



a world class African city



City of Johannesburg
Johannesburg Development Agency

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INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE PROVISIONING OF A NEWSLETTER MARKETING & CUSTOMER RELATIONSHIPS MANAGEMENT (CRM) SOLUTION A PERIOD OF TWELVE (12) MONTHS	
ADVERT DATE:	29 September 2020
COMPULSORY BRIEFING MEETING	not applicable
CLOSING DATE:	06 October 2020 CLOSING TIME: 12H00
RFQ DESCRIPTION:	RFQ - PROVISIONING A NEWSLETTER MARKETING & CUSTOMER RELATIONSHIPS MANAGEMENT (CRM) SOLUTION FOR THE JDA FOR 12 MONTHS
RFQ NUMBER:	JDA/CRM/SOLUTION/2020

BID DOCUMENTS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:
Offices of the Johannesburg Development Agency, 3 Helen Joseph Street, The Bus Factory, Newtown, Johannesburg, 2000

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

NB: NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE (see definition below)

¹*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) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Department: Procurement
Contact Person: Mr Siyambonga Gcobo
Tel: 011 688 7851
E-mail: sgcobo@jda.org.za

ANY REQUIRIES REGARDING TECHNICAL INFORMATION MAY BE DIRECTED TO:

Department: Marketing and Communications
Contact Person: Elias Nkabinde
Tel: 011 688 9705
E-mail: enkabinde@jda.org.za

PLEASE NOTE: TENDERS MUST BE SUBMITTED ON THE TENDER DOCUMENTATION ISSUED. TENDER DOCUMENTATION MUST NOT BE REPRODUCED OR REARRANGED. ANY ADDITIONAL INFORMATION MUST BE SUBMITTED AS A SEPARATE ATTACHMENT TO THE TENDER DOCUMENT FAILURE TO DO SO WILL RESULT IN YOUR BID BEING DISQUALIFIED

OFFER

THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO WILL RESULT IN YOUR BID BEING DISQUALIFIED)

BID / RFP NUMBER

BID / RFP DESCRIPTION

NAME OF BIDDER

POSTAL ADDRESS

STREET ADDRESS

TELEPHONE NUMBER CODE NUMBER

CELLPHONE NUMBER

FACSIMILE NUMBER CODE NUMBER

VAT REGISTRATION NUMBER

CSD SUPPLIER NUMBER.....

COMPANY REGISTRATION NUMBER.....

TAX VERIFICATION PIN.....

TOTAL BID PRICE Excluding Value Added Tax

TOTAL BID PRICE in words

.....

.....

.....

..... Excluding Value Added Tax

SIGNATURE OF BIDDER

CAPACITY UNDER WHICH THIS BID IS SIGNED

DATE

THE ABOVE PARTICULARS MUST BE FURNISHED. FAILURE TO DO SO WILL RESULT IN THE BID BEING DISQUALIFIED

The following conditions will apply:

- A copy of a valid Tax Compliant Status Letter from SARS must be submitted. No award will be made to a service provider whose tax matters are not in order with the SARS.
- No award will be made to a service provider who is not registered on the National Treasury Central Supplier Database.
- An original and valid BBBEE status level verification certificate or a certified copy thereof must be submitted.
- **An EME must submit a sworn affidavit confirming the following :**
 - **Annual turnover revenue of R10 million or less; and**
 - **Level of black ownership**

Any misrepresentations in terms of the above constitutes a criminal offence as set out in the B-BBEE Act as amended

- A copy of the bidder's latest municipal account in the name of the bidder or alternatively in the names of the directors / partners of the bidding entity must be submitted.
- Price(s) quoted must be valid for at least thirty (30) days from date of your offer.
- Price(s) quoted must be firm and must be exclusive of VAT.
- If the price quoted is above R 30 000 (inclusive of VAT), the quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Framework Act (No. 5 of 2000).

Failure to comply with these conditions may invalidate your offer.

To all our stakeholders

RE: The channels of reporting fraudulent and Corrupt Activities

The City of Johannesburg has a **zero-tolerance approach to Fraud, Theft, Corruption, Maladministration, and Collusion** by suppliers with employees. To reinforce this commitment, more channels have been added to report any Fraudulent and Corrupt activities.

Instances of corporate fraud and misconduct remain a constant threat to service delivery. The City of Johannesburg took a resolution to adopt strategic interventions aimed at combatting fraud and corruption. The City took a decision to centralize the reporting of fraudulent and corrupt activities through the establishment of an independent fraud hotline which is managed by independent service providers.

All people doing business with the Johannesburg Development Agency are encouraged to report any corrupt or illegal practice.

Employees are encouraged to report fraud, waste or other concerns suggestive of dishonest or illegal activities.

Anyone can report fraudulent and corrupt activities through one of the following channels:

- Toll free number.....0800 002 587
- Toll free Fax0800 007 788
- SMS (charged @ R1.50).....32840
- Email Address:.....anticorruption@tip-offs.com
- Web site:.....www.tip-off.com
- Free post:.....Free post, KNZ 138, Umhlanga, 4320



Let's join hands to take up the Fight against Fraud and Corruption in our society.

REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS: FOR THE PROVISIONING OF A NEWSLETTER MARKETING & CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOLUTION A PERIOD OF TWELVE (12) MONTHS

1. INTRODUCTION

As the Johannesburg Development Agency (JDA), the City of Johannesburg's infrastructure agent, our mission is the planning, implementing, managing and facilitating of area-based developments in efficient, equitable, sustainable and innovative ways.

Every area-based development undertaken by the JDA is supported by development facilitation functions in the pre-development and post-development phases to enhance the value added by the capital works interventions and improve the longer-term sustainability of the capital investment.

The JDA coordinates its area-based development activities and other catalytic interventions with the Department of Development Planning and engages with client departments in the design and construction of infrastructure assets. As such, the JDA gives much emphasis to precinct-based development, working with stakeholders to enhance areas and address local challenges and needs in a sustainable way through our capital investments.

The JDA's involvement in area based regeneration means that the whole organisation, rather than a single unit of the JDA, engages with local area based stakeholders and the City of Johannesburg stakeholders through the lifecycle of a plan or project.

Attaining Customer Centricity via capable digital technologies is a vital to the JDA's Marketing and Communications Strategy.

To increase awareness, of JDA development projects and create awareness in respect of the JDA's mandate around area-based development initiatives; provide progress updates thereto and highlight best practice trends around urban development, the JDA requests the proposals for the implementation, support and maintenance of a cloud-based Customer Relationships Management Solution for a period of twelve (12) months.

2. SCOPE OF WORK AND DELIVERABLES

The ideal bidder(s) shall have experience in successfully implementing the proposed solutions at similar entities and agencies. The successful bidder shall be responsible for the implementation of a Customer Relationship Management (CRM) solution and in order for the service provider to be appointed, the service provider must demonstrate that they have capacity, knowledge and experience to undertake the following when called to:

Scope of work

- Create integrated campaigns (Newsletter formulation, for internal, external and stakeholder specific distribution)
 - Provide growth, engagement reports and analytics
 - Organize contact data into segments, tags, and groups
 - Support and maintenance
 - Stakeholder database management
 - High inbox acceptance rate of campaigns
-

- Software quality assurance
- Optimisation and automation of current communication processes (Business Engagement Sessions (BES), CEO Conversations etc).

The CRM solution should also provide:

- Customer Journey Builder + Branching Points Beta
- Advanced audience insights
- Retargeting ads
- Custom templates
- Behavioral targeting automation series

The successful bidder should also have CRM Marketing Specialist, who will work closely with the JDA’s digital communications teams, will design, create and implement strategies that deliver across all areas of the customer lifecycle.

The CRM Marketing Specialist would need to:

- Create and upload copy and images for the organisation's website
- Write and dispatch email marketing campaigns
- Provide accurate reports and analysis
- Conduct keyword research and web statistics reporting
- Develop and integrate content marketing strategies
- Manage the contact database and assist with lead generation activities

3. DURATION

The duration of the appointment period will be for 12 months.

4. NOTES FOR PRICING

The basis for fee proposals is outlined in item 5.1 below. This is followed by item 5.3 which applicants are required to take note of.

- 5.1** Tenderers are to replicate the table below and submit as part of their fee proposal and the total fee must be carried to the “Offer” page. Failure to price as required will result in the tender being disqualified for non-compliance.

Detailed below is information upon which fees must be based for the project (**refer to item 3 above for detailed scope of work**). This is followed by **item number 5.3 which ALL applicants are required to take careful note of.**

5.2 PRICING TABLE (Prices are vat exclusive across all the tables)

Table A: The CRM Tool supplied by the service provider			
Description	Quantity	Frequency in months	12 Month Price (excluding VAT) in Rands
CRM Solution: <ul style="list-style-type: none"> • Marketing CRM • Up to 100,000 contacts • Five (5) audiences/segments • Five (5) Custom Templates 	1	12	
Sub-total (excluding VAT)			

Table B: Content Development to be supplied by the service provider			
Description	Quantity	Frequency in content development	12 Month Price (excluding VAT) in Rands
<ul style="list-style-type: none"> • Customer Journey Builder + Branching Points Beta • Advanced audience insights • Retargeting ads • Custom templates • Behavioral targeting automation series <p>Capabilities</p> <ul style="list-style-type: none"> • Customer Journey Builder + Branching Points Beta • Advanced audience insights • Retargeting ads 	12	12	

<ul style="list-style-type: none"> • Custom templates • Behavioral targeting automation series 			
Sub-total (excluding VAT)			

Table C: Services			
Description	Quantity	Frequency of services	12 Month Price (excluding VAT) in Rands
Campaign Execution: <ul style="list-style-type: none"> • Create and upload copy and images for the organisation's website • Write and dispatch email marketing campaigns Campaign Reporting <ul style="list-style-type: none"> • Provide accurate reports and analysis • Conduct keyword research and web statistics reporting CRM Maintenance <ul style="list-style-type: none"> • Develop and integrate content marketing strategies • Manage the contact database and assist with lead generation activities 	36		
Sub-total (excluding VAT)			
Grand Total (Table A + B + C) excluding VAT			R

Tenderers are to replicate the above table and submit as part of their fee proposal.

GRAND TOTAL FEE TO BE TRANSFERRED TO THE OFFER PAGE

Tenderers must ensure that the GRAND TOTAL FEE is correctly carried to the “offer” page. The value recorded on the offer page will be regarded as the tendered amount.

Failing to price as required will result in the tender being disqualified.

5.3 Notes

- 5.3.1** Tenderers must ensure that the final **TOTAL FEE** is correctly carried over to the “offer” page. The value recorded on the offer page will be regarded as the tendered amount to render services. Failing to price as required will result in the tender being disqualified.
- 5.3.2** Fees **must** include standard disbursements such as typing, reproduction, copying, binding of documents, telephonic / electronic and facsimile communications, courier, local travel and accommodation, etc.
- 5.3.3** It is the responsibility of the bidder to ensure that they have a local office within the geographical area of City of Johannesburg as the JDA will not be responsible for accommodation and travelling costs.

6 PRESENTATION OF QUOTATIONS

Submissions are to consist of a short (**not to exceed 15 pages**) and comprehensible report that must provide the JDA with sufficient information to make a sound and fair evaluation of the quotation as well as the experience and capability of the applicant to undertake and manage the project successfully. The report should **use the same item numbers as below** for the required sections of the report.

The following information must be clearly spelt out:

- 6.1** **BRIEF** company background, lists of SIMILAR (not all) projects (including client name, contact person, telephone number, value of the project, and the consulting fee value, nature of the project, required deliverables).
 - 6.2** A copy of a valid Tax Compliant Status Letter from SARS. No award will be made to a service provider whose tax matters are not in order with the South African Revenue Services.
 - 6.3** No award will be made to a service provider who is not registered with National Treasury Central Supplier Database.
 - 6.4** A copy of the tenderer’s latest municipal rates account in the name of the tenderer or alternatively in the names of the Directors / Partners of the tendering entity.
-

- 6.5 An original and valid BBBEE status levels verification certificate or a certified copy thereof, substantiating the bidding entities BBBEE rating. Only certificates issued by verification agencies accredited by the South African Accreditation System (SANAS), or by registered auditors approved by the Independent Regulatory Board of Auditors (IRBA) will be accepted. An EME must submit a sworn affidavit confirming the following:
- Annual Turnover Revenue of R10 million or less; and
 - Level of Black ownership
 - Any misrepresentation in terms of bullet point above constitutes a criminal offence as set out in the B-BBEE Act as amended.
- 6.6 A **CERTIFIED COPY** of the organisation's Professional Indemnity Insurance indicating the value per claim, excess, and expiry date. If applicable.
- 6.7 A statement from an independent auditor / accountant regarding the tenderer's financial standing to undertake this project.
- 6.8 Bidders are required to submit detailed quotations based on the required deliverables defined in rand terms. Applicants are to illustrate the fee proposal linked to deliverables. All disbursements, etc. are to be **included** in the quotations.
- 6.9 A detailed approach and methodology statement wherein the approach to be followed in each stage of the project is outlined with clear identification of the deliverables in each stage. This section should show the tenderer's understanding of the process and input required towards the completion of the required services.
- 6.12 A statement of the organisation's turnover per annum over the last 2 years and also a statement of estimated turnover commitments.
- 6.13 A completed RFQ document with all sections filled in (references in the RFQ to other documentation attached will NOT be considered.)
- 6.14 An original and valid BBBEE status level verification certificate or a certified copy thereof, Substantiating the bidding entities BBBEE rating. Only certificates issued by verification agencies accredited by the South African Accreditation System (SANAS), or by registered auditors approved by the Independent Regulatory Board of Auditors (IRBA) will be accepted.
- 6.15 A copy of the bidding entity's latest municipal rates account in the name of the bidding entity or alternatively in the names of the directors / partners of the bidding entity. Copies of lease agreements or accounts from a lessor will not be accepted.
- 6.16 A statement from an independent auditor / accountant regarding the tenderer's financial standing to undertake this project AND audited financial statements for the past two years.
- 6.17 A schedule of completed contracts of a **similar** nature to this project. The following details **must** be included on the schedule:
- Description of the project
-

- Service rendered
- Name of employer / client and their representative's contact details
- Cost of the works
- Fee obtained for services
- Date of completion

6.18 Provide information on the individuals who will be assigned to **this project (NOT the entire company)**. The following **must** be addressed:

- role/s and responsibility/ies on this project
- relevant qualifications
- number of years of relevant experience in the construction industry in local government
- a percentage estimate of the time planned to be dedicated to this project by each person

6.19 The forms A to F annexed, must be scrutinized, completed in full and submitted together with your RFQ.

Failure to comply with the requirements in item 5 will result in tenderers been negatively scored for responsiveness or disqualified for non-compliance.

Note for consortium and joint ventures

Failure to comply with the requirements above will result in tenderers been negatively scored for responsiveness or disqualified for non-compliance.

Note for consortium and joint ventures

- The items above are to be addressed and completed by **EACH** member of the consortium or joint venture.
- An agreement between all parties of the consortium or joint venture is to accompany the tender submission
- A lead consultant is to be appointed and noted in the submission
- A trust, consortium or joint venture will qualify for points for their BBEE status level as an unincorporated entity, provided that the entity submits their consolidated BBEE scorecard as if they were a group structure and that such a consolidated BBEE scorecard is prepared for every separate tender.

Failure to comply with these conditions may invalidate your offer.

7. ASSESSMENT CRITERIA

Submissions will be evaluated on the criteria to follow:

- Compliance
- Technical
- BBBEE status
- Price / BBBEE

Technical

The technical assessment is based on the criteria set-out below.

The technical assessment is based on the criteria set-out below namely (i) key returnable documents, (ii) key personnel, (iii) the experience of the company in Customer Relationships Management Solution services and (iv) contactable references.

Tenderers will have to submit compliant documents and score a minimum number of points in the technical evaluation in order to be considered further in the evaluation process.

Total points 162, Minimum points required is 97.2 which is (60%)

(i) KEY RETURNABLE DOCUMENTS	Total Points	Criteria	Description of Criteria	Points
A	12	Company registration documents	Points will only be allocated for key returnable documents submitted	N/A
		Latest municipal account / Lease agreement		N/A
		Certified copies of directors / partners identity documents		N/A
		Forms A to F completed in full and signed		12
(ii) KEY PERSONNEL EXPERIENCE	Total Points	Criteria	Description of criteria	Points
B1	50	CRM Digital Marketer	Points will only be allocated for experience in related projects.	50
Key Personnel Experience and Track record for operating CRM Tools		(3-5) years' experience and/or degree/diploma/certificate in social media management/ Marketing.		

		Strong working knowledge of email marketing applications.	Project information contained elsewhere in the tender submission will not be considered.	10
		Understands and can utilise emerging platforms, digital media, and web/social media management and measurement tools		10
(iii) COMPANY EXPERIENCE	Total Points	Criteria	Description of criteria	Points
B1 Company Experience and Track record for CRM solution	50	Five or more projects completed on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.	Points will only be allocated for experience in related projects Project information contained elsewhere in the tender submission will not be considered.	50
		Three to four projects completed on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.		30
		One to two project completed on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.		10
(iv) Contactable references	Total Points	Criteria	Description of criteria	Points
B2 Contactable reference (on client letterhead) in relation to B1 (CRM solution)	50	Five or more satisfactory references on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.	Points will only be allocated for references on similar projects as listed in the scheduled requested	50
		Only three to four satisfactory references on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.	References must be on the client's letterhead or on a document	30

		Only one to two satisfactory references on the promotion of products and services through a variety of digital channels, using the internet and mobile technology.	stamped by the client and must confirm the project description, services rendered in order to obtain the points. If <u>any</u> of the required information does not appear in the reference, zero points will be awarded.	10
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7.2 BBEE Status

Having completed a technical evaluation, points will be awarded for empowerment (BBEE), in accordance with the Preferential Procurement Regulations 2017 published in Government Gazette No. 40553 dated 20 January 2017. The following table is applicable in this regard:

B-BBEE Status Level Of Contributor	Number of Points
	Tenders up to R50 million
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

Notes:

- 7.2.1 “B-BBEE status level of contributor” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained 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 (Act No.53 of 2003).
- 7.2.2 Tenderers must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating. Certificates issued by either verification agencies accredited by the South African Accreditation System (SANAS) or by

- registered auditors approved by the Independent Regulatory Board for Auditors (IRBA) are acceptable.
- 7.2.3 An EME must submit a sworn affidavit confirming the following:
- Annual Turnover Revenue of R10 million or less; and
 - Level of Black ownership
 - Any misrepresentation in terms of bullet point above constitutes a criminal offence as set out in the B-BBEE Act as amended.
- 7.2.4 The submission of such certificates must comply with the requirements of instructions and guidelines issued by the National Treasury and be in accordance with notices published by the Department of Trade and Industry in the Government Gazette.
- 7.2.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 7.2.6 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate tender.
- 7.2.7 A person will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for.
- 7.2.8 A person awarded a contract will not be permitted to sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned.

7.3 Price and Empowerment

Having completed a technical evaluation, the procedure for the evaluation of technically qualifying tenders is Method 2 (Price and Preferences). The Preference Point System assigns a score to each tenderer based on the tender price and on the tenderer's BBBEE status. These scores are combined to determine an overall score for the tender. The tender with the highest score will be considered for acceptance.

The Preference Point System will be applied as follows:

- 80 points are assigned to price
- Up to 20 points are assigned to BBBEE status per the table under item 6.2

The total preference points for a tender are calculated with the formula

PP = P_s + P_{bee} Where

PP is the total number of preference points scored by the tenderer

P_s is the points scored for the comparative price of the tenderer, and

P_{bee} is the number of points awarded to the tenderer based on his certified B-BBEE status level

Formula for scoring tender price

The following formula will be used to calculate the points for price.

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

Where

P_s = Points scored for comparative price of tender under consideration

P_t = Comparative price of tender under consideration

P_{min} = Comparative price of lowest acceptable tender

X = Points assigned to price

8. CLOSING DATE, TIME AND VENUE FOR SUBMISSIONS

The words “**RFQ - A NEWSLETTER MARKETING & CUSTOMER RELATIONSHIPS MANAGEMENT (CRM) SOLUTION A PERIOD OF TWELVE (12) MONTHS**” must be written / typed clearly on the envelope. The envelope must be deposited in the tender box at the Johannesburg Development Agency, Ground Floor, The Bus Factory, 3 Helen Joseph Street (formerly known as President) and Newtown only between the hours of 08H00 and 17H00.

The RFQ closes at 12H00 on 06 October 2020.

NO LATE / TELEPHONIC / FAXED / POSTAL TENDERS WILL BE ACCEPTED OR CONSIDERED.

The Johannesburg Development Agency’s selection of qualifying tenders shall be in the Johannesburg Development Agency’s sole discretion and shall be final. The Johannesburg Development Agency does not bind itself to accept any particular Tender and no correspondence will be entered into.

Queries can be addressed in writing to:

Elias Nkabinde

E-mail: enkabinde@jda.org.za

ANNEXURE A: BUSINESS DECLARATION

Tender/RFQ Number:

Tender/RFQ Description:

Name of Company:

Contact Person:

Postal Address:

.....

Physical Address:

.....

Telephone Number:

Fax Number:

Cell Number:

E-mail Address:

Company/enterprise Income

Tax Reference Number :

(Insert personal income tax number if a one person business and personal income tax numbers of all partners if a partnership)

VAT Registration Number:

Company Registration Number:

1. Type of firm

- Partnership
 - One person business/sole trader
 - Close corporation
 - Public company
 - Private company
-

(Tick one box)

2. Principal business activities

.....

.....

.....

3. Total number of years company has been in business:

4. Detail all trade associations/professional bodies in which you have membership

.....

.....

.....

5. Did the firm exist under a previous name?

- Yes
- No

(Tick one box)

If yes, what was its previous name?

.....

6. How many permanent staff members are employed by the firm:

Full Time :

Part Time :

7. In the case of a firm which renders services for different disciplines, how many permanent staff members are employed by the firm in the discipline for which you are tendering:

Full Time :

Part Time :

8. What is the enterprise’s annual turnover for the last two years and what is the estimated turnover of current commitments.

R Year

R Year

R Year

9. List all contracts which your company is engaged in and have not yet completed:

CONTRACT DESCRIPTION	LOCATION	COMPANY/EMPLOYER	PROJECT VALUE	ESTIMATED FEES	EXPECTED COMPLETION (MONTH & YEAR)

10. Banking details

I/We hereby request and authorize you to pay any amounts which may accrue to me/us to the credit of my/our account with the mentioned bank.

I/We understand that the credit transfers hereby authorized will be processed by computer through a system known as the “ACB Electronic Fund Transfer Service” and

I/We also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be printed on my/our bank statement or any accompanying voucher.

This authority may be cancelled by me/us giving **30 days’** notice in writing.

BANK :

BRANCH :

BRANCH CODE :

ACCOUNT NUMBER :

ACCOUNT HOLDER :

TYPE OF ACCOUNT :

CONTACT PERSON :

CONTACT NUMBER :

PLEASE INCLUDE LETTER FROM THE BANK CONFIRMING THE COMPANY'S BANKING DETAILS.

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the company, affirms that the information furnished in response to this request for proposal is true and correct:

SIGNATURE :

NAME IN FULL :

CAPACITY :

DULY AUTHORIZED TO SIGN ON BEHALF OF:

DATE :

COMPANY STAMP

ANNEXURE B: DECLARATION OF INTEREST

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

3.1 Full Name:

3.2 Identity Number:

3.3 Position occupied in the company (director, trustees, shareholder**)

3.4 Company Registration Number:

3.5 Tax Reference Number:

3.6 VAT Registration Number:

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

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

If yes, furnish particulars

.....
.....

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

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**

If yes, furnish particulars

.....
.....

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

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**

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**

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 businesses whether or not they are bidding for this contract? **YES / NO**

If yes, furnish particulars

.....

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

FULL NAME	IDENTITY NUMBER	STATE EMPLOYEE NUMBER

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

.....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

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

.....
 Signature Position

.....
 Name of Bidder 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) a member of the accounting authority of any national or provincial public entity; or
 - (f) an employee of Parliament or a provincial legislature.

** “Stakeholder” 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.

ANNEXURE C: DECLARATION OF BIDDER’S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

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

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury’s database as a company or person prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? (To access this Register enter the National Treasury’s website, www.treasury.gov.za, click on the icon “Register for Tender Defaulters” or submit your written request for a hard copy of the Register to facsimile number (012) 3265445).	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		

Item	Question	Yes	No
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.7.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

.....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

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

.....
Signature Position

.....
Name of Bidder Date

ANNEXURE D: PARTICULARS OF CONTRACTS AWARDED BY AN ORGAN OF STATE* DURING THE LAST 5 YEARS cont.**

EMPLOYER	CONSULTANT	Electronic Signature Solution	VALUE OF WORK	YEAR COMPLETED

***** Organ of State means-**

- ◆ a) a national or provincial department;
- ◆ b) a municipality;
- ◆ c) a constitutional institution defined in the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- ◆ d) Parliament;
- ◆ e) a provincial legislature;
- ◆ f) any other institution or category of institutions included in the definition of “organ of state” in section 239 of the Constitution and recognised by the [Minister](#) by notice in the *Government Gazette* as an institution or category of institutions to which [this Act](#) applies

.....
 Signature
(of person authorised to sign on behalf of the organisation)

.....
 Position

.....
 Name of Bidder

.....
 Date

EMPLOYER	CONSULTANT	Electronic Signature Solution	VALUE OF WORK	YEAR COMPLETED

.....
 Signature
 (of person authorised to sign on behalf of the organisation)

.....
 Position

.....
 Name of Bidder

.....
 Date



a world class African city



RFQ- NEWSLETTER MARKETING & CUSTOMER RELATIONSHIPS MANAGEMENT (CRM) SOLUTION FOR A PERIOD OF TWELVE (12) MONTHS MONTHS

ANNEXURE F: CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

RFQ - PROVISIONING, SUPPLY, INSTALLATION AND SUPPORT SERVICES OF ELECTRONIC SIGNATURE SOLUTION FOR THE JDA FOR 12 MONTHS

in response to the invitation for the bid made by:

Johannesburg Development Agency

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraph 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);

- (d) the intention or decision to submit or not to submit a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid;
or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Position

.....
Name of Bidder

.....
Date

ANNEXURE G: DECLARATION ON STATE OF MUNICIPAL ACCOUNTS

A Any bid will be rejected if:
Any municipal rates and taxes or municipal service charges owed by the bidder or any of the directors to the municipality or a municipal entity, or to any other municipality or municipal entity, are in arrears for more than three months.

B Bid Information

- i. Name of bidder:
- ii. Registration Number:.....
- iii. Municipality where business is situated.....
- iv. Municipal account number for rates:
- v. Municipal account number for water and electricity:
- vi. Names of all directors, their ID numbers and municipal account number.
 - 1.....
 - 2.....
 - 3.....
 - 4.....
 - 5.....
 - 6.....
 - 7.....

C Documents to be attached.

- i. A copy of municipal account mentioned in B (iv) & (v) (Not older than 3 months)
- ii. A copy of municipal accounts of all directors mentioned in B(vi) (Not older than 3 months)
- iii. Proof of directors

I/We declare that the abovementioned information is true and correct and that the following documents are attached to this form:

.....
.....

Signature

Date