



## **FREE STATE DEVELOPMENT CORPORATION**

# **REQUEST FOR PROPOSAL TO PROVIDE DEBT COLLECTION SERVICES FOR THE DELIQUENT DEBTORS ON COMMERCIAL, INDUSTRIAL AND RESIDENTIAL RENT DEBT FOR A PERIOD OF 36 MONTHS**

**BID NUMBER: FDC BID NO. 005/2019**

**COMPULSORY BREFING SESSION: 07 JUNE 2019 AT 11:00, 33 KELLNER STREET, WESTDENE, BLOEMFONTEIN.**

**CLOSING DATE: 24 JUNE 2019 AT 12:00**

**PREPARED BY:**

**FREE STATE DEVELOPMENT CORPORATION**

**33 KELLNER STREET**

**WESTDENE BLOEMFONTEIN**

**9301**

**TECHNICAL CONTACT PERSON: THABANG TAKA**

**SUPPLY CHAIN MANAGEMENT CONTACT PERSON: NTOMBI  
MTIMKULU**

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE FREE STATE DEVELOPMENT CORPORATION</b>					
BID NUMBER:	<b>FDC BID NO. 005/2019</b>	CLOSING DATE:	<b>24 JUNE 2019</b>	CLOSING TIME:	<b>12:00</b>
DESCRIPTION	<b>REQUEST FOR PROPOSAL TO PROVIDE DEBT COLLECTION SERVICES FOR THE COLLECTION OF DELINQUENT DEBTORS ON COMMERCIAL, INDUSTRIAL AND RESIDENTIAL RENT DEBT FOR A PERIOD OF 36 MONTHS</b>				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
<b>FDC BUILDING, 33 KELLNER STREET, WESTDENE, BLOEMFONTEIN</b>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	<b>NTOMBI MTIMKULU</b>		CONTACT PERSON	<b>THABANG TAKA</b>	
TELEPHONE NUMBER	<b>051 400 0800</b>		TELEPHONE NUMBER	<b>051 400 0800</b>	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	<b>scmqueries@fdc.co.za</b>		E-MAIL ADDRESS	<b>thabang@fdc.co.za</b>	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		<b>OR</b>	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No  [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
<b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</b>					

**PART B  
TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED- (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE: .....

# **REQUEST FOR PROPOSAL TO PROVIDE DEBT COLLECTION SERVICES FOR THE COLLECTION OF DELINQUENT DEBTORS ON COMMERCIAL, INDUSTRIAL AND RESIDENTIAL RENT DEBT FOR 36 MONTHS.**

## **1. Purpose**

### **1.1 Summary**

This Request for Proposals is issued by the Free State Development Corporation credit department for the purpose of soliciting proposals from qualified entities to provide debt collection services for the collection of delinquent debtors on Commercial, Industrial and Residential rent debt.

### **1.2 Definitions**

The following terms are used throughout this Request for Proposal (RFP):

**Account** - A unique identification number assigned by the FDC to a customer that is obligated to pay debt owed to the FDC.

**Agency** - The collection service selected and contracted or pursuant to the RFP

**The FDC** - Free State Development Corporation Customer Services Department, Utility Billing Division

**FDC** - Free State Development Corporation

**Current Debt** - Debt referred up to sixty days after the due date.

**NCA** - National Credit Act

**Non-current debt** - Debt referred after internal collection efforts or sanctions have been imposed.

**Initial referral of debt** - The initial referral of debt will include large volumes of both non-current and current debt.

**Proposer** - the Agency in pursuit of the FDC contract

### **1.3 Background**

The Free State Development Corporation, has a total debtor's book of approximately 1,200 customers. The outstanding debt over 90 days is in excess of 185 million Rands. The Company selected will be responsible for the collection of certain delinquent debts, accounts, or claims due on behalf of the FDC. The Company selected will operate as an extension of the FDC debt collection efforts and shall serve as a joint debt collecting agency in collaboration with the FDC.

## **2. Contract**

### **2.1 Term of Contract**

The FDC may award contracts to single and/or multiple outside collection agencies.

### **2.2 Code of Ethics**

Proposers are responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Free State Development Corporation Credit Department is the only entity which can officially rule on ethics issues.

### **3. Scope of Services Required**

The Free State Development Corporation is issuing this Request for Proposals (RFP) to establish a contract with a single and/or multiple collection agencies to collect on debt referred from the FDC credit department. Initial amounts and types of debt will be assigned for collection.

#### **3.1 Online Collection System**

- The data elements for the online system may include:
- Account number – FDC assigned numbers
- Debtor Name (may be an individual or a business)
- Date of Birth
- Identity number/company registration number
- Debtor address
- Debtor phone number
- Principal amount of debt
- Original due date of debt
- Debt Description

All data received and collected by the Agency must be maintained in a secure environment. The Agency must ensure that data is secure and data privacy cannot be compromised. If personal information is compromised, the agency assumes liability for any damages occurring as a result. The agency is responsible for notification to the FDC and the debtor.

#### **3.2 Referral and Update Methods**

The FDC will provide account referrals and updates by electronic data transfer. The method of data transfer will be through the Agency's online system. The Agency is responsible for providing debt activity information back to the FDC.

#### **3.3 Customer Service**

Collection contacts must be performed in a professional and respectful manner. No harassment, verbal abuse or compromising the rights of the debtors will be tolerated and may result in recalling the debt and cancellation of the contract.

#### **3.4 Processing Payments**

Payments must be forwarded to the FDC on a daily basis along with the corresponding remittance report. The remittance shall be the total amount collected. Monthly the FDC will transfer to the company selected their percentage of collections earned. Electronic transferring of funds and reporting is mandatory. Provide detailed information in the proposal on how the Agency will:

- process payments within your Agency
- forward electronic payments to the FDC
- provide timely payment information and reports
- Handle RD checks or other returned payments.

The FDC will continue to accept direct payments from the debtor.

### **3.5 Collection Procedures**

The proposal must contain a detailed process for collection activities based on rand values of referrals and the aging of accounts. The documentation must include detailed information and samples of services regarding the:

- Fee information
- Referral and handling of new cases
- Collection contacts including standards for notices, telephone calls, etc.
- Methods used to enforce payment from business, corporate, and individual debtors
- Resources to locate debtors, identify assets, and enforce payment
- Methods for obtaining and verifying updated debtor's contact details
- Cash handling and control procedures
- Forwarding payment to FDC
- Processing of multiple accounts from the same debtor
- Establishing payment plans for debtors
- Determining uncollectible cases

### **3.6 Debt Compromises**

The Agency has no authority to accept compromises of the total amount owed and may not represent that it has any such authority.

### **3.7 Complaints and Corrective Action**

Upon request of the FDC, the Agency will provide the FDC in writing, a response to complaints received.

### **3.8 Returned Accounts**

The Agency must make all reasonable efforts to collect the debt. The Agency must provide a summary report showing all returned accounts with the collection activity detail and reason for the return must be included.

### **3.9 Recalling Debt**

The FDC reserves the right to recall any account referred when it is in the best interest of the FDC. The FDC will owe no fee on accounts recalled for which no payment has been received.

### **3.10 Refunds**

The Agency will be responsible for refunding any monies collected in error plus any incurred charges or fees on a monthly basis.

### **3.11 Compliance**

All collection procedures will be in compliance with the provisions of the National Credit Act 34 OF 2005.

### **3.12 Cancellation Clause**

The FDC may cancel the contract awarded to the Agency for any reason at its sole discretion.

### **3.13 Reporting Requirements**

Reporting financial and collection status information will be a key component. The Agency will be required to provide remittance with report monthly. The remittance reports will provide receipt details and be remitted with payments.

### **3.14 Project Management Team**

The Agency will assign a project manager with relevant qualification and experience who will be available to FDC Staff by e-mail or phone on a daily basis. The Agency will assign back-up individuals to this position in the event that the project manager is not available. The project manager will also be available for occasional meetings. Scheduled meetings, which may involve travel, which will be at the expense of the Agency.

### **3.15 Agency Training**

The Agency will verify that the employees have received Financial Intelligence Centre Act (38 of 2001) – (FICA) training. The proposal must demonstrate how the agency will train its staff regarding the nature of FDC debt and service expectations.

## **4. Desirable Proposer**

### **4.1 Qualifications of Proposer**

- Should have five (3) years of experience in the collections of government debts.
- Should have demonstrated experience collecting and processing payments in excess of R 6 000 000,00 per month for an individual or government client.
- Should provide debt recovery rates, terms and conditions
- Should have a generally acceptable agency wide policy showing that the agency practices the Debt Collectors Act, 1998, Code of Conduct as a standard for allowable 3rd party debt collection practices.
- Should be willing to provide one or more employees to assist with account processing and collection at no additional cost to FDC.
- Should have a history of working accounts to proper resolution regardless of the age or rand amount of the account.
- Should provide a user-friendly web-based remote audit environment. This would allow FDC to readily access accounts on your collection system.

### **4.2 Company Background and Experience**

The Proposer should submit a detailed overview of its relevant collection experience including but not limited to, the following:

- The Proposer's debt collection experience with governmental entities, including number of years working with each entity.
- The Proposer's experiences with government debt authorities.

- Customer reference letters from three (3) government authorities for which the Proposer has performed similar work as described in this RFP. The FDC may contact these customers to determine if the Proposer has demonstrated a high level of performance and integrity and if the Proposer has a history of working accounts to proper resolution regardless of the age or rand amount of the account.
- The Proposer's demonstrated experience collecting and processing payments in excess of one million (R 72 000 000.00) yearly.
- The Proposer should describe its ability to meet or exceed the mandatory requirements and desirable qualifications.

### **4.3 Methodology and Reporting Capability**

The proposer should describe their proposed methodology and reporting capability for accomplishing the project with a precise statement of what FDC will receive as an end product of the project including the following:

- A plan to implement full-scale collection within sixty (60) calendar days. The Proposer should have the ability to generate reports in the required format with the necessary fields in a timely manner. The Proposer should describe, in a concise narrative, his/her ability to comply with the reporting requirements.
- The Proposer's procedures and safeguards for processing payments should be furnished.
- Samples of management reports provided to other clients, particularly those provided to other governmental units, on a monthly or yearly basis, which summarizes collection activity and results.
- The Proposer should provide sample letters (i.e. billing/notices sent to the debtor)
- The extent to which any collection attempt will be made based on the rand value of the account and the types of attempts. For example: collection letters, phone contacts, skip traces, etc.
- The methods used to document collection attempts and the ability of the Proposer to guarantee that such attempts will be made.

The extent and procedures used for accounts that will be skip traced. Proposer should indicate if different procedures will be used based upon rand value of the account. The FDC expects that the Proposer will contact the post office, neighbours, and prior employers. Additional sources used include credit bureaus, telephone directories, etc., in an effort to locate the debtor. The Proposer should indicate which steps will be taken in a given category of cases.

### **4.4 Experiences/References**

The Agency must have a proven collection record with collection services capable of handling a large volume of delinquent accounts. Collection contracts with government agencies or experience collecting utility payments is preferred. Attach three (3) client references. Include the contact name, telephone number, length of service, referral volume and collection rates. Client references from government agencies are preferred.

## **5. Fees**

The proposal shall identify schedule of fees based on a percentage (VAT inclusive) of the total amount collected for the period. However, if the Agency proposes separate fees or charges for specific services, each should be identified in the proposal. The collection is on a risk basis. A total debt book of R 173 184 447 on the date of this bid document. This value will be used for evaluation purposes.



## **6. Proposals**

### **6.1 Mandatory Requirements**

Failure by any Agency to include the following information or statements in its proposal will result in the proposal being declared unacceptable or non-responsive, and it will receive no further consideration for award of the contract. Proposals must include the information prescribed herein and be organized in the following manner:

- 1 Letter of Transmittal
- 2 Addenda Acknowledgment
- 3 Title Page
  - Title of Proposal
  - Agency's Name
  - Name, Title, Phone Number, E-mail and Mailing Address of the persons who can respond to inquiries regarding the proposal
- 4 Fee Schedule
- 5 Skills Transfer
- 6 Registration with National Credit Regulator, Estate Agency Affairs Board, Council for Debt Collectors, Financial Intelligence Centre and any relevant body (attach proof)
- 7 SBD Form 1, 3.3, 4, 6.1, 8 and 9.

### **6.2 Transmittal Letter**

A transmittal letter must accompany the proposal. The letter should be in the form of a standard business letter and must be signed, by an individual legally authorized to enter into a contract on behalf of the Agency. The letter must include the following information in corresponding order and be clearly identified by number of the requirement to which it is responsive:

1. A statement that the proposal is for collection of FDC Rental debt.

### **6.3 Proposal Evaluation**

Responses may be evaluated by a committee of FDC personnel or by senior officials at the FDC. The FDC will select the firm(s) submitting the most responsive proposals that demonstrate clear capability to best fulfil the purposes of the RFP in a cost-effective manner.

Evaluation of proposals will be divided into three Phases: (1) Evaluation of Mandatory Requirements, and (2) Evaluation of functionality and (3) Price and B-BBEE points for the proposal that passed the functionality.

The "Best Value" for collection services will be determined by:

- Quality of customer services available to FDC
- Timeliness of initial set-up, collecting funds, and forwarding payments
- Ability to provide detailed reports and updating case information
- Experience in collections for government and municipal agencies
- Technical requirements and compatibility with our systems
- Record of performance with municipal collections measured by collection rates
- Fee schedule and costs

## 6.4 Evaluation and Selection Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by the FDC, which will determine the proposal most advantageous to the FDC, taking into consideration price and the other evaluation factors set forth in the RFP.

### ***Evaluation and Review***

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated by a selection committee based on information provided in the proposal.

The Evaluation Team will evaluate and score the proposals using the criteria and scoring as follows:

<b>FUNTIONALITY CRITERIA</b>	<b>MAXIMUM SCORE</b>																		
<p>Company Background and Experience (please attach company background and registration documents)</p> <table data-bbox="95 851 630 1086"> <tr><td>7 years and more</td><td>15 points</td></tr> <tr><td>6 years</td><td>12 Points</td></tr> <tr><td>5 years</td><td>09 Points</td></tr> <tr><td>4 years</td><td>06 Points</td></tr> <tr><td>3 years</td><td>03 Points</td></tr> <tr><td>less than 3years</td><td>00 Points</td></tr> </table> <p>Previous work performed (Please attach 3 reference letters from contactable Government authorities)</p> <table data-bbox="95 1198 630 1319"> <tr><td>Three letters and more</td><td>20 points</td></tr> <tr><td>Two letters</td><td>10 points</td></tr> <tr><td>One letter</td><td>05 points</td></tr> </table>	7 years and more	15 points	6 years	12 Points	5 years	09 Points	4 years	06 Points	3 years	03 Points	less than 3years	00 Points	Three letters and more	20 points	Two letters	10 points	One letter	05 points	<p><b>15</b></p> <p><b>20</b></p>
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<p><b>Methodology and Reporting Capability</b></p> <p>The proposer should describe their proposed methodology and reporting capability for accomplishing the project with a precise statement of what FDC will receive as an end product of the project including the following:</p> <ul data-bbox="143 1624 1307 2103" style="list-style-type: none"> <li>• A plan to implement full-scale collection within sixty (60) calendar days. The Proposer should have the ability to generate reports in the required format with the necessary fields in a timely manner. The Proposer should describe, in a concise narrative, his/her ability to comply with the reporting requirements. <b>02 points</b></li> <li>• The Proposer’s procedures and safeguards for processing payments should be furnished. <b>02 points</b></li> <li>• Samples of management reports provided to other clients, particularly those provided to other governmental units, on a monthly or yearly basis, which summarizes collection activity and results. <b>02 points</b></li> </ul>	<p><b>14</b></p>																		

<ul style="list-style-type: none"> <li>• The Proposer should provide sample letters (i.e. billing/notices sent to the debtor). <b>02 points</b></li> <li>• The extent to which any collection attempt will be made based on the rand value of the account and the types of attempts. For example: collection letters, phone contacts, skip traces, etc. <b>02 points</b></li> <li>• The methods used to document collection attempts and the ability of the Proposer to guarantee that such attempts will be made. <b>02 points</b></li> <li>• The extent and procedures used for accounts that will be skip traced. Proposer should indicate if different procedures will be used based upon rand value of the account. The FDC expects that the Proposer will contact the post office, neighbors, and prior employers. Additional sources used include credit bureaus, telephone directories, etc., in an effort to locate the debtor. The Proposer should indicate which steps will be taken in a given category of cases. <b>02 points</b></li> </ul>																							
<p>Staff Levels and Qualifications/Volume of Accounts Handled</p> <table border="0"> <tr> <td>FICA staff registration (attach proof)</td> <td>(2 people)</td> <td>10 Points</td> </tr> <tr> <td></td> <td>(1 person)</td> <td>05 points</td> </tr> <tr> <td>NQF 7 Points (2 people)</td> <td>21 points</td> <td>1person 10 points</td> </tr> <tr> <td>NQF 6 Points (2 people)</td> <td>14 points</td> <td>1 person 7 points</td> </tr> <tr> <td>NQF 5 Points (2 people)</td> <td>07 points</td> <td>1 person 3 points</td> </tr> </table> <p>Please attach CV and proof of qualifications</p>	FICA staff registration (attach proof)	(2 people)	10 Points		(1 person)	05 points	NQF 7 Points (2 people)	21 points	1person 10 points	NQF 6 Points (2 people)	14 points	1 person 7 points	NQF 5 Points (2 people)	07 points	1 person 3 points	<p><b>31</b></p>							
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<p><b>Following the Required Format of Proposal</b></p> <table border="0"> <tr> <td>1. Addenda Acknowledgment</td> <td>0.5 points</td> </tr> <tr> <td>2. Technical Capabilities and Requirements</td> <td>0.5 points</td> </tr> <tr> <td>3. Referral and Updating Methods</td> <td>0.5 points</td> </tr> <tr> <td>4. Customer Service</td> <td>0.5 points</td> </tr> <tr> <td>5. Payment and Accounting Procedures</td> <td>0.5 points</td> </tr> <tr> <td>6. Collection Methods and Procedures</td> <td>0.5 points</td> </tr> <tr> <td>7. Handling of Complaints, Returned Accounts, and Refunds</td> <td>0.5 points</td> </tr> <tr> <td>8. Reports</td> <td>0.5 points</td> </tr> <tr> <td>9. Project Manager (qualifications and experience)</td> <td>0.5 points</td> </tr> <tr> <td>10. Training</td> <td>0.5 Points</td> </tr> <tr> <td>11. Experience and References</td> <td>0.5 Points</td> </tr> </table>	1. Addenda Acknowledgment	0.5 points	2. Technical Capabilities and Requirements	0.5 points	3. Referral and Updating Methods	0.5 points	4. Customer Service	0.5 points	5. Payment and Accounting Procedures	0.5 points	6. Collection Methods and Procedures	0.5 points	7. Handling of Complaints, Returned Accounts, and Refunds	0.5 points	8. Reports	0.5 points	9. Project Manager (qualifications and experience)	0.5 points	10. Training	0.5 Points	11. Experience and References	0.5 Points	<p><b>10</b></p>
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12. Skills Transfer	4.5 Points	
13. Preventative/ Value		
Document management system		
Preventative measures		
Improvement on correct business process		
Any other		
Free State Based Companies Please attach Municipal accounts or lease agreement		<b>10</b>
<b>TOTAL SCORE</b>		<b>100</b>

**Note: The Minimum qualifying score for functionality is 80%. All Proposals that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation.**

## **7. Preference Point System**

**All proposals that will achieve the minimum qualifying score will be evaluated further in terms of the preference point system as follows:**

**PRICE        80**  
**B-BBEE      20**

## **8. Requirements for the proposal**

- i. Should have demonstrated experience collecting and processing payments in excess of R 6 000 000 per month for an individual or government client.
- ii. Valid Tax Clearance Certificate.
- iii. Relevant registration documents with National Credit Regulator, Estate Agency Affairs Board, Council for Debt Collectors, Financial Intelligence Centre and any other relevant body (attach proof)
- iv. B-BBEE Certificate
- v. Valid Tax Clearance Certificate or SARS Pin (All Tax matters should be in order)
- vi. Central Database Registration
- vii. SBD Forms
- viii. Pricing schedule (Price should be inclusive of all costs)

**Price Declaration Form**

**Dear Sir /Madam**

Having read through and examined the Bid Document, we offer to provide security services to FDC for an amount of:

Total Amount debtors' Book	R	173 184 447,00
Commission charged (in percentage form)		

Bid Amount R \*

\*This amount should be the one included under SBD 3.3; point number 2

And should include 15% VAT and all other costs.

We confirm that FDC will incur no additional costs whatsoever over and above this amount in connection with the provision of this service.

We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by FDC.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this tender.

We hereby undertake for the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

SIGNED ----- DATE-----

Print name of signatory -----

Designation -----

FOR AND ON BEHALF OF: COMPANY NAME -----

Tel No -----

Fax No -----

Cell No \_\_\_\_\_

SBD 3.1

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number.....
Closing Time 12:00	Closing date.....

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
-	Required by:	.....	
-	At:	..... .....	
-	Brand and model	.....	
-	Country of origin	.....	
-	Does the offer comply with the specification(s)?		*YES/NO
-	If not to specification, indicate deviation(s)	.....	
-	Period required for delivery	.....	*Delivery: Firm/not firm
-	Delivery basis	.....	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

\*Delete if not applicable

**SBD PRICING SCHEDULE**

**(Professional Services)**

NAME OF BIDDER: .....	BID NO.: .....
CLOSING TIME 12:00	CLOSING DATE.....

OFFER TO BE VALID FOR DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
---------	-------------	--

1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.
3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

R.....

4. PERSON AND POSITION Total Amount debtors' Book

R	173 184 447,00

Commision charged(in percentage form)

Bid Amount

R - \*

\*This amount should be the one included under SBD 3.3, point number 2

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

.....	R.....	.....	days
.....	R.....	.....	days
.....	R.....	.....	days
.....	R.....	.....	days

5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....

TOTAL: R.....

\*\* "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.



5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
TOTAL: R.....			

- 6. Period required for commencement with project after acceptance of bid .....  
.....
- 7. Estimated man-days for completion of project .....  
.....
- 8. Are the rates quoted firm for the full period of contract? \*YES/NO
- 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index. ....  
.....  
.....  
.....

**\*[DELETE IF NOT APPLICABLE]**

Any enquiries regarding bidding procedures may be directed to the –  
(INSERT NAME AND ADDRESS OF DEPARTMENT/ENTITY)

Tel:  
  
Or for technical information –  
(INSERT NAME OF CONTACT PERSON)

Tel:

SBD 4

### DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

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

2.1 Full Name of bidder or his or her representative: .....

2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): .....

2.4 Company Registration Number: .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>“State” means –

- (a) 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);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member: .....

Name of state institution at which you or the person  
connected to the bidder is employed : .....

Position occupied in the state institution: .....

Any other particulars:  
.....  
.....  
.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**  
the appropriate authority to undertake remunerative  
work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**  
document?

(Note: Failure to submit proof of such authority, where  
applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:  
.....  
.....  
.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**  
trustees / shareholders / members or their spouses conduct  
business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:  
.....  
.....  
.....

2.9 Do you, or any person connected with the bidder, have **YES / NO**  
any relationship (family, friend, other) with a person  
employed by the state and who may be involved with  
the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars.  
.....  
.....  
.....

2.10 Are you, or any person connected with the bidder, **YES/NO**  
aware of any relationship (family, friend, other) between  
any other bidder and any person employed by the state  
who may be involved with the evaluation and or adjudication  
of this bid?

2.10.1 If so, furnish particulars.

.....  
.....  
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:

.....  
.....  
.....

**3 Full details of directors / trustees / members / shareholders.**

Full Name	Identity Number	Personal Reference Number	Tax	State Employee Number / Peral Number

**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**SBD 6.1**

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

---

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore 80/20 preference point system shall be applicable; or

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	<b>80</b>
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	<b>20</b>
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

## 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means 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;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means 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;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 

1)	certificate issued by an authorized body or person;	B-BBEE Status level
2)	prescribed by the B-BBEE Codes of Good Practice;	A sworn affidavit as
3)	prescribed in terms of the B-BBEE Act;	Any other requirement
- (i) **“QSE”** means a qualifying small business 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;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

## 3. POINTS AWARDED FOR PRICE

### 3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

<b>80/20</b>	<b>or</b>	<b>90/10</b>
$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	or	$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$

Where

- P<sub>s</sub> = Points scored for price of bid under consideration
- P<sub>t</sub> = Price of bid under consideration
- P<sub>min</sub> = Price of lowest acceptable bid

**4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

**5. BID DECLARATION**

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1 B-BBEE Status Level of Contributor: . = .....(maximum of 10 or 20 points)  
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

**7. SUB-CONTRACTING**

7.1 Will any portion of the contract be sub-contracted?  
(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of

Preferential Procurement Regulations,2017:

<b>Designated Group: An EME or QSE which is at last 51% owned by:</b>	<b>EME</b> √	<b>QSE</b> √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

**8.4 TYPE OF COMPANY/ FIRM**

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

**8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....  
 .....  
 .....  
 .....

**8.6 COMPANY CLASSIFICATION**

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....



8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution

Witnesses
1. _____
2. _____

_____
Signatures of bidders.
Date _____
Address _____

## CONTRACT FORM - PURCHASE OF GOODS/WORKS

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SUCCESSFUL BIDDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SUCCESSFUL BIDDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

### PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to (name of institution)..... in accordance with the requirements and specifications stipulated in bid number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the purchaser during the validity period indicated and calculated from the closing time of bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:

(i) Bidding documents, viz

- Invitation to bid;
- Tax clearance certificate;
- Pricing schedule(s);
- Technical Specification(s);
- Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
- Declaration of interest;
- Declaration of bidder's past SCM practices;
- Certificate of Independent Bid Determination
- Special Conditions of Contract;

(ii) General Conditions of Contract; and

(iii) Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

7. NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

WITNESSES	
1	.....
2.	.....
DATE:	.....

**CONTRACT FORM - PURCHASE OF GOODS/WORKS**

**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I..... in my capacity as.....  
accept your bid under reference number .....dated.....for the supply of goods/works indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating delivery instructions is forthcoming.
3. I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the delivery note.

<b>ITEM NO.</b>	<b>PRICE (ALL APPLICABLE TAXES INCLUDED)</b>	<b>BRAND</b>	<b>DELIVERY PERIOD</b>	<b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	<b>MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)</b>

I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....  
NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

WITNESSES

1. ....

2. ....

DATE .....

### CONTRACT FORM - RENDERING OF SERVICES

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

#### PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

8. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .

9. The following documents shall be deemed to form and be read and construed as part of this agreement:

(iv) Bidding documents, viz

- Invitation to bid;
- Tax clearance certificate;
- Pricing schedule(s);
- Filled in task directive/proposal;
- Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
- Declaration of interest;
- Declaration of bidder’s past SCM practices;
- Certificate of Independent Bid Determination;
- Special Conditions of Contract;

(v) General Conditions of Contract; and

(vi) Other (specify)

10. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

11. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

12. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

13. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

WITNESSES	
1	.....
2	.....
DATE:	.....

**CONTRACT FORM - RENDERING OF SERVICES**

**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

- 4. I..... in my capacity as..... accept your bid under reference number .....dated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
- 5. An official order indicating service delivery instructions is forthcoming.
- 6. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

WITNESSES

1 .....

2 .....

DATE: .....

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions 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 disregarded if that bidder, or any of its directors have-
  - a. abused the institution's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 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	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?  <b>(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).</b></p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>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)?  <b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of 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	Was any contract between the bidder and any 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"/>

4.4.1	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**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This Standard Bidding Document (SBD) must form part of all bids<sup>1</sup> invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.



**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

---

(Bid Number and Description)

in response to the invitation for the bid made by:

FREE STATE DEVELOPMENT CORPORATION

---

(Name of Institution)

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

I certify, on behalf of : \_\_\_\_\_ that:

(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<sup>3</sup> will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 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 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.

<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

**SBD 9**

- 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

.....  
Date

.....  
Position

.....  
Name of Bidder

## CHECKLIST

Item	Description	Yes	No
1.	Bid document		
1.1	Invitation to Bid (SBD 1): Completed and signed		
1.2	Pricing schedule Professional services (SBD 3.3) completed and signed		
1.3	Declaration of interest (SBD 4) Completed and signed		
1.4	Tax Clearance Certificate Valid Tax Clearance Certificate or SARS Pin (all matters should be in order)		
1.5	Preference Points claim form in terms of the Preferential Procurement Regulation 2017 SBD 6.1 Completed and signed		
1.6	Declaration of bidders past supply chain management practices (SBD8) Completed and signed.		
1.7	Certificate of Independent bid determination SBD 9 Completed and signed		
1.8	Company Profile		
1.9	B-BBEE Certificate		
1.10	CSD Registration documents		
1.11	Registration with National Creditors Regulator		
1.12	Estate Agency Affairs Board		
1.13	Council for debt collection		
2.	Pricing schedule		