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City of Johannesburg  
Supply Chain Management Unit

SUPPLIER NAME: \_\_\_\_\_

**REQUEST FOR QUOTATION FOR GOODS AND SERVICES FOR THE CITY OF JOHANNESBURG**

**Procurement Less than R 200 000 (Including Vat)**

**(For publication on the City of Johannesburg Notice Board/s & Website)**

The City of Johannesburg requests your quotation on the goods and/or services listed hereunder and/or on the available RFQ forms. Please furnish all information as requested and return your quotation on the date stipulated. Late and incomplete submissions will invalidate the quotation submitted.

ADVERTISEMENT DATE	15 DECEMBER 2016
DEPARTMENT	GROUP FINANCE
RFQ NUMBER:	R0363/16
DESCRIPTION OF GOODS/SERVICES	CRAFTING SPECIFICATIONS FOR THE INTEGRATION OF CUSTOMER ENGAGEMENT TECHNOLOGIES (MARU-A- JOZI AND JOBURGAPP)
RFQ SPECIFICATION FORMS/ DOCUMENTS ARE OBTAINABLE FROM:	The COJ Website – <a href="http://www.joburg.org.za/quotations">www.joburg.org.za/quotations</a>  OR FROM INFORMATION DESK 15 <sup>TH</sup> FLOOR METRO CENTRE 158 Civic Boulevard street BRAAMFONTEIN
COMPULSORY REQUIREMENTS	PLEASE NOTE THAT NOT SUBMITTING THE COMPULSORY DOCUMENTS MAY LEAD TO DISQUALIFICATION.
<u>SUBMISSION OF QUOTES:</u>	<u>QUOTATION BOX, GROUND FLOOR, METRO CENTRE</u> 158 Civic Boulevard street, Braamfontein
TIME: CLOSING DATE	10h30 23 DECEMBER 2016
ENQUIRIES:	MARIA NCUBE 011 703 5284

Quotations above R30 000 will be evaluated on the basis of the 80:20 point system as stipulated in the Preferential Procurement Policy Framework Act (Act number 5 of 2000) & the City's Supply Chain Management Policies and Procedures.



## CHECKLIST

RFQ NO:           R0363/16          

**PLEASE USE THE CHECKLIST TO CONFIRM THAT ALL COMPULSORY DOCUMENTS HAVE BEEN ATTACHED TO YOUR QUOTATION.**

No	Details	✓
1.	Original Certified Copy of Company Registration Document. <b>(NOT A COPY OF CERTIFIED COPY AND IT MUST NOT BE OLDER THAN 3 MONTHS)</b>	
2.	Rates & Taxes Invoice for Company OR Original Certified Copy Lease Agreement OR Original Certified Copy of Affidavit Certified by the SAPS. <b>(NOT A COPY OF CERTIFIED COPY AND IT MUST NOT BE OLDER THAN 3 MONTHS)</b>	
3.	Rates and Taxes Invoice for All the Directors of the Company OR Original Certified Copy of Lease Agreement OR Affidavit Certified by the SAPS <b>(NOT A COPY OF CERTIFIED COPY IT MUST NOT BE OLDER THAN 3 MONTHS)</b>	
4.	Declaration on State of Municipal Account (Attached)	
5.	MBD 4: Declaration of Interest (Attached)	
6.	MBD 9: Certificate of Independent Bid Determination. (Attached)	
7.	MBD .6.2: Local Content	
8.	MBD.8 Declaration of Bidder's Past Supply Chain Management Practices	
9.	Certified Copy of BBBEE certificate. <b>(NOT A COPY OF CERTIFIED COPY AND IT MUST NOT BE OLDER THAN 3 MONTHS)</b>	
10	Original Tender Tax Clearance Certificate <b>(TENDER NOT GOOD STANDING ONE)</b>	
11	Training Suppliers to be accredited with SITA	
12.	Catering Suppliers to submit a Health Certificate	
13.	All alterations have been signed.	
14.	Quotation is signed.	

SIGNATURE \_\_\_\_\_

NAME \_\_\_\_\_



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## PLEASE NOTE THAT NOT SUBMITTING THE COMPULSORY DOCUMENTS MAY LEAD TO DISQUALIFICATION COMPULSORY REQUIREMENTS

### 1. Original tax clearance

Please note that copies of Tender tax clearance certificates are not valid as per SARS and they will not be accepted by the City of Johannesburg. Failure to provide the original Tender tax clearance certificate will result in the quotation being disqualified.

2. Latest copy of rate and taxes together with a completed "Declaration on State of Municipal Accounts" form. (Attached)

Please note the following:

- a) There must be a Rates & Taxes invoice for each of the Directors of the Company as well as for the Company. The Rates & Taxes Invoice cannot be older than 3 months. If Rates & Taxes are in arrears for more than 3 months, the quotation will be disqualified.
  - b) If the business is operated from the residence of one of the directors, an affidavit, certified, must be submitted stating the address of the business premises.
  - c) If the premises from where business is conducted or where a director is residing, is leased a copy of the lease agreement or an affidavit must be submitted.
3. The quotation page must be signed. If you are using your own format on your Company's letterhead to quote please ensure that the quotation is signed.
  4. The attached MBD 9 form (Certificate of Independent Bid Determination) must be completed and submitted with the quotation. If the MBD 9 is incomplete or not attached the quotation will be disqualified.
  5. The attached MBD 4 form (Declaration of Interest) ***must*** be completed and submitted with the quotation. If the MBD 4 is incomplete or not attached the quotation will be disqualified.
  6. Both the MBD 4 & 9 forms must be original for each quotation. No copies will be accepted. Both the MBD 4 & 9 forms must be dated within the quotation period.
  7. Proof of Directors: A certified copy of your Company Registration Documents
  8. A certified copy of the B-BBEE Status Level Verification Certificate must be attached. If not attached no points for B-BBEE will be awarded.
  9. All price alterations must be signed for by the Bidder confirming that such changes were made by the Bidder. **PLEASE NOTE THAT PRICE CHANGES WITHOUT A SIGNATURE WILL LEAD TO THE DISQUALIFICATION OF THE QUOTATION SUBMITTED.**

I HEREWITH CONFIRM THAT HAVE READ AND UNDERSTOOD THE ABOVEMENTIONED  
REQUIREMENTS

SIGNATURE \_\_\_\_\_

NAME \_\_\_\_\_



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**CONDITIONS**

1. All goods or services purchased will be subject to CoJ SCM Policy and Procedures. A copy of said conditions is available from the SCMU office.
2. All purchases will be made through an official order form. Therefore no goods must be delivered or services rendered before an official order has been forwarded to and accepted by the successful bidder..
3. To participate in the City's Quotation process for the procurement of goods and/or services, vendors are advised to get accredited and registered on the City's Supplier Database. Supplier registration forms are available from the Supply Chain Management Unit. The City is dealing only with the registered and accredited suppliers on its Database.
4. All prices quoted must be exclusive of Value Added Tax (VAT). Suppliers who are not registered for VAT will be treated as Non VAT Vendors.
5. Prices quoted must include delivery charges and goods must be delivered to the address indicated on the quotation page.
6. All prices submitted must be firm. "Firm" prices are deemed to be fixed prices, which are only subject to the following statutory changes, namely VAT and any levy related to customs and excise.
7. Quantities are given in good faith and without commitment to the City of Johannesburg. The City reserves the right to increase or reduce the quantity to be in line with the set threshold for quotations prescribed in the SCM Policy.
8. ***THE CITY OF JOHANNESBURG DOES NOT TAKE RESPONSABILITY FOR ANY QUOTATIONS DEPOSITED IN THE WRONG BOX.***

**I HEREWITH CONFIRM THAT HAVE READ AND UNDERSTOOD THE ABOVEMENTIONED REQUIREMENTS**

SIGNATURE \_\_\_\_\_

NAME \_\_\_\_\_



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**ADDITIONAL REQUIREMENTS**

**DECLARATION**

I certify that the information supplied is correct and I have read and understood the COJ General Conditions and Policies and Procedures and accept same

I further certify that all the required information has been furnished and the relevant forms completed and are herewith submitted as part of the quotation.

**SIGNATURE:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**CAPACITY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



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City of Johannesburg  
Supply Chain Management Unit

**SUPPLY CHAIN MANAGEMENT UNIT**  
**P.O. BOX 7776**  
**JOHANNESBURG**  
**2000**

**VAT. NO: 4760117194**

**BIDDER:**

\_\_\_\_\_

\_\_\_\_\_

**TEL:**

\_\_\_\_\_

**FAX:**

\_\_\_\_\_

**Your Vendor Number With Us:**

\_\_\_\_\_

<b>REQUEST FOR QUOTATION</b>	
<b>RFQ NUMBER</b>	<b>RFQ DATE</b>
R0363/16	14 DECEMBER 2016
<b>CONTACT PERSON</b>	
<b>NAME:</b>	<b>MARIA NCUBE</b>
<b>TEL No:</b>	<b>011 703 5284</b>

***PLEASE NOTE THAT YOU MUST BE REGISTERED ON THE CITY OF JOHANNESBURG SUPPLIER DATABASE***

**Submission Deadline:**

23 DECEMBER 2016

**Submission Time:**

10H30

**VALIDITY OF RFQ: 30 DAYS**

**OFFICE USE ONLY:**  
**PRICE/S TO BE VAT EXCLUSIVE**

**Please submit all Quotations to the fax number stated above**

RFQ'S above R30 000-00 to a maximum of R200 000 will be evaluated on the basis of the 80:20 point system as stipulated in the Preferential Procurement Policy Framework Act (Act number 5 of 2000).

Points will be allocated as follows:

<b>Points for price:</b>	<b>80</b>
<b>Points for B-BBEE (Max of 20):</b>	
<b>B-BBEE status Level of Contributor</b>	<b>Number of Points (80/20 system)</b>
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0



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SIGNATURE OF BIDDER	
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CAPACITY	
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**PLEASE NOTE THAT NO PRICE INCREASES WILL BE APPROVED AFTER SUBMISSION OF THE QUOTATION.**

REQUEST FOR QUOTATION (RFQ) NUMBER:  R0363/16

Delivery Address:

ITEM NO.	DESCRIPTION	Quantity Required	Unit of Measure	Date required	Delivery Period / Lead time	Price per Unit of Measure (Excluding Vat)	Total (Excluding Vat)
1.	CRAFTING SPECIFICATIONS FOR THE INTEGRATION OF CUSTOMER ENGAGEMENT TECHNOLOGIES (MARU-A- JOZI AND JOBURGAPP)	SEE SPEC					
<b>NB ANY AND ALL ALTERATIONS MUST BE SIGNED FOR BY THE BIDDER CONFIRMING THAT SUCH ALTERATION WAS MADE BY THE BIDDER. PLEASE NOTE THAT PRICE CHANGES WITHOUT A SIGNATURE WILL BE DISQUALIFIED</b>						<i>Grand Total</i>	

**ALL BIDDERS MUST PLEASE MAKE SURE THAT THEY KNOW WHAT THEY ARE QUOTING FOR.**

**Conditions**

1. All prices quoted must be exclusive of Value Added Tax (VAT).
2. Prices quoted must include delivery charges and goods must be delivered to the address indicated.
3. All prices submitted must be firm. "Firm" prices are deemed to be fixed prices, which are only subject to the following statutory changes, namely VAT and any levy related to customs and excise.
4. Quantities are given in good faith and without commitment to the City of JHB.
5. Vendors not registered for Value Added Tax with SARS will be treated as Non VAT vendors.



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## **A: CRAFTING SPECIFICATIONS FOR THE INTEGRATION OF CUSTOMER ENGAGEMENT TECHNOLOGIES (MARU-A-JOZI AND JOBURG APP).**

### **Purpose**

The purpose of this request for proposals is to invite proposals from service providers to the City of Johannesburg (CoJ) to provide suitably qualified and capable resources to the CoJ in to the crafting specifications for the integration of the customer engagement technologies (Maru – A Jozi and Joburg App) .

### **1. Background**

The City of Johannesburg promises to provide a professional and responsive public service. To support its promise the City needs to be accessible to all, providing required support to customers that have bill queries or need to make payment arrangements. Customer Engagement Technologies provide a platform through which bill queries are resolved promptly. Bill acceptance is improved thereby ensuring timeous payment for services.

The City needs to listen to the voices of the people. Tried and tested new technologies present an opportunity for the City of Johannesburg to reach a diverse population of customers. In Mexico, Customer Engagement Technologies are used to strengthen the voices of marginalised population groups such as women.

The main purpose for deploying and promoting the use of Customer Engagement Technologies is to improve revenue through improving bill acceptance by the customers. In addition, Customer Engagement Technologies improve interactions between the City and, the customers through efficient processes and systems.

There are various technologies that are utilised across the City and its entities with the purpose improving customer interactions and issue resolution. The City needs to champion best practice in the utilisation of technology and one of the interventions which the City needs implement is the integration of Customer Engagement Technologies. This will ensure uniform and consistent interactions between the City and its customers.





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## Rationale

- Customers expect their bill queries to be resolved timeously. Long turnaround times on bill query resolution has a negative impact on payments by customers. Through Customer Engagement Technologies the City is able to resolve bill queries timeously, ensuring that customers accept the bills and pay due amounts.
- There is an increase in the adoption and growth of cyber communities which present a communications challenge for the local government organisations.
- The increase in internet penetration, in which the City is an active participant has created an opportunity for the City to find better ways to deliver its services.
- Research data shows that efficiencies can be realised in organisations through the proper utilisation of information and communication technologies.
- The City needs to improve uniformity and consistency in customer facing systems and processes.
- The City needs to improve its responsiveness and ensure positive moments of truths are created with each customer/ resident interaction.

## 2. Scope of work

### Service Request

The City of Johannesburg Metropolitan Municipality requires the service provider to:

- Craft specifications for integrating Customer Engagement Technologies, Maru-a-Jozi and Joburg App.

### Deliverables

Business Requirements Specification (BRS) for the integration of City's Customer Engagement Technologies (Maru-a-Jozi and Joburg App).

### Budget

The estimated budget for this project should not be more than two hundred thousand rands.



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### **3. Reporting**

The service provide will be required to report the findings to the COJ Group CFO and/or any other member of Group Finance as delegated by the Group CFO on an on-going

Reporting to various other role players and forums in the CoJ may be required from time to time.

### **4. Project Time Frame**

The service provider is required to provide an appropriate resource on a short-term basis for a period of 2 months. Kindly, note that the City reserves the right to extend the appointment for a further period at its sole discretion.

### **Minimum Competencies and Qualifications**

- One successfully completed project of similar nature.
- Proof of qualification.
- Reference letter.
- Proof of experience.
- The project team should have the appropriate skills and qualifications to perform the the crafting specifications for the integration of the customer engagement technologies (Maru – A Jozi and Joburg App).
- The project team should have knowledge and understanding of local government and relevant legislation.



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## 5. Returnable documents

The bid should include:

- Profile of the institution.
- Valid original Tax Clearance Certificate or One Time Pin (OTP) issued for tender purposes.
- Form of bid completed and signed.
- Rates and Taxes for Company and Directors not older than 3 (three) months and not in arrears for more than 90 (ninety) days to be submitted OR a valid lease agreement OR an affidavit.
- Valid original or certified copy of BBBEE accreditation Certificate.
- Pricing Schedule and Detailed Costed Project plan.
- List of similar / related project successfully completed.
- Curriculum vitae of editing resources to be allocated and utilized.
- Certified copies of qualifications of project team members.
- Completed and signed Municipal Bid forms 4, 8 and 9.
- Total cost breakdown according to the phases/activities of the project.
- Reference letters from referee companies linked to samples provided.
- Completed and signed Declaration of state of municipal account

## 6. Disqualifying Criteria

- Valid original Tax Clearance Certificate or One Time Pin (OTP) issued for tender purposes
- Form of bid completed and signed.



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## **7. Valuation Criteria**

Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act, No 5 of 2000. The evaluation of bids shall be based on FUNCTIONALITY. Only those bidders that meet the minimum threshold 60 out of 100 points shall qualify to be evaluated for pricing and BBBEE. A bidder that scores less than 60 points for functionality will not be considered further. Bidders that score below the above mentioned threshold will be deemed to have submitted a non-responsive bid.

**CONTACT PERSON: MARIA NCUBE**

**011 703 5284**



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Criteria	Guidelines	Points
1. Methodology	A Project Plan outlining the processes, activities and how the methodology will meet project deadline to achieve this project	10
2. Track Record	Provide samples that demonstrate relevant track record of similar reports/ work done: <ul style="list-style-type: none"> <li>• One similar project = 20</li> <li>• Two similar projects = 25</li> <li>• Three or more similar projects = 30</li> </ul>	30
	Provide confirmation letters that demonstrate execution of similar projects to client satisfaction, on time and within budget. Letters submitted must be linked to samples (if they are required) submitted above with contactable referees <ul style="list-style-type: none"> <li>• One letter of reference from contactable referees = 10</li> <li>• Two letters for reference from contactable referees = 15</li> <li>• More than two letters for reference from contactable referees = 20</li> </ul>	20
3. Experience	Project Staff Experience: Demonstrate that the project team leader has the requisite qualifications (please state which qualifications you might require the staff to have) and experience to execute the project by submitting qualifications and CV of project team leader with <ul style="list-style-type: none"> <li>• Diploma + experience in executing similar projects (15)</li> <li>• Undergraduate qualification + experience executing a similar projects (20)</li> </ul>	25
		15
TOTAL		(100)
THRESHOLD		60
PRICE		90



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The City of Johannesburg is going on tender to solicit services of a service provider. All proposals will be evaluated in respect of the Preferential Procurement Policy Framework Act using the 80:20 point system.

Framework Act using the **80:20** points system, where 80 points will be awarded for price and 20 points for affirmative business enterprises. The table below indicates points and weightings for the various evaluation criteria to be used in assessing/evaluating Proposals.

**CONTACT PERSON: MARIA NCUBE**

**011 703 5284**