R 110 000.00	R 499 500.00	-	R 0.00	R 0.00						
I8	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered hardcopy survey (1 001 – 2 000 sample size)	Per self-administered hardcopy survey sample size 1 001 – 2 000	Ikapadata (Pty) Ltd	R 140 000.00	R 147 000.00	R 154 000.00	R 162 000.00	R 170 000.00	R 773 000.00	-	R 0.00	R 0.00						
I9	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered hardcopy survey (2 001 – 3 000 sample size)	Per self-administered hardcopy survey sample size 2 001 – 3 000	Ikapadata (Pty) Ltd	R 200 000.00	R 210 000.00	R 220 000.00	R 230 000.00	R 245 000.00	R 1 105 000.00	-	R 0.00	R 0.00						

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110	Category 4: Survey Field work: I- Undertake field work for a self-administered hardcopy survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered hardcopy survey (3 001 – 5 000 sample size)	Per self-administered hardcopy survey sample size 3 001 – 5 000	Ikapadata (Pty) Ltd	R 350 000.00	R 367 500.00	R 385 000.00	R 400 000.00	R 420 000.00	R 1 922 500.00	1.00	R 1 922 500.00	R 288 375.00						
J1	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very small self-administered on-line survey (1 - 50 sample size)	Per self-administered on-line survey sample size 1 – 50	Ikapadata (Pty) Ltd	R 2 000.00	R 21 000.00	R 2 200.00	R 2 350.00	R 2 500.00	R 30 050.00	-	R 0.00	R 0.00						
J2	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small self-administered on-line survey (51 – 100 sample size)	Per self-administered on-line survey sample size 51 – 100	Ikapadata (Pty) Ltd	R 4 000.00	R 4 200.00	R 4 400.00	R 4 700.00	R 5 000.00	R 22 300.00	-	R 0.00	R 0.00						
J3	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small self-administered on-line survey (101 – 250 sample size)	Per self-administered on-line survey sample size 101 – 250	Ikapadata (Pty) Ltd	R 10 000.00	R 10 500.00	R 11 000.00	R 12 000.00	R 12 750.00	R 56 250.00	-	R 0.00	R 0.00						

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J4	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium self-administered on-line survey (251 - 300 sample size)	Per self-administered on-line survey sample size 251 – 300	Ikapadata (Pty) Ltd	R 15 000.00	R 15 750.00	R 16 500.00	R 17 250.00	R 18 000.00	R 82 500.00	-	R 0.00	R 0.00						
J5	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium self-administered on-line survey (301 - 500 sample size)	Per self-administered on-line survey sample size 301 – 500	Ikapadata (Pty) Ltd	R 20 000.00	R 21 000.00	R 22 500.00	R 23 000.00	R 24 500.00	R 111 000.00	-	R 0.00	R 0.00						
J6	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large self-administered on-line survey (501 - 750 sample size)	Per self-administered on-line survey sample size 501 – 750	Ikapadata (Pty) Ltd	R 30 000.00	R 31 500.00	R 33 000.00	R 35 000.00	R 37 000.00	R 166 500.00	-	R 0.00	R 0.00						
J7	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large self-administered on-line survey (751 – 1 000 sample size)	Per self-administered on-line survey sample size 751 – 1 000	Ikapadata (Pty) Ltd	R 40 000.00	R 42 000.00	R 44 000.00	R 47 000.00	R 50 000.00	R 223 000.00	-	R 0.00	R 0.00						

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J8	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered on-line survey (1 001 – 2 000 sample size)	Per self-administered on-line survey sample size 1 – 2 000	Ikapadata (Pty) Ltd	R 70 000.00	R 73 500.00	R 77 000.00	R 81 000.00	R 85 000.00	R 386 500.00	-	R 0.00	R 0.00						
J9	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered on-line survey (2 001 – 3 000 sample size)	Per self-administered on-line survey sample size 2 – 3 000	Ikapadata (Pty) Ltd	R 100 000.00	R 105 000.00	R 110 000.00	R 120 000.00	R 135 000.00	R 570 000.00	-	R 0.00	R 0.00						
J10	Category 4: Survey Field work: J- Undertake field work for an electronic self-administered on-line survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large self-administered on-line survey (3 001 – 5 000 sample size)	Per self-administered on-line survey sample size 3 – 5 000	Ikapadata (Pty) Ltd	R 180 000.00	R 190 000.00	R 200 000.00	R 210 000.00	R 220 000.00	R 1 000 000.00	1.00	R 1 000 000.00	R 150 000.00						
K1	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very small Face to Face survey (1 – 50 sample size)	Per Face to Face survey sample size 1 – 50	Ikapadata (Pty) Ltd	R 40 000.00	R 42 000.00	R 44 000.00	R 47 000.00	R 50 000.00	R 223 000.00	-	R 0.00	R 0.00						

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K2	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small Face to Face survey (51 – 100 sample size)	Per Face to Face survey sample size 51 – 100	Ikapadata (Pty) Ltd	R 60 000.00	R 63 000.00	R 66 000.00	R 70 000.00	R 73 500.00	R 332 500.00	-	R 0.00	R 0.00						
K3	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small Face to Face survey (101 – 250 sample size)	Per Face to Face survey sample size 101 – 250	Ikapadata (Pty) Ltd	R 100 000.00	R 105 000.00	R 110 000.00	R 120 000.00	R 135 000.00	R 570 000.00	-	R 0.00	R 0.00						
K4	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium Face to Face survey (251 - 300 sample size)	Per Face to Face survey sample size 251 - 300	Ikapadata (Pty) Ltd	R 120 000.00	R 126 000.00	R 132 000.00	R 138 000.00	R 145 000.00	R 661 000.00	-	R 0.00	R 0.00						
K5	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a medium Face to Face survey (301 - 500 sample size)	Per Face to Face survey sample size 301 - 500	Ikapadata (Pty) Ltd	R 180 000.00	R 190 000.00	R 200 000.00	R 210 000.00	R 220 000.00	R 1 000 000.00	-	R 0.00	R 0.00						

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K6	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large Face to Face survey (501 – 750 sample size)	Per Face to Face survey sample size 501 - 750	Ikapadata (Pty) Ltd	R 260 000.00	R 273 000.00	R 285 000.00	R 300 000.00	R 315 000.00	R 1 433 000.00	-	R 0.00	R 0.00						
K7	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large Face to Face survey (751 – 1 000 sample size)	Per Face to Face survey sample size 751 – 1 000	Ikapadata (Pty) Ltd	R 350 000.00	R 367 500.00	R 380 000.00	R 400 000.00	R 420 000.00	R 1 917 500.00	-	R 0.00	R 0.00						
K8	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large Face to Face survey (1 001 – 2 000 sample size)	Per Face to Face survey sample size 1 001 – 2 000	Ikapadata (Pty) Ltd	R 680 000.00	R 710 000.00	R 740 000.00	R 770 000.00	R 800 000.00	R 3 700 000.00	-	R 0.00	R 0.00						
K9	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large Face to Face survey (2 001 – 3 000 sample size)	Per Face to Face survey sample size 2 001 – 3 000	Ikapadata (Pty) Ltd	R 1 000 000.00	R 1 050 000.00	R 1 100 000.00	R 1 150 000.00	R 1 200 000.00	R 5 500 000.00	-	R 0.00	R 0.00						

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K10	Category 4: Survey Field work: K- Undertake field work for a Face to Face survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Personal Interviews (CAPI) or equivalent to conduct a face to face interview. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large Face to Face survey (3 001 – 5 000 sample size)	Per Face to Face survey sample size 3 001 – 5 000	Ikapadata (Pty) Ltd	R 1 500 000,00	R 1 575 000,00	R 1 650 000,00	R 1 725 000,00	R 1 800 000,00	R 8 250 000,00	-	R 0,00	R 0,00						
L1	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very small Telephonic survey (1 – 50 sample size)	Per Telephonic survey sample size 1 – 50	Ikapadata (Pty) Ltd	R 20 000,00	R 21 000,00	R 22 500,00	R 23 000,00	R 24 500,00	R 111 000,00	-	R 0,00	R 0,00						
L2	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small Telephonic survey (51 – 100 sample size)	Per Telephonic survey sample size 51 – 100	Ikapadata (Pty) Ltd	R 50 000,00	R 52 500,00	R 55 000,00	R 58 000,00	R 61 000,00	R 276 500,00	-	R 0,00	R 0,00						
L3	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a small Telephonic survey (51 – 100 sample size)	Per Telephonic survey sample size 101 – 250	Ikapadata (Pty) Ltd	R 90 000,00	R 94 500,00	R 100 000,00	R 105 000,00	R 110 000,00	R 499 500,00	-	R 0,00	R 0,00						

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	check_ Conduct field work for a small Telephonic survey (101 – 250 sample size)																	
L4	Category 4: Survey Field work: L- Undertake a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check_ Conduct field work for a medium Telephonic survey (251 – 300 sample size)	Per Telephonic survey sample size 251 – 300	Ikapadata (Pty) Ltd	R 110 000,00	R 115 500,00	R 121 275,00	R 127 339,00	R 133 706,00	R 607 820,00	-	R 0,00	R 0,00						
L5	Category 4: Survey Field work: L- Undertake a field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check_ Conduct field work for a medium Telephonic survey (301 – 500 sample size)	Per Telephonic survey sample size 301 – 500	Ikapadata (Pty) Ltd	R 140 000,00	R 147 000,00	R 154 350,00	R 162 068,00	R 170 171,00	R 773 589,00	-	R 0,00	R 0,00						
L6	Category 4: Survey Field work: L- Undertake a field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check_ Conduct field work for a large Telephonic survey (501 – 750 sample size)	Per Telephonic survey sample size 501 – 750	Ikapadata (Pty) Ltd	R 190 000,00	R 199 500,00	R 209 475,00	R 219 949,00	R 230 946,00	R 1 049 870,00	-	R 0,00	R 0,00						

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L7	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a large Telephonic survey (751 – 1 000 sample size).	Per Telephonic survey sample size 751 – 1 000	Ikapadata (Pty) Ltd	R 225 000,00	R 236 250,00	R 248 063,00	R 260 466,00	R 273 489,00	R 1 243 266,00	-	R 0,00	R 0,00						
L8	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large Telephonic survey (1 001 – 2 000 sample size)	Per Telephonic survey sample size 1 001 – 2 000	Ikapadata (Pty) Ltd	R 425 000,00	R 446 250,00	R 468 563,00	R 491 991,00	R 516 591,00	R 2 348 395,00	-	R 0,00	R 0,00						
L9	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included. Allowance must be made for a minimum 20% check. Conduct field work for a very large Telephonic survey (2 001 – 3 000 sample size)	Per Telephonic survey sample size 2 001 – 3 000	Ikapadata (Pty) Ltd	R 600 000,00	R 630 000,00	R 661 500,00	R 694 575,00	R 729 304,00	R 3 315 379,00	-	R 0,00	R 0,00						
L10	Category 4: Survey Field work: L- Undertake field work for a Telephonic survey i.e. Conduct a customer/research survey using the methodology agreed by the City of Cape Town. This includes data capturing, checking the data for accuracy and cleaning of the data. It is assumed that companies will use Computer-Assisted Telephone Interviewing (CATI) Software or equivalent to conduct a Telephonic Survey. ALL elements of field work required to achieve the City of Cape Town customer/survey objectives and requirements are to be included.	Per Telephonic survey sample size 3 001 – 5 000	Ikapadata (Pty) Ltd	R 925 000,00	R 971 250,00	R 1 019 813,00	R 1 070 804,00	R 1 124 344,00	R 5 111 211,00	-	R 0,00	R 0,00						

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	Allowance must be made for a minimum 20% check. Conduct field work for a very large Telephonic survey (3 001 – 5 000 sample size) Category 5: Focus Groups: M- Conduct focus groups																	
M1	All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a small focus group of up to 10 people and up to 60 minutes duration	Per small focus group	Ikapadata (Pty) Ltd	R 22 500,00	R 23 625,00	R 24 806,00	R 26 046,00	R 27 348,00	R 124 325,00	-	R 0,00	R 0,00						
M2	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a small focus group of up to 10 people and of between 61 and 120 minutes duration	Per small focus group	Ikapadata (Pty) Ltd	R 28 500,00	R 29 925,00	R 31 421,00	R 32 992,00	R 34 642,00	R 157 480,00	-	R 0,00	R 0,00						
M3	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a small focus group of up to 10 people and of over 120 minutes duration	Per small focus group	Ikapadata (Pty) Ltd	R 34 500,00	R 36 225,00	R 38 036,00	R 39 938,00	R 41 935,00	R 190 634,00	-	R 0,00	R 0,00						
M4	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a small focus group of up to 10 people and of a half day duration	Per small focus group	Ikapadata (Pty) Ltd	R 40 500,00	R 42 525,00	R 44 651,00	R 46 884,00	R 49 228,00	R 223 786,00	-	R 0,00	R 0,00						
M5	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a small focus group of up to 10 people and of full day duration	Per small focus group	Ikapadata (Pty) Ltd	R 52 500,00	R 55 125,00	R 57 881,00	R 60 775,00	R 63 814,00	R 290 095,00	-	R 0,00	R 0,00						
M6	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a medium focus group of 11 to 30 people and up to 60 minutes duration	Per medium focus group	Ikapadata (Pty) Ltd	R 49 500,00	R 51 975,00	R 54 574,00	R 57 303,00	R 60 168,00	R 273 520,00	-	R 0,00	R 0,00						

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M7	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a medium focus group of 11 to 30 people and of between 61 and 120 minutes duration	Per medium focus group	Ikapadata (Pty) Ltd	R 55 500.00	R 58 275.00	R 61 189.00	R 64 248.00	R 67 460.00	R 306 672.00	-	R 0.00	R 0.00						
M8	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a medium focus group of 11 to 30 people and of over 120 minutes duration	Per medium focus group	Ikapadata (Pty) Ltd	R 61 500.00	R 64 575.00	R 67 804.00	R 71 194.00	R 74 754.00	R 339 827.00	-	R 0.00	R 0.00						
M9	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a medium focus group of 11 to 30 people and of a half day duration	Per medium focus group	Ikapadata (Pty) Ltd	R 67 500.00	R 70 875.00	R 74 419.00	R 78 140.00	R 82 047.00	R 372 981.00	-	R 0.00	R 0.00						
M10	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a medium focus group of 11 to 30 people and of full day duration	Per medium focus group	Ikapadata (Pty) Ltd	R 79 500.00	R 83 475.00	R 87 649.00	R 92 031.00	R 96 633.00	R 439 288.00	-	R 0.00	R 0.00						
M11	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a large focus group of 31 people and over to a maximum of 50 people and up to 60 minutes duration	Per large focus group	Ikapadata (Pty) Ltd	R 76 500.00	R 80 325.00	R 84 341.00	R 88 558.00	R 92 986.00	R 422 710.00	-	R 0.00	R 0.00						
M12	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a large focus group of 31 people and over to a maximum of 50 people and of between 61 and 120 minutes duration	Per large focus group	Ikapadata (Pty) Ltd	R 82 500.00	R 86 625.00	R 90 956.00	R 95 504.00	R 100 279.00	R 455 864.00	-	R 0.00	R 0.00						

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M13	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a large focus group of 31 people and over to a maximum of 50 people and of over 120 minutes duration	Per large focus group	Ikapadata (Pty) Ltd	R 88 500.00	R 92 925.00	R 97 571.00	R 102 450.00	R 107 573.00	R 489 019.00	-	R 0.00	R 0.00						
M14	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a large focus group of 31 people and over to a maximum of 50 people and of a half day duration	Per large focus group	Ikapadata (Pty) Ltd	R 94 500.00	R 99 225.00	R 104 186.00	R 109 395.00	R 114 865.00	R 522 171.00	-	R 0.00	R 0.00						
M15	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct a large focus group of 31 people and over to a maximum of 50 people and of full day duration	Per large focus group	Ikapadata (Pty) Ltd	R 106 500.00	R 111 825.00	R 117 416.00	R 123 287.00	R 129 451.00	R 588 479.00	-	R 0.00	R 0.00						
M16	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct an extra-large focus group of over 51 people and up to 60 minutes duration	Per extra-large focus group	Ikapadata (Pty) Ltd	R 110 250.00	R 115 763.00	R 121 551.00	R 127 629.00	R 134 010.00	R 609 203.00	-	R 0.00	R 0.00						
M17	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct an extra-large focus group of over 51 people and of between 61 and 120 minutes duration	Per extra-large focus group	Ikapadata (Pty) Ltd	R 116 250.00	R 122 063.00	R 128 186.00	R 134 574.00	R 141 303.00	R 642 356.00	-	R 0.00	R 0.00						
M18	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct an extra-large focus group of over 51 people and of over 120 minutes duration	Per extra-large focus group	Ikapadata (Pty) Ltd	R 122 250.00	R 128 363.00	R 134 781.00	R 141 520.00	R 148 596.00	R 675 510.00	-	R 0.00	R 0.00						

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M19	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct an extra-large focus group of over 51 people and of a half day duration	Per extra-large focus group	Ikapadata (Pty) Ltd	R 128 250,00	R 134 663,00	R 141 396,00	R 148 466,00	R 155 889,00	R 708 664,00	-	R 0,00	R 0,00						
M20	Category 5: Focus Groups: M- Conduct focus groups All the arrangements for the focus group discussions including facilitation, any translations, transport, logistics (including catering as needed), all support material and the provision of a suitable venue to be included. Conduct an extra-large focus group of over 51 people and of full day duration	Per extra-large focus group	Ikapadata (Pty) Ltd	R 140 250,00	R 147 263,00	R 154 626,00	R 162 357,00	R 170 475,00	R 774 971,00	-	R 0,00	R 0,00						
N1	Category 6: Survey data preparation: N- Data preparation: capture the hardcopy Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; transforming a database structure that integrates the data and the various measures. Senior Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 100,00	R 105,00	R 110,00	R 116,00	R 122,00	R 553,00	-	R 0,00	R 0,00						
N2	Category 6: Survey data preparation: N- Data preparation: capture the hardcopy Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; transforming a database structure that integrates the data and the various measures. Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						
N3	Category 6: Survey data preparation: N- Data preparation: capture the hardcopy Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; transforming a database structure that integrates the data and the various measures. Data Verifier	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT S FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
N4	Category 6: Survey data preparation: N- Data preparation: capture the hardcopy Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; documenting a database structure that integrates the data and the various measures_ Technical/Clerk	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						
N5	Category 6: Survey data preparation: N- Data preparation: capture the hardcopy Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; documenting a database structure that integrates the data and the various measures_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 103,00	R 1 156,00	R 1 216,00	R 5 527,00	-	R 0,00	R 0,00						
O1	Category 6: Survey data preparation: O- Data preparation: capture the electronic Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes on-line data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; documenting a database structure that integrates the data and the various measures_ Senior Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 100,00	R 105,00	R 110,00	R 116,00	R 122,00	R 553,00	-	R 0,00	R 0,00						
O2	Category 6: Survey data preparation: O- Data preparation: capture the electronic Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes on-line data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data into an electronic format; documenting a database structure that integrates the data and the various measures_ Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
O3	Category 6: Survey data preparation: Q- Data preparation: capture the electronic Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes on-line data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures_ Data Verifier	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						
O4	Category 6: Survey data preparation: Q- Data preparation: capture the electronic Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes on-line data logging; checking the data for accuracy; entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures_ Technical/Clerk	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						
O5	Category 6: Survey data preparation: Q- Data preparation: capture the electronic Self-Administered customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes on-line data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 103,00	R 1 158,00	R 1 216,00	R 5 527,00	-	R 0,00	R 0,00						
P1	Category 6: Survey data preparation: P- Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging; checking the data for accuracy; entering, and cleaning of the data into an electronic format; transforming the data; and developing and documenting a database structure that integrates the data and the various measures_ Senior Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 100,00	R 105,00	R 110,00	R 116,00	R 122,00	R 553,00	1 400,00	R 774 200,00	R 116 130,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
P2	Category 6: Survey data preparation: P-Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format, transforming the data, and developing and documenting a database structure that integrates the data and the various measures_ Data Capturer	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	400,00	R 112 000,00	R 16 800,00						
P3	Category 6: Survey data preparation: P-Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format, transforming the data, and developing and documenting a database structure that integrates the data and the various measures_ Data Verifier	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	50,00	R 14 000,00	R 2 100,00						
P4	Category 6: Survey data preparation: P-Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format, transforming the data, and developing and documenting a database structure that integrates the data and the various measures_ Technical/Clerk	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	40,00	R 11 200,00	R 1 680,00						
P5	Category 6: Survey data preparation: P-Data preparation: capture the Face to Face customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes data logging, checking the data for accuracy, entering, and cleaning of the data into an electronic format, transforming the data, and developing and documenting a database structure that integrates the data and the various measures_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 103,00	R 1 158,00	R 1 216,00	R 5 527,00	8,00	R 44 216,00	R 6 632,40						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNIT FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE Max 80 (under R50 000 000)	POINTS FOR PREFERENCE Max 20 (under R50 000 000)	TOTAL ADJUDICATION POINTS Max 100	TENDER RANKING
Q1	Category 6: Survey data preparation: Q- Data preparation: capture the Telephonic customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes transforming the data; and developing and documenting a database structure that integrates the data and the various measures. Technical/Clerk	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						
Q2	Category 6: Survey data preparation: Q- Data preparation: capture the Telephonic customer/service research survey data in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy of the surveys. This includes transforming the data; and developing and documenting a database structure that integrates the data and the various measures. Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 103,00	R 1 158,00	R 1 216,00	R 5 527,00	-	R 0,00	R 0,00						
R1	Category 6: Survey data preparation: R- Data preparation: capture and summarise Focus Group information in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy. This includes translation of focus group recordings or discussions into English where required, ensuring that transcripts (electronic and paper copies) of the focus group discussions are available for the City of Cape Town in an agreed format. Transcriber	Per hour	Ikapadata (Pty) Ltd	R 100,00	R 105,00	R 110,00	R 116,00	R 122,00	R 553,00	-	R 0,00	R 0,00						
R2	Category 6: Survey data preparation: R- Data preparation: capture and summarise Focus Group information in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy. This includes translation of focus group recordings or discussions into English where required, ensuring that transcripts (electronic and paper copies) of the focus group discussions are available for the City of Cape Town in an agreed format. Transcriber including Translation	Per hour	Ikapadata (Pty) Ltd	R 150,00	R 158,00	R 166,00	R 174,00	R 183,00	R 831,00	-	R 0,00	R 0,00						
R3	Category 6: Survey data preparation: R- Data preparation: capture and summarise Focus Group information in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy. This includes translation of focus group recordings or discussions into English where required, ensuring that transcripts (electronic and paper copies) of the focus group discussions are available for the City of Cape Town in an agreed format. Technical/Clerk	Per hour	Ikapadata (Pty) Ltd	R 50,00	R 53,00	R 56,00	R 59,00	R 62,00	R 280,00	-	R 0,00	R 0,00						

ITEM NUMBER	ITEM DESCRIPTION	UNIT OF MEASURE	TENDERER	Price 1	Price 2	Price 3	Price 4	Price 5	TOTAL PRICE	UNITS FOR BASKET	TENDER SUM (R)	VAT AMOUNT	EVALUATION PRICE (R)	B-BBEE LEVEL	POINTS FOR PRICE (Max 80 (under R50 000 000))	POINTS FOR PREFERENCE (Max 20 (under R50 000 000))	TOTAL ADJUDICATION POINTS (Max 100)	TENDER RANKING
R4	Category 6: Survey data preparation: R- Data preparation: capture and summarise Focus Group information in a format and using a medium and method agreed by the City of Cape Town. Allowance must be made for a minimum 20% check on the data quality to ensure the accuracy. This includes translation of focus group recordings or discussions into English where required, ensuring that transcripts (electronic and paper copies) of the focus group discussions are available for the City of Cape Town in an agreed format. Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 103.00	R 1 158.00	R 1 216.00	R 5 527.00	-	R 0.00	R 0.00						
S1	Category 6: Survey data preparation: S- Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes). Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	20.00	R 110 500.00	R 16 575.00						
S2	Category 6: Survey data preparation: S- Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes). Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750.00	R 800.00	R 850.00	R 900.00	R 950.00	R 4 250.00	50.00	R 212 500.00	R 31 875.00						
S3	Category 6: Survey data preparation: S- Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes). Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375.00	R 400.00	R 425.00	R 450.00	R 475.00	R 2 125.00	40.00	R 85 000.00	R 12 750.00						
S4	Category 6: Survey data preparation: S- Collate the customer/service research survey data and information and prepare, standardise, tabulate and organise summary tables (different sample sizes). Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	8.00	R 44 200.00	R 6 630.00						
T1	Category 7: Survey data analysis: T- Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. This includes any statistical and trends analyses and spatial analyses as may be required. A data analysis plan may also be required. Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	10.00	R 55 250.00	R 8 287.50						
T2	Category 7: Survey data analysis: T- Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. This includes any statistical and trends analyses and spatial analyses as may be required. A data analysis plan may also be required. Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750.00	R 800.00	R 850.00	R 900.00	R 950.00	R 4 250.00	15.00	R 63 750.00	R 9 562.50						
T3	Category 7: Survey data analysis: T- Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. This includes any statistical and trends analyses and spatial analyses as may be required. A data analysis plan may also be required. Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375.00	R 400.00	R 425.00	R 450.00	R 475.00	R 2 125.00	20.00	R 42 500.00	R 6 375.00						

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T4	Category 7: Survey data analysis: T- Undertake analysis of the customer/service survey results, including focus groups results and prepare findings as appropriate. This includes any statistical and trends analyses and spatial analyses as may be required. A data analysis plan may also be required. Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	20.00	R 110 500.00	R 16 575.00						
U1 V1	Category 8: Survey findings and report preparation: U- Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town. V- Prepare a presentation on the survey results and present the findings of the study_ Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	22.00	R 121 550.00	R 18 232.50						
U2 V2	Category 8: Survey findings and report preparation: U- Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town. V- Prepare a presentation on the survey results and present the findings of the study_ Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750.00	R 800.00	R 850.00	R 900.00	R 950.00	R 4 250.00	60.00	R 255 000.00	R 38 250.00						
U3 V3	Category 8: Survey findings and report preparation: U- Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town. V- Prepare a presentation on the survey results and present the findings of the study_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375.00	R 400.00	R 425.00	R 450.00	R 475.00	R 2 125.00	68.00	R 144 500.00	R 21 675.00						
U4 V4	Category 8: Survey findings and report preparation: U- Prepare and compile a draft and finalise a report on the customer/service research findings, with recommendations for the City of Cape Town. This is to include up to 3 edit reviews before finalisation of the report and the preparation of all related research survey data, information, tools and related documentation for handover to the City of Cape Town. V- Prepare a presentation on the survey results and present the findings of the study_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000.00	R 1 050.00	R 1 100.00	R 1 150.00	R 1 225.00	R 5 525.00	30.00	R 165 750.00	R 24 862.50						

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W1	Category 9: Survey research review: W-Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and proposing future improvements or refinements of the survey and/or instruments in a facilitated workshop or meeting or electronic format; preparation of a review report_ Senior Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	10,00	R 55 250,00	R 8 287,50						
W2	Category 9: Survey research review: W-Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and proposing future improvements or refinements of the survey and/or instruments in a facilitated workshop or meeting or electronic format; preparation of a review report_ Mid-level Professional	Per hour	Ikapadata (Pty) Ltd	R 750,00	R 800,00	R 850,00	R 900,00	R 950,00	R 4 250,00	4,00	R 17 000,00	R 2 550,00						
W3	Category 9: Survey research review: W-Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and proposing future improvements or refinements of the survey and/or instruments in a facilitated workshop or meeting or electronic format; preparation of a review report_ Junior Professional	Per hour	Ikapadata (Pty) Ltd	R 375,00	R 400,00	R 425,00	R 450,00	R 475,00	R 2 125,00	-	R 0,00	R 0,00						
W4	Category 9: Survey research review: W-Undertake a review of the customer/service related survey. This includes drawing out better practise and learnings from the research survey and proposing future improvements or refinements of the survey and/or instruments in a facilitated workshop or meeting or electronic format; preparation of a review report_ Specialist Professional	Per hour	Ikapadata (Pty) Ltd	R 1 000,00	R 1 050,00	R 1 100,00	R 1 150,00	R 1 225,00	R 5 525,00	-	R 0,00	R 0,00	R 6 852 015,10	4	80,00	12,00	92,00	1

Annexure F (SUPPORTING SCHEDULES)

Schedule 1: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums

This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms _____, of the authorised entity _____, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium's behalf.
2. By signing this schedule the partners to the partnership/joint venture/ consortium:
 - 2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;
 - 2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:

Account Holder: _____

Financial Institution: _____

Branch Code: _____

Account No.: _____
 - 2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.
 - 2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....

Note: A copy of the Joint Venture Agreement shall be appended to List of other documents attached by tenderer schedule.

Schedule 2: Declaration for Procurement above R10 million

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing? (Please mark with X)

YES		NO	
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1.1 If YES, submit audited annual financial statements:

- (i) for the past three years, or
- (ii) since the date of establishment of the tenderer (if established during the past three years)

By attaching such audited financial statements to **List of other documents attached by tenderer** schedule.

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? (Please mark with X)

YES		NO	
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2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.

2.2 If YES, provide particulars:

3. Has any contract been awarded to you by an organ of state during the past five (5) years? (Please mark with X)

YES		NO	
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3.1 If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of other documents attached by tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? (Please mark with X)

YES		NO	
-----	--	----	--

4.1 If YES, furnish particulars below

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 3: Preference Schedule

1 Definitions

The following definitions shall apply to this schedule:

All applicable taxes: Includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

Applicable Code: Shall be either the Amended Codes of Good Practise (published on 11 October 2013) or Sector Specific Codes as indicated in the tender conditions

B-BBEE: Broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act.

B-BBEE status level of contributor: The B-BBEE status of an entity in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act

Bid (Tender): A written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals.

Black Designated Groups: The meaning assigned to it in the codes of good practice issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act, 2003, (Act 53 of 2003).

Black People: The meaning assigned to it in section 1 of the Broad-Based Black Economic Empowerment Act.

Broad-Based Black Economic Empowerment Act: The Broad-Based Black Economic Empowerment Act, Act 53 of 2003.

Consortium or Joint Venture: 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.

Contract The agreement that results from the acceptance of a bid by an organ of state.

Co-operative: A co-operative registered in terms of section 7 of the Co-operatives Act, 2005 (Act no. 14 of 2005).

Designated Group: Black designated groups, black people, women, people with disabilities or small enterprises as defined in section 1 of the National Small Enterprises Act, 1996 (act no. 102 of 1996)

Designated Sector: A sector, sub-sector or industry or product that has been designated in terms of any relevant regulation of the Preferential Procurement Regulations, 2017.

Exempted Micro Enterprise (EME): An exempted micro enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act

Firm Price: The price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract.

Functionality: The ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

Military Veteran: The meaning assigned to it in section 1 of the Military Veterans Act, 2011 (Act No. 18 of 2011).

National Treasury: The meaning assigned to it in section 1 of the Public Finance Management Act, 1999 (Act No. 18 of 1999).

Non-firm prices: All prices other than "firm" prices.

Person: Includes a juristic person.

People with disabilities: The meaning assigned to it in section 1 of the Employment Equity Act, 1998 (Act No. 55 of 1998).

Price: Includes all applicable taxes less unconditional discounts.

Proof of B-BBEE status level of contributor: The B-BBEE status level certificate issued by an authorised body or person, a sworn affidavit as prescribed by the B-BBEE Codes of good Practice or any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.

Qualifying Small Enterprise (QSE): A qualifying small enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act.

Rand Value: means the total estimated value of a contract in Rand, calculated at the time of bid invitations.

Rural Area: A sparsely populated area in which people farm or depend on natural resources, including villages and small towns that are dispersed through the area or an area including a large settlement which depends on migratory labour and remittances and government social grants for survival, and may have a traditional land tenure system.

Stipulated Minimum Threshold: The minimum threshold stipulated in terms of any relevant regulation of the Preferential Procurement Regulations, 2017.

Sub-contract: The primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.

The Act: The Preferential Procurement Policy Framework Act, 2000 (Act No 5 of 2000).

Total Revenue: Bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007.

Township: An urban living area that at any time from the late 19th century until 27 April 1994, was reserved for black people, including areas developed for historically disadvantaged individuals post 27 April 1994.

Treasury: The meaning assigned to it in section 1 of the Public Finance Management Act, 1999 (Act No. 18 of 1999).

Trust: The arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person.

Trustee: Any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

Youth: The meaning assigned to it in section 1 of the National Youth Development Agency Act, 2008 (Act No. 54 of 2008).

2 Conditions associated with the granting of preferences

A supplier that is granted a preference undertakes to:

- 1) accept that the number of preference points allocated will be based on the B-BBEE status level of contributor of the supplier as at the closing date for submission of tender offers;
- 2) not sub-contract more than 25% of the value of the contract to sub-contractors that do not have an equal or higher B-BBEE status level of contributor than the supplier, unless the intended sub-contractors are exempted micro enterprises that have the capability and ability to execute the sub-contract works or unless otherwise declared in terms of Section 5 below;
- 3) accept that a contract may not be awarded if the price offered is not market related;
- 4) accept the sanctions set out in Section 3 below should Condition 2(2) be breached, or should the tenderer have submitted any false information regarding its B-BBEE status level of contributor, local production and content, or any other matter required in terms of this bid that will affect, or has affected the bid evaluation;
- 5) accept that, in order to qualify for preference points, it is the responsibility of the supplier to submit documentary proof of its BBEE level of contribution in accordance with the Codes of Good Practice, 2013, to the CCT at the Supplier Management Unit located within the Tender Distribution Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5);
- 6) accept that, further to 5) above, Consortiums/Joint Ventures will qualify for preference points, provided that the entity submits the relevant certificate/scorecard in terms of the Preferential Procurement Regulations, 2017. Note that, in the case of unincorporated entities, a verified scorecard in the name of the consortium/Joint Venture must be submitted with the quotation (attached to this schedule);
- 7) accept that if it is found that, in the performance of the contract, the participation of the various partners in a Consortium/ Joint Venture differs substantially from that upon which the

consolidated scorecard submitted in terms of 5) above was based, and the impact of which is that the Joint Venture would not have been awarded the contract in terms of the actual B-BBEE level of contribution achieved by the Joint Venture, then a financial penalty shall be applied (in addition to any other remedies that the CCT may have) in accordance with Section 3 below;

- 8) accept that suppliers are required to be registered on the City of Cape Town's Supplier Database prior to the acceptance of tenders in order to qualify for preference points. The CCT will verify the B-BBEE level of contributor of the supplier as at the closing date for submission of tender offers, to determine the number of preference points to be awarded to the supplier. In the case of Consortiums/Joint Ventures which tender as unincorporated entities, a verified scorecard submitted with the tender and valid as at the closing date will be used to determine the number of preference points to be awarded to the supplier;
- 9) accept that, notwithstanding 8) above, a supplier will **not** be awarded points for B-BBEE status level of contributor if he indicates in his tender that he intends sub-contracting more than 25% of the value of the contract to sub-contractors that do not qualify for at least the points that the supplier qualifies for unless the intended sub-contractors are exempted micro enterprises that have the capability and ability to execute the sub-contract works;
- 10) accept that any subcontracting arrangements after the award of the tender may only be entered into upon the prior approval of the City of Cape Town; and
- 11) immediately inform the City of Cape Town of any change that may affect the tenderer's B-BBEE level of contribution upon which preference points will be or have been allocated.

3 Sanctions relating to breaches of preference conditions

The sanctions for breaching the conditions associated with the granting of preferences are:

- 1) disqualify the supplier from the tender process;
- 2) recover costs, losses or damages the CCT has incurred or suffered as a result of the supplier's or contractor's conduct;
- 3) cancel the contract in whole or in part and claim any damages which the CCT has suffered as a result of having to make less favourable arrangements due to such cancellation;
- 4) restrict the supplier, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from the CCT for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied and inform the National Treasury accordingly;
- 5) forward the matter for criminal prosecution; and/or
- 6) financial penalties payable to the CCT, as set out below.

Financial penalty for breach of Condition 2 in Section 2 above:

The penalty to be applied for sub-contracting more than 25% of the value of the contract to sub-contractors that do not qualify for at least the preference points that the supplier qualified for (unless so declared or proven to be beyond the control of the supplier, or the sub-contractors are EMEs that have the capability and ability to execute the sub-contract works) shall be as provided for in the following formula:

$$\text{Penalty} = 0.5 \times E(\%) \times P^*$$

where:

E = The value of work (excluding VAT) executed by sub-contractors that do not qualify for at least the preference points that the supplier qualified for, expressed as a percentage of P*, less 25%

P* = Value of the contract

Financial penalty for breach in terms of condition 6 in Section 2 above:

The penalty to be applied where, in the performance of the contract, the participation of the various partners in a Consortium/ Joint Venture differs substantially from that upon which the consolidated scorecard submitted in terms of 5) in Section 2 above was based, and the impact of which is that the

Joint Venture would not have been awarded that contract in terms of the actual B-BBEE level of contribution achieved by the Joint Venture, shall be as provided for in the following formula:

$$\text{Penalty} = 5/100 \times (B-BBEE^a - B-BBEE^t) \times P^*$$

where:

$B-BBEE^a$ = The B-BBEE level of contribution that is achieved, determined in accordance with the actual participation of the Joint Venture partners in the performance of the contract

$B-BBEE^t$ = The B-BBEE level of contribution that was used to determine the number of preference points granted to the Joint Venture at the time of tender evaluation

P^* = Value of the contract

Financial penalty for breach in terms of condition 10 in Section 2 above:

The penalty to be applied where the supplier fails to disclose subcontracting arrangement after the award of the tender is up to a maximum of 10% of the value of the contract.

4 Level of Contribution in respect of enterprise status or structure of the tendering entity (the supplier)

In the interest of transparency, suppliers are required to complete Table 1: Level of Contribution below.

Table 1: Level of Contribution

Type of B-BBEE Contributor	Status (tick box(es) below as applicable)
Exempted Micro Enterprise (EME), 100% black-owned	☐
Exempted Micro Enterprise (EME), at least 51% but less than 100% black-owned	☐
Exempted Micro Enterprise (EME), less than 51% black-owned	☐
Qualifying Small Enterprise (QSE), 100% black-owned	☐
Qualifying Small Enterprise (QSE), at least 51% but less than 100% black-owned	☐
Qualifying Small Enterprise (QSE), less than 51% black-owned	☐
Verified B-BBEE contributor B-BBEE Status Level of Contributor ¹ ☐	☐
Non-compliant contributor	☐

¹ If it is indicated that the company/firm/entity is a verified B-BBEE contributor, then the verified status level of contributor must be inserted in the box provided (insert a number from 1 to 8 as applicable)

5 Declarations

1) With reference to Condition 8 in Section 2 above, the supplier declares that:

I/we hereby forfeit my preference points because I /we DO intend subcontracting more than 25% of the value of the contract to sub-contractors that do not qualify for at least the points that I/we as supplier qualify for or are not exempted micro enterprises that have the capability and ability to execute the sub-contract works

☐

Note:

Suppliers who do not tick this box will be allocated preference points but the sanctions relating to breaches of preference conditions in Section 3 will be applicable if the supplier contravenes the conditions in Section 2.

2) The undersigned, who warrants that he/she is duly authorised to do so on behalf of the supplier, hereby certifies that the preference claimed based on the B-BBEE status level of contribution indicated in Table 1, qualifies the supplier, subject to condition 8 in Section 2 above, for such preference claimed, and acknowledges that:

- (i) the information furnished is true and correct;
- (ii) the preference claimed is in accordance with the conditions of this schedule;
- (iii) the supplier may be required to furnish documentary proof to the satisfaction of the CCT that the BBBEE level of contributor as at the closing date is correct; and
- iv) he/she understands the conditions under which preferences are granted, and confirms that the supplier will satisfy the conditions pertaining to the granting of preferences.

Signature _____

Date _____

Name (PRINT)

(For and on behalf of the Supplier (duly authorised))

For official use.		
SIGNATURE OF CITY OFFICIALS AT QUOTATION OPENING		
1.	2.	3.

Schedule 4: Declaration of Interest – State Employees (MBD 4)

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 tenderer 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 tenderer or his or her representative:

.....

3.2 Identity Number:.....

3.3 Position occupied in the Company (director, trustee, shareholder²)

.....

3.4 Company or Close Corporation 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

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 tenderer 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

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

'MSCM 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) an executive 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.**

Schedule 5: Conflict of Interest Declaration

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. (Please mark with X)

YES		NO	
-----	--	----	--

1.1 If yes, the tenderer is required to set out the particulars in the table below:

2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

2.1 any inducement or reward to the CCT for or in connection with the award of this contract;
or

2.2 any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. (Please mark with X)

YES		NO	
-----	--	----	--

If yes, the tenderer is required to set out the particulars in the table below:

Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the City of Cape Town, please contact the following:

the City's anti-corruption hotline at 0800 32 31 30 (toll free)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 6: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 Of 2003, and attach it to this schedule.

- 1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members 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) or Database of Restricted Suppliers.

- 2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
2.1	Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? 1 2 (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). 3 4 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.	Yes ☐	No ☐
2.1.1	If so, furnish particulars:		
2.2	Is the tenderer or any of its directors/members 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) or Database of Restricted Suppliers? 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.	Yes ☐	No ☐
2.2.1	If so, furnish particulars:		
2.3	Was the tenderer or any of its directors/members 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?	Yes ☐	No ☐
2.3.1	If so, furnish particulars:		

Item	Question	Yes	No
2.4	Does the tenderer 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 ☐	No ☐
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer 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 ☐	No ☐
2.7.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, , restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 7: Authorisation for the Deduction of Outstanding Amounts Owed to the City of Cape Town

To: THE CITY MANAGER, CITY OF CAPE TOWN

From: _____
(Name of tenderer)

RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CITY OF CAPE TOWN

The tenderer:

- a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
- b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
- c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;
- d) The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the employer of any other remedies available to it.

Physical Business address(es) of the tenderer	Municipal Account number(s)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule 8: Contract Price Adjustment and/or Rate of Exchange Variation

This schedule is not applicable to this tender and should be disregarded.
The tender offers of tenderers who submit prices subject to adjustment and/or rate of exchange variation (instead of firm prices) shall be declared non-responsive.

Schedule 9: Occupational Health and Safety Agreement

AGREEMENT MADE AND ENTERED INTO BETWEEN THE CITY OF CAPE TOWN (HEREINAFTER CALLED THE "CCT") AND

..... ,
(Supplier/Mandatory/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I, _____,
representing _____

....., as an employer

in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (OHSA) and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COD ACT Registration Number:

OR Compensation Insurer: Policy No.:
.....

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed aton the.....day of.....20....

Witness

Mandatory

Signed at on the..... day of..... 20

Witness

for and on behalf of
City of Cape Town

Schedule 10: Certificate of Independent Tender Determination

I, the undersigned, in submitting this tender [DRAFTER TO INSERT TENDER NUMBER AND DESCRIPTION] in response to the tender invitation made by THE CITY OF CAPE TOWN, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of : _____ (Name of tenderer)

That:

1. I have read and I understand the contents of this Certificate;
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;
4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;
5. For the purposes of this Certificate and this tender, I understand that the word 'competitor' shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
 - (a) has been requested to submit a tender in response to this tender invitation;
 - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive price quoting.
7. In particular, without limiting the generality of paragraphs 5 and 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 tender;
 - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
 - (f) tendering with the intention not to win the contract.
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 tender invitation relates.
9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders 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, Act 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 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

Signature

Date

Name (PRINT)

(For and on behalf of the Tenderer (duly authorised))

Schedule 11: Local Content Declaration / Annexure C

NOT APPLICABLE

Schedule 12: Price Basis for Imported Resources
--

NOT USED

Schedule 13: Schedule of Pre-Qualification Criteria Sub-Contractors

NOT USED

The tenderer shall provide information for the evaluation of their compliance with any sub-contracting pre-qualification criteria set in the tender conditions.

Sub-contractor Name	Nature of sub-contracting	QSE, EME or Co-operative	Black ownership % of QSE, EME or Co-operative	Designated group (youth, women, disabled, rural or township, military veteran)	Value of sub-contracting (including VAT)
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
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					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
					R
Total value of sub-contracting (B)					R

A	Price of tender under consideration (Pt) including VAT	R
B	Total value of sub-contracting including VAT	R
	Total sub-contracting percentage – (B/A)*100	%
	MINIMUM SUB-CONTRACTING TARGET AS CONTAINED IN CLAUSE 6.8	??%

SIGNED ON BEHALF OF TENDERER:

Schedule 14: List of documents attached by tenderer

The tenderer has attached to this schedule, the following additional documentation:

If service providers do not complete Schedules 15A, 15B or 15C, then the information must be attached to Schedule 14 in the same format as Schedule 15A, 15B and 15C.

	Date of Document	Title of Document or Description (refer to clauses / schedules of this tender document where applicable)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

Signature

Print name:

On behalf of the tenderer (duly authorised)

Date

Schedule 15: Record of Addenda to Tender Documents

NOT USED

We confirm that the following communications received from the Employer before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

SIGNED ON BEHALF OF TENDERER:

..

Schedule 15A: Functionality: Key Personnel

The tenderer is referred to the Specification and/or Evaluation Criteria and shall insert in the spaces provided below:

- a) Details of the key personnel (including identification of any team leader/s or project leader/s, sub-consultants if applicable) required to be in the employment of the tenderer or a specialist consultant/firm, in order for the tenderer to be responsive;
- b) Names of tender technical contact person/s (including alternates) clearly identified
- c) Area of responsibility, qualifications, professional registration with recognised institutions to be included
- d) Relevant **expertise and competencies** linked to CCT 9 customer satisfaction or service research survey categories.
- e) The Curriculum Vitae of each individual must be attached to **Schedule 14**; and
- f) a statement for each of the individuals identified, which indicates any fields of specialisation and any recent experience that is relevant to this tender (which may or may not form part of the individual's curriculum vitae). Tenderers should indicate to which part of this tender, the field of specialisation is relevant to.

Important: Please refer to sections 5.5 and please note the above details **MUST** be submitted fully for all key personnel for ALL of the 9 customer and service research survey categories listed below

This schedule must be completed so that specifically the expertise and related work are linked to the evaluation criteria under clause 6.2.1.1.3 and **Section 1: Relevant Expertise**.

Please Note: the Service Provider must ensure that key personnel are provided in Schedule 15A to match the categories of required customer satisfaction or service research services and professional survey research services and tasks for customer or service surveys, and that the personnel are available for the research survey projects and able to be assigned to research survey projects requested by the City of Cape Town for a 60 month period from date of commencement of contract.

Given the specialist nature of the services, the Service Provider should not duplicate any staff resources in Schedule 15A in more than 5 of the 9 research service categories as listed in clause 5.2.2 and in Schedule 15A below. The staff resources will be used and contracted as per the list completed and no staff will be permitted to be "swopped" or moved between categories, without the written permission of the City of Cape Town.

(If for any reason during the period of the Tender, a staff member who has been included in Schedule 15A changes due to unavoidable circumstances, the Service Provider is to notify the City of Cape Town in writing, within one month of the change, providing a detailed reason for the change and supplying the details, including CV, qualifications, experience of the new staff member. Any personnel replacements for what so ever reason **must be** replaced by personnel of the **equivalent level** of expertise, experience and availability).

If service providers do not complete Schedule 15A, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in the table below.

Category 1: Background research, approach, methodology and planning

[illegible]

Category 2: Sampling and survey instruments						
Name	Area/s of responsibility	Qualifications	Professional Registrations	CCT Tender service category/sub category	Description of relevant expertise/competencies	Current Office Location

Category 3: Customer feedback tools

Name	Area/s of responsibility	Qualifications	Professional Registrations	CCT category/sub category	Tender service category	Description of relevant expertise/competencies	Current Office Location

Category 4: Survey Field work

[illegible]

Category 5: Focus groups

[illegible]

Category 6: Survey Data preparation

[illegible]

Category 7: Survey Data Analysis

[illegible]

Category 8: Survey Research findings and report preparation

[illegible]

Category 9: Survey Research review

[illegible]

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract and/or steps in terms of the Abuse Policy.

Signature

Print name:

Date

On behalf of the tenderer (duly authorised)

Schedule 15B: Functionality (continued): Company Track Record

The tenderer shall indicate, as per the Specification and/or Evaluation Criteria in the spaces below, all similar projects that have been successfully completed by the office/branch of the tendering entity years since 2016 to current year. Schedule 15B requires a list of recent, since 2016 to current year previous **experience** of a directly similar nature undertaken by the personnel must be provided, aligned to the CCT tender service customer satisfaction or service research survey category/sub category, as well as the description of the project, estimated value of the specific component of the contract; project component, the specific area of responsibility /deliverable for the project and year completed.

The client's name and contact details for which the project or part of the project was completed should also be provided for the project.

Schedule 15B: Previous experience **must be completed for the 9 categories and services** for customer satisfaction or service research surveys.

This schedule must be completed so that specifically the expertise and related work should relate to the evaluation criteria under clause 6.2.1.1.3 and **Section 2: Previous Experience**.

Where the entity tendering is a Partnership/ Joint Venture/ Consortium, the track record of each party to the joint venture must be set out in the table below or attached to **Schedule 14** in the same format. A score for each will be combined in proportion to the percentage contribution of each party to the Partnership/ Joint Venture/ Consortium.

If service providers do not complete Schedule 15B, then the information in this schedule should be attached to Schedule 14. Please ensure that the information is in the same format as in the table below.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract and/or steps in terms of the Abuse Policy.

Signature	_____
Print name:	
On behalf of the tenderer (duly authorised)	Date

SIGNED ON BEHALF OF TENDERER:

Schedule 15C: Details of Company Office

Local Office Details	Service Provider Response	
	Local Office	National Office
Physical Address of Local/National Office		
Estimated total size of the Local/National Office in m2		
Local/National Offices: a) Rented or b) Company owned		
Is the Local/National Office the Service Provider's Head Office - Yes or No? Specify If No, please specify where the Company Head Office is located	Head Office Yes Head Office No Details of location of Company Head Office (if applicable):	Head Office Yes Head Office No Details of location of Company Head Office (if applicable):
Main services provided by the Local/National Office		
Contact Person in Local/National Office		
Total permanent staff complement in Local/National Office		
Total permanent Executive and Senior Managers based in Local/National Office		
Description of the types of expertise based in Local/National Office		

 Signature
 Print name:
 On behalf of the Tenderer (duly authorised)

 Date

SIGNED ON BEHALF OF TENDERER:

Schedule 16: Detail of the functionality criteria of how tenderers will be scored

Refer to attached **Annexure 7: Detailed Functionality Evaluation**, which provides detailed information of how each category will be scored on functionality.

SIGNED ON BEHALF OF TENDERER:

(10) CONTRACT DOCUMENTS

ANNEXURE 1: Form of Guarantee / Performance Security

FORM OF GUARANTEE / PERFORMANCE SECURITY

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of Guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE OF VAT) of R

Amount in words:

"Guaranteed Sum" means: The maximum amount of R.....

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance for tender no 373C/2018/19: PROVISION OF PROFESSIONAL SERVICES TO CONDUCT CUSTOMER SATISFACTION AND SERVICE RELATED RESEARCH SURVEYS FOR THE CITY OF CAPE TOWN FOR A FIVE YEAR PERIOD and such amendments or additions to the contract as may be agreed in writing between the parties.

PERFORMANCE GUARANTEE

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Guarantee/Performance Security up to and including the termination of the Contract or the date of payment in full of the Guaranteed Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Guarantee/Performance to "Contract" is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 its obligation under this Guarantee/Performance Security is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the City of Cape Town the sum due and payable upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the City of Cape Town to the Supplier stating that payment of a sum which is due and payable has not been made by the Supplier in terms of the Contract and failing such payment within seven (7) calendar days, the City of Cape Town intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the City of Cape Town to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) days has elapsed since the first written demand in terms of 4.1 and the sum has still not been paid.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the City of Cape Town the Guaranteed Sum or the full outstanding balance upon receipt of a first written demand from the City of Cape Town to the Guarantor at the Guarantor's physical address calling up

this Guarantee / Performance Security, such demand stating that:

- 5.1 the Contract has been terminated due to the Supplier's default and that this Guarantee/Performance Security is called up in terms of 5; or
 - 5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Guarantee/Performance Guarantee is called up in terms of 5; and
 - 5.3 the aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.
6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.
 7. Where the Guarantor has made payment in terms of 5, the City of Cape Town shall upon the termination date of the Contract, submit an expense account to the Guarantor showing how all monies received in terms of this Guarantee/Performance Security have been expended and shall refund to the Guarantor any resulting surplus. All monies refunded to the Guarantor in terms of this Guarantee/Performance Security shall bear interest at the prime overdraft rate of the City of Cape Town's bank compounded monthly and calculated from the date payment was made by the Guarantor to the City of Cape Town until the date of refund.
 8. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.
 9. The City of Cape Town shall have the absolute right to arrange its affairs with the Supplier in any manner which the City of Cape Town may deem fit and the Guarantor shall not have the right to claim his release from this Guarantee /Performance Security on account of any conduct alleged to be prejudicial to the Guarantor.
 10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.
 11. This Guarantee/Performance Security is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee / Performance Security shall be returned to the Guarantor after it has expired.
 12. This Guarantee/Performance Security, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.
 13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

ANNEXURE

LIST OF APPROVED FINANCIAL INSTITUTIONS

The following financial institutions are currently (as at 18 October 2016) approved for issue of contract guarantees to the City:

National Banks:

ABSA Bank Ltd.
FirstRand Bank Ltd.
Investec Bank Ltd.
Nedbank Ltd.
Standard Bank of SA Ltd.

International Banks (with branches in SA):

Barclays Bank plc.
Citibank n.a.
Credit Agricole Corporate and Investment Bank
HSBC Bank plc.
JP Morgan Chase Bank
Societe Generale
Standard Chartered Bank

Insurance companies:

ABSA Insurance
Coface s.a.
Compass Insurance Co.
Constantia Insurance Co.
Credit Guarantee Insurance Co.
Guardrisk Insurance Co.
Hollard Insurance Company Ltd.
Home Loan Guarantee Co.
Infiniti Insurance Limited
Lombard Insurance
Mutual & Federal Insurance Co.
New National Assurance Co.
Regent Insurance Co.
Renasia Insurance Company Ltd.
Santam Limited
Zurich Insurance Co.

ANNEXURE 2: Form of Advance Payment Guarantee

ADVANCE PAYMENT GUARANTEE

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE of VAT) of R

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance and such amendments or additions to the Contract as may be agreed in writing between the parties.

"Plant and materials" means: The Plant and materials in respect of which an advance payment prior to manufacture is required, which the City of Cape Town has agreed may be subject to advance payment, such Plant and materials being listed in the Schedule of Plant and materials.

"Schedule of Plant and materials" means: A list of Plant and materials which shows the value thereof to be included in the Guaranteed Advance Payment Sum.

"Guaranteed Advance Payment Sum" means: The maximum amount of R.....

Amount in words:

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Advance Payment Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Advance Payment Guarantee and up to and including the termination of the Contract or the date of payment in full of the Guaranteed Advance Payment Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Advance Payment Guarantee to the Contract is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 its obligation under this Advance Payment Guarantee is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the City of Cape Town the sum advanced to the Supplier upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the City of Cape Town to the Supplier stating that payment of a sum advanced by the City of Cape Town has not been repaid by the Supplier in terms of the Contract ("default") and failing such payment within seven (7) calendar days, the City of Cape Town intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the City of Cape Town to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) calendar days has elapsed since the first written demand in terms of 4.1 and the sum advanced has still not been repaid by the Supplier.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the City of Cape Town the Guaranteed Advance Payment Sum or the full outstanding balance not repaid upon receipt of a first written demand from the City of Cape Town to the Guarantor at the Guarantor's physical address calling up this Advance Payment Guarantee, such demand stating that:
 - 5.1 the Contract has been terminated due to the Supplier's default and that this Advance Payment Guarantee is called up in terms of 5; or
 - 5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Advance Payment Guarantee is called up in terms of 5; and

- 5.3 the aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.
6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.
7. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.
9. The City of Cape Town shall have the absolute right to arrange its affairs with the Supplier in any manner which the City of Cape Town may deem fit and the Guarantor shall not have the right to claim his release from this Advance Payment Guarantee on account of any conduct alleged to be prejudicial to the Guarantor.
10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.
11. This Advance Payment Guarantee is neither negotiable nor transferable and shall expire in terms of 2, whereafter no claims will be considered by the Guarantor. The original of this Guarantee shall be returned to the Guarantor after it has expired.
12. This Advance Payment Guarantee, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.
13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

ANNEXURE 2A: Advance Payment Schedule

This Advance Payment Schedule is to be read in conjunction with clause 16.6 in the SCC. The purpose of this schedule is to itemise specific plant and materials for which the CCT is prepared to make advance payment to the supplier, subject to the conditions below.

The items of plant and materials which have been identified by the CCT as being suitable for advance payment in terms of the Contract are listed in the table below. Should an item or items be added to the list at tender stage by a tenderer, such item(s) will not be binding on the CCT.

Plant and materials which have been manufactured and are stored by the supplier	Plant and materials yet to be manufactured and for which a deposit with order is required from the supplier by a third party manufacturer/supplier, and which may be stored by the supplier:
DRAFTER TO LIST: Steel gantries for overhead signage	Imported ductile iron pipes
Closed circuit television equipment for road traffic surveillance	Pipes and valves for large diameter pipelines
Precast concrete beams	

Conditions:

- 1) The supplier can only rely on advance payment being permitted by the CCT in respect of the plant and materials listed in the table above. The CCT may, however, permit advance payment for other plant and materials in exceptional circumstances and at its sole discretion, during the course of the Contract, and upon reasonable request from the supplier.
- 2) Advance payment for the purposes of deposits will only be provided up to a limit of [DRAFTER TO SELECT PERCENTAGE: %] of the value of any one item being claimed.
- 3) The supplier shall provide the CCT with documentary evidence of the terms and conditions for which a deposit with order is required by a third party manufacturer/supplier, together with the advance payment guarantee.
- 4) The supplier will also be permitted to obtain advance payment for the balance of the value of the plant and materials in respect of which he has paid a deposit, for an item which after manufacture is stored by the supplier. The supplier shall, in respect of such payment, provide an advance payment guarantee, either for such balance or, if the advance payment guarantee in respect of the deposit is to be returned by the CCT upon request, for the whole value of the item.

ANNEXURE 3: Monthly Project Labour Report (Example)

ANNEX 1

CITY OF CAPE TOWN MONTHLY PROJECT LABOUR REPORT



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Instructions for completing and submitting this form

General

- The Monthly Project Labour Reports must be completed in full, using typed, capital letter characters; alternatively, should a computer not be available, handwritten in black ink.
- Incomplete / incorrect / illegible forms will not be accepted.
- Any conditions relating to targeted labour stipulated in the Contract (in the case of contracted services / works) shall apply to the completion and submission of these forms.
- This document is available in Microsoft Excel format upon request from the City's EPWP office, tel 021 400 9406 or email EPWPLR@capetown.gov.za.

Project Details

- If a field is not applicable insert the letters: NA
- Either a Contract (in the case of contracted out services or works) or a Works Project (in the case of direct employment by the City) name and number must be inserted. The name of the contract or works project may be abridged if necessary. In the case of term tenders the contract name and number must reflect the term tender as advertised.
- On completion of the contract or works project the anticipated end date must be updated to reflect the actual end date.

Workers Details and Work Information

- Care must be taken to ensure that worker details correspond accurately with the worker's ID document of which a **Certified copy must be kept for reporting**.

Jobseeker Database Reference Number

Unique number generated by Jobseekers system to confirm workers were sourced from the Jobseekers database operated by Subcouncils

New workers: Training: Reporting Threshold

- A new worker is one in respect of which a new employment contract is signed in the current month.

- Refers to work days only. Formal accredited Training / Non-accredited training that does not form part of on-the-job training must be excluded from this entry

- All formal accredited / non-accredited training that does not form part of on-the-job training
- Workers earning more than the maximum daily rate (Reporting Threshold) (currently R350 excluding any benefits) shall not be reflected on this form at all.

Submission of Forms

- Signed hardcopy forms must be scanned and submitted to the City's project manager in electronic (.pdf) format, together with the completed form in Microsoft Excel format.
- Scanned copies of all applicable supporting documentation must be submitted along with each monthly project labour report. Copies of employment contracts and **Certified ID documents** are only required in respect of new workers.
- If a computer is not available hardcopy forms and supporting documentation will be accepted.
- Failure to adhere to reporting requirements may result in the withholding of payment; penalties being applied or both

PROJECT DETAILS

Numbers in cells below e.g (6) refer to the relevant instruction above for completing and submitting forms

CONTRACT OR WORKS PROJECT NAME: (6)		CONTRACT OR WORKS PROJECT NUMBER: (6)	
DIRECTORATE:		DEPARTMENT:	
CONTRACTOR OR VENDOR NAME:		CONTRACTOR OR VENDOR	
CONTACT PERSON:		E-MAIL ADDRESS:	
PROJECT LABOUR REPORT CURRENT MONTH (mark with "X")		CONTRACTOR OR VENDOR TEL. NUMBER:	
JAN	FEB	MAR	APR
MAY	JUN	JUL	AUG
SEP	OCT	NOV	DEC
YEAR (insert last 2 digits)		2 0	

ACTUAL START DATE (yyyy/mm/dd)		ANTICIPATED / ACTUAL END DATE (yyyy/mm/dd)	
2	0	2	0
TOTAL PROJECT EXPENDITURE / VALUE OF WORK DONE TO-DATE (INCLUDING ALL COSTS, BUT EXCLUDING VAT)			
R		-	

MONTHLY PROJECT LABOUR REPORT



WORKER DETAILS AND WORK INFORMATION

CONTRACT OR WORKS PROJECT NUMBER:	
-----------------------------------	--

Year	Month	of
------	-------	----

	(8) First name	(8) Surname	(8) ID number	(9) Jobseeker Database Reference Number	(10) New Worker (Y/N)	Gender (M/F)	Disabled (Y/N)	(11) No of days worked this month (excl. training)	(12) No of training days this month (with stipend)	(13) Rate of pay per day (R-c)
No.										
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
	0 0 0 R -									

Declared by Contractor or Vendor to be true and correct:	Name	Signature
	Date	

Received by Employer's Agent Project Manager/ Representative:	Name	Signature
	Date	

ANNEXURE 4: BBBEE Sub-Contract Expenditure Report (Pro Forma)

TENDER NO. AND DESCRIPTION: 373C/2018/19: PROVISION OF PROFESSIONAL SERVICES TO CONDUCT CUSTOMER SATISFACTION AND SERVICE RELATED RESEARCH SURVEYS FOR THE CITY OF CAPE TOWN FOR A FIVE YEAR PERIOD

SUPPLIER: _____

B-BBEE SUB-CONTRACT EXPENDITURE REPORT

Rand Value of the contract (as defined in Schedule 4: Preference Schedule) (P*)	R	B-BBEE Status Level of Prime Supplier
---	---	---------------------------------------

Name of Sub-contractor (list all)	B-BBEE Status Level of supplier ¹	Total value of Sub- contract (excl. VAT) ¹	Value of Sub-contract work to date (excl. VAT) ¹	Value of Sub-contract work to Sub-contractors with a lower B- BBEE Status Level than supplier
Sub-contractor A		R	R	R
Sub-contractor B		R	R	R
Sub-contractor C		R	R	R
Total:				R
Expressed as a percentage of P*				%

¹Documentary evidence to be provided

Signatures

Declared by supplier
to be true and correct:

Date: _____

Verified by CCT
Project Manager:

Date: _____

ANNEXURE 5: Partnership/ Joint Venture (JV) / Consortium/ Expenditure Report (Pro Forma)

373C/2018/19: PROVISION OF PROFESSIONAL SERVICES TO CONDUCT CUSTOMER SATISFACTION AND SERVICE
TENDER NO. AND DESCRIPTION: RELATED RESEARCH SURVEYS FOR THE CITY OF CAPE TOWN FOR A FIVE YEAR PERIOD

SUPPLIER: _____

PARTNERSHIP/ JOINT VENTURE (JV)/ CONSORTIUM EXPENDITURE REPORT

Rand value of the contract (as defined in Schedule 4: Preference Schedule) (P*)		R	B-BBEE Status Level of Partnership/ Joint Venture (JV)/ Consortium		
Name of partners to the Partnership/ JV / Consortium (list all)	B-BBEE Status Level of each partner at contract award	Percentage contribution of each partner as per the Partnership/ JV/ Consortium Agreement ¹	Total value of partner's contribution (excl. VAT) ¹ B = A% x P*	Value of partner's contribution to date (excl. VAT) ¹ C	Value of partner's contribution as a percentage of the work executed to date D = C/P*x100
		A			
Partner A		%	R	R	%
Partner B		%	R	R	%
Partner C		%	R	R	%

¹Documentary evidence to be provided

Signatures

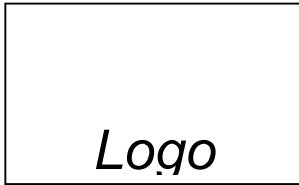
Declared by supplier
to be true and correct: _____

Date: _____

Verified by CCT
Project Manager: _____

Date: _____

ANNEXURE 6: Insurance Broker's Warranty (Pro Forma)



Signature of the Insurance Broker

Date _____

CITY OF CAPE TOWN
City Manager
Civic Centre
12 Hertzog Boulevard
Cape Town
8000

Dear Sir

TENDER NO.: 373C/2018/19

TENDER DESCRIPTION: PROVISION OF PROFESSIONAL SERVICES TO CONDUCT CUSTOMER SATISFACTION AND SERVICE RELATED RESEARCH SURVEYS FOR THE CITY OF CAPE TOWN FOR A FIVE YEAR PERIOD

NAME OF SUPPLIER: _____

I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CITY OF CAPE TOWN with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully

Signed: _____

For: _____ (Supplier's Insurance Broker)