



sport and recreation

Department:
Sport and Recreation
PROVINCE OF KWAZULU-NATAL

REQUEST FOR QUOTATION (RFQ)

The Department of Sport and Recreation in the Province of KwaZulu Natal hereby invites suitably qualified suppliers/and or services providers to submit quotations for the following bid(s)

Description of Goods /Services:	REQUEST FOR CUSTOMER SATISFACTION SURVEY IN RELATION TO THE KZNSDR SERVICE DELIVERY TO ITS CLIENT AROUND PROVINCE		
Quotation Number:	DSR825/2122		
Project Number:	IR181/2122		
Evaluation Criteria	Price Points: 80	BEE Points: 20	Functionality: NA
Closing Date & Time:	15 OCTOBER 2021 @ 11H00 AM		
Requires at/Delivery Address:	DEPARTMENT OF SPORT & RECREATION – HEAD OFFICE -PMB		
Technical enquiries:	PRETTY MAJOLA	Contact: 033 897 9477 Email.Pretty .majola@kzndsr.gov.za	
General/SCM enquiries:	R.Z KUBONE	Contact: 033 897 9487	



The Manager

Central Suppliers Database No.:	MAAA0
QUOTATION NUMBER:	DSR825/2122
PROJECT NUMBER:	IR181/2122
REQUEST FOR QUOTATION:	REQUEST FOR SERVICE PROVIDER TO PROVIDE SURVEY RESEARCH TO THE KZNSR SERVICE DELIVERY TO CLIENT AROUND THE PROVINCE -COVER 11 DISTRICTS INCLUDING THE METRO

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1. The Department of Sport and Recreation requires the item(s)/service described per attached price quotation invitation, and you are requested to complete the documents and to submit it in accordance with the under-mentioned stipulations:
 - 1.1. The conditions contained in the attached annexures apply.
 - 1.2. The price quotation must be submitted in a sealed envelope with the name and address of the bidder with the price quotation number and closing date indicated on the envelope. The cover or envelope must not contain documents relating to any bid other than that shown on the cover or envelope.
 - 1.3. The price quotation must be faxed to 086 598 1869 or e-mailed to minibids@kzndsr.gov.za or hand delivered to: **Sport and Recreation House, 135 Pietermaritz Street, Pietermaritzburg 3201.**
 - 1.4. Price quotations submitted per mail must be sent per registered mail. The price quotation must still reach this office before the closing time. Failure to do so will invalidate the price quotation.
 - 1.4.1. The closing date of the bid will be **on 15 October 2021 @ 11h00** and will be valid for a period of 30 days after the closing date.
 - 1.4.2. The attached forms/annexures must be completed in full and returned with your price quotation.
2. **All communication regarding this bid before the closing date and time must be done in writing.**



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3. You are advised to acquaint yourself with the contents of the attached General Conditions of Contract. **With regards the following goods and services:** Transport, Medical, Insurance and Security, the following documentation **must** be submitted with your price quotation where :

- Roadworthy Certificates, PDPs and Proof of Liability Cover;
- Registration Certificate and Practice Number in respect of Medical Service;
- Certificate issued by the Financial Services Board with FSP number in respect of Insurance; and
- PSIRA Registration Certificate in respect of Security Services.

Yours faithfully

Mrs.S Dlamini

Deputy Director : Supply Chain Management

PURPOSE (Full motivation for the necessity to purchase the goods & services)

To conduct a Customer Satisfaction Survey in relation to the KZNSDR service delivery to its clients around the province. Sample should cover all 11 districts including the Metro. Details are provided in the attached call for proposals

SPECIFICATION AND ESTIMATE OF GOODS AND SERVICES

No	Detailed specification of goods and services required	Quantity Required
1.	Customer Satisfaction Survey research to the public further details are provided in the attached call for proposals	[REDACTED]

CALL FOR PROPOSALS TO CONDUCT **KZNDSR 2021/2022 CUSTOMER SATISFACTION SURVEY**

BACKGROUND

In line with the Batho Pele principles all three spheres of government are mandated to conduct the customer satisfaction survey annually. The survey will be targeting the KwaZulu-Natal communities with special reference to the sport fraternity. The survey intends to measure communities/clients' attitude and level of satisfaction towards the sport and recreation service delivery. The report and outcome of the survey will in turn assist the Strategi Planning Team of the department and all officials in terms of policy formation that will improve service delivery systems, thereby *putting people first*. The department has been conducting the survey internally for the past few years. In light of the COVID-19 and the other new developments, it has been clear that the professional independent service provider should be sought for this financial year (2021/22).

The department of Sport and Recreation hereby invites applications from qualified and experienced service providers to conduct customer satisfaction survey. Taking into consideration the current state of the COVID-19 pandemic and strict regulation of this country, the department cannot enforce the face-to-face interviews as much as it is the preferred method. Applicants are therefore, encouraged to demonstrate flexibility and contingency plans in their application, including the possibility of telephonic surveys. The plan, design, method and tool should be shared with the department prior the official survey that will be conducted in both English and Zulu across 11 districts of this province.

PURPOSE

The purpose of this call for proposals is to appoint a service provider to oversee the planning, implementation and data collection of the KZNDS survey on customer satisfaction. The successful applicant will be required to work in close collaboration with the KZNDSR Team, to refine the questionnaire, conduct planning around data collection, on the field the survey to collect data, to return the cleaned, weighted data and the report to the department of sport and recreation.

SCOPE OF THE WORK

The appointed service provider is expected to conduct the plan, background study, fieldwork, data collection and write up of the 2021 KZNSDR customer satisfaction survey. Furthermore, for the results to be substantial and valuable, the service provider will be expected to complete the critical following tasks:

- ✓ To understand the KZNSDR, government background on service delivery, implementation of Batho Pele (BP) principles and the project in its current format needs.
- ✓ Provide expert advice on the customer satisfaction questionnaire design and feasibility. This will include collaboration with the responsible team (on behalf of the department) and capacity for pilot survey studies.
- ✓ Ensure that the sampling methodology for the survey is provincially representative and broadly covering all 11 districts. Applicants' capacity to conduct both in-person, online and or telephonic data collection would be advantageous.
- ✓ Ensure that the final dataset can be weighted according to key demographic variables and that the survey's sample frame is constructed using the latest population data available.
- ✓ Demonstrate the capacity and experience to work under pressure and adhere to deadlines, especially regarding contingency plans for COVID-related disruptions.
- ✓ Return the final cleaned dataset in excel format and report/analysis to the department project leader according to the agreed deadline.

DELIVERABLES

- ✓ Questionnaire feedback and design
- ✓ Methodology report
- ✓ Pilot survey report
- ✓ Customer Satisfaction Survey 2021/22 dataset (weighted and cleaned)
- ✓ Excel spreadsheet with all survey items frequencies/Likert scale
- ✓ At least 2 client/supplier feedback meetings prior the final product submission

TIMEFRAME

The final product of the customer satisfaction survey is due 28 February 2022. The period of conducting the Customer satisfaction survey 01 November – 28 February 2021.

REPORTING

The direct reporting line will be: Ms Pretty Majola, Deputy Director: Knowledge Management and Transformation, via email on pretty.majola@kzndsr.gov.za or via cell phone on 067 961 3135.

SELECTION CRITERIA

CRITERION	MAX. POINTS TO BE AWARDED	SCORING	MEANS OF VERIFICATION
Understanding of the Scope of Work	10	10 Points for Detailed methodology	A written proposal outlining: ✓ Understanding of scope of work and Approach to the assignment
Company Experience in conducting customer satisfaction surveys, designing questionnaires, collecting public opinion data, and weighting and cleaning databases.	10	2 Points for each successfully completed project	Copy of order or Appointment letter detailing: Client Name ✓ Date of appointment and completion ✓ Value of assignments
Project Manager's qualifications and experience	5	2 Points for appropriate qualification (minimum be masters degrees and PHD will be an advantage) 3 Points for relevant experience (1 point per successfully completed similar project)	✓ CV and qualifications of Project Manager.
Project/Workplan	5	5 points for clear project/workplan	Detailed workplan ✓ (Project Plan) outlining the activities, deliverables, and completion time.
Total Points	30	Minimum Passing Score	18 Points (60%)

EXPECTATIONS TOWARDS APPOINTED SERVICE-PROVIDER

Part of SCM evaluation process will include the functionality/experience, peoples' skills and financially viable to run with the project. Details are provided as follows:

- ✓ The service provider shall have experience in designing questionnaires, conducting large or provincial surveys, collecting public opinion data, weighting and cleaning datasets, work according to deadlines.
- ✓ The service provider shall have people's skills, be culturally sensitive, use inclusive and participatory methodologies in gathering information and be able to utilise both English and Zulu languages where necessary.
- ✓ The service provider will be responsible for their own travel arrangements and the management of meetings with relevant stakeholders. The DSR will assist with contact details of stakeholders.
- ✓ The service provider will also provide the DSR with a contact person for the entire duration of the project.

CONTRACTUAL AGREEMENT

Before commencement of this project, the service provider will enter into a contractual agreement with the Department of Sport and Recreation. The agreement should be signed off, preferably in October to commence work on 1 November 2021.

APPLICATION PROCESS

Please submit a comprehensive proposal including a detailed quote with explanatory narrative where relevant, biographies of consultant(s), company profile demonstrating its previous successful completed similar projects, proposed timelines and cost for the complete project by 15 October 2021. Submission details are as follows:



SECTION A: THE FOLLOWING MUST ALSO BE FURNISHED

CENTRAL SUPPLIERS DATABASE (CSD) REGISTRATION NUMBER: MAAA0

DELIVERY DATE: _____

VALIDITY PERIOD OF QUOTATION: 30 DAYS

PLEASE TICK ✓ THE RELEVANT FIELD

ARE PRICES QUOTED FIRM:	YES		NO
SUBMISSION OF B-BBEE STATUS LEVEL CERTIFICATE OR SWORN AFFIDAVIT:	YES		NO
VALID TAX CLEARANCE CERTIFICATE:	YES		NO
ENTITY BAS REGISTRATION:	YES		NO

VAT REGISTRATION: IF YOU ARE A VAT VENDOR

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IS THIS OFFER STRICTLY TO SPECIFICATION? IF NOT, GIVE VARIATION	YES		NO
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VARIATION:

IF SPACE IS INSUFFICIENT, ATTACH DETAILS (1 PAGER)

SECTION C: QUOTATIONS FOR SERVICES (courses/workshops etc.)

The following information must be submitted on a separate schedule

- (a) Operational plan/methodology/approach;
- (b) Breakdown of costing;
- (c) Curriculum Vitae of course/workshop facilitators; and
- (d) References - work experience

SECTION D: KINDLY USE COMPANY STAMP AND SIGN SECTION D: KINDLY USE COMPANY STAMP AND SIGN

Name and Surname (*Please print*):

Delivery address: _____

COMPANY STAMP

Signature: _____ Capacity: _____

SECTION E: DELIVERY QUOTE USING THE METHOD LISTED BELOW:

Email or Fax documents strictly and specifically to: minibids @kzndsr.gov.za OR 086 598 1869



2.2 (SBD 2)

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

1. In order to meet this requirement, bidders are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.
2. SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
3. The valid original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
4. In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
5. Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
6. Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.

I HAVE READ AND COMPLIED WITH THE SPECIAL INSTRUCTIONS ABOVE:

.....
SURNAME AND INITIALS OF REPRESENTATIVE

.....
DATE

.....
SIGNATURE

OFFICIAL COMPANY STAMP



DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, 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 and/or take an oath declaring his/her interest, 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, member): _____

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust: _____

2.5 Tax Reference Number : _____

2.6 VAT Registration Number : _____

2.6.1 The names of all directors / trustees / shareholders² / members, their individual identity numbers, tax reference numbers and, if applicable, employee / Persal numbers must be indicated in paragraph 3 below.

¹ "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within



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- 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.

²"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
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2.7.1 If so, furnish the following particulars:

Name of person/ director/ shareholder/ member	Name of state institution to which the person is connected	Position occupied in the state institution

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector?

Yes	No
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2.7.2.1 If yes, did you attach proof of such authority to the bid document?

Yes	No
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(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:

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2.8 Did you or your spouse, or any of the company's directors/shareholders/members or their spouses conduct business with the state in the previous twelve (12) months?

Yes	No
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2.8.1 If so, furnish particulars:

.....

2.9 Do you, or any person connected with the bidder, have 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?

Yes	No
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2.9.1 If so, furnish particulars:

Name of person/ director/ shareholder/ member	Name of state institution to which the person is connected	Position occupied in the state institution	Nature of relationship

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between the bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

Yes	No
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2.10.1 If so, furnish particulars:

Name of person/ director/ shareholder/ member	Name of state institution to which the person is connected	Position occupied in the state institution	Nature of relationship

2.11 Do you or any of the directors/shareholders/members of the company have any interest in any other related companies whether or not they are bidding for this contract?

Yes	No
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2.11.1 If so, furnish particulars:

.....



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

Full name	Identity number*	Personal Tax Reference Number	State Employee Number / Persal Number

*Copies of Identity Document must be attached.

DECLARATION

I, THE UNDERSIGNED (NAME) _____
CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPH 2 TO 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 THE DECLARATION PROVE TO BE FALSE.

SIGNATURE

DATE

POSITION

NAME OF BIDDER

Note : Should the bidder or any of its directors/members or shareholders be employees of any organ of state as contemplated in the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), such member/director or shareholder must submit a certified copy of the permission granted by the Executive Authority of his/her Department to conduct remunerative work in the Public Service as contemplated in the Public Service Act, 1994 (Act 103 of 1994) Chapter VII, Sections 30 and 31. Failure to submit the proof will automatically invalidate the bid. Knowingly not submitting it will make the person liable for fraud.



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	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? (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).	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)? The 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) 326-5445.	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:
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SBD 8

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

Js365bW



CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ 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) ² 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. disregards 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:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² 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.



SBD 9

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:

(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



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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 consortium³ will not be construed as collusive bidding.

³ 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.

7. 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 consortium³ will not be construed as collusive bidding.
8. 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.
9. 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.
10. 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.

³ 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

11. 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

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