

REQUEST FOR FORMAL PRICE QUOTATION:

Quotation Number:	FPQ202103/043		
Description:	THE APPOINTMENT OF A PROFESSIONAL MARKETING SERVICE PROVIDER TO CONDUCT A CUSTOMER SATISFACTION SURVEY FOR OUR CUSTOMERS IN GAUTENG REGION FOR ONE (1) QUARTER APRIL 2021 TO JUNE 2021, IN THE CURRENT FINANCIAL YEAR (2020/2021).		
CIDB Requirement	N/A	DTI provision (refer MBD 6.2 form)	
Bid Closing Date:	08 APRIL 2021		
Compulsory Briefing Session:	N/A		
Plant/Site Address:	Commercial Business Hartebeestfontein Office Park, R25 Bapsfontein Road, Kempton Park.		
Contact Person	Elize Rudolph		
Contact Number	011 929 7000/929-7087	e-mail	elize.rudolph@erwat.co.za
Bidders prices must be valid for a period of 30 days from closing	Only firm prices will be accepted		
Non-firm prices	In the case of prices not being firm due to rate of exchange factors, the MBD 3.2 form must be completed and attached to this document.		

Accredited, experienced and registered service providers are hereby invited to conduct a Customer Satisfaction Survey.

DESCRIPTION

Accredited, experienced and registered service providers are hereby invited to conduct a Customer Satisfaction Survey for our customers in Gauteng region for one (1) quarter, April 2021 to June 2021.

SCOPE OF WORKS:

The scope of work shall include (but not limited to) the following:

1. Compiling of Customer Satisfaction Survey questionnaire with ERWAT representatives
2. Conducting Customer Satisfaction Survey by means of consultation with our clients: Bidders are expected to conduct one-on-one interviews with our clients (by going to their premises at their convenience)
3. Compiling report on the findings of the Survey to be kept confidential and submitted to ERWAT
4. Review previous customer satisfaction report and questionnaires and report on progress
5. Provide adhoc services.

The quotation should cater for 28-30 customers/interviews, for the quarter, April to June 2021 of this financial year (2020/2021). The interviews will be in and around Gauteng area. A list of clients will be supplied at the inception meeting.

ERWAT reserves the right to accept any bid or part thereof, to award the bid to more than one bidder and does not bind itself to accept the lowest or any bid and not to consider any bid not suitably endorsed or comprehensively completed. The award will be done in line with the provisions of the MFMA SCM Regulations, the PPPFA and its regulations and any other applicable legislation to the qualifying highest scoring bidder. The professional service provider must have a team with the following experience/qualifications:

- Marketing Degree/Diploma;
- Minimum 3-4 years' experience in conducting customer surveys in the water industry;
- Qualitative water consumer research experience essential;
- Proven customer experience interviewing;
- Leadership and project management experience.

DELIVERY POINT

Hartebeestfontein Office Park, R25 Bapsfontein Rd, Kempton Park.

AWARD OF BID:

ERWAT reserves the right to accept any bid or part thereof, to award the bid to more than one bidder and does not bind itself to accept the lowest or any bid and not to consider any bid not suitably endorsed or comprehensively completed.

The award will be done in line with the provisions of the MFMA SCM Regulations, the PPPFA and its regulations and any other applicable legislation to the qualifying highest scoring bidder.

4. EVALUATION CRITERIA:

1	Expertise: Service provider's qualification related to customer satisfaction services. Key Personnel: <u>Minimum of 3 Market analyst's:</u> SAQA recognised diploma/degree *Please attach qualifications	30	Marketing/Statistic related higher qualification with minimum of 2 years' experience: 1 - 2 years = 10 3 years = 20 > 4 years = 30
2	Experience: Reference list of the municipalities/entities or institutions in contract with customer satisfaction. Bidders are required to attach letters of reference and or completion certificates.	30	Customer Satisfaction Survey (similar projects): 1-3 projects = 15 4-6 projects = 25 7 or more projects = 30
3	Turnaround time: Final report to be made available within a month of the interviews being conducted- Proof to be supplied with the plan. Penalties to be catered for up to 5% of tender amount for every week delay- Signed copy of this agreement	20	1 month = 20 1 month and 2 days = 10 More than 1 month and 2 days = 5
4	Quality control mechanism: Bidders to supply proof of a chain of verification of information in their plan	20	Yes = 20 No = 0

Kindly note, all four points above must be rewarded with a total score on the evaluation criteria of 70/100, before bidder will be evaluated on functionality. Failure to comply with all four(4) ,will result in disqualification.

Kindly note; concerning the payment terms; ERWAT reserves the right to request proof of the individual's professional registration as a legal practitioner at the time of submitting invoices. This is to ensure that the same consultant evaluated during the tender process, is the same consultant that signed off/approved the report.

Preference points system (PPS) as included in the Preferential Procurement Policy Framework Act, Regulations of 2017:

PPS	Contract value	Formula	Additional Considerations
80/20	Equal to or above R 30 000.00 and up to R 200 000	$Ps = 80(1 - (Pt - P_{min})/P)$ Where Ps = Points scored for price of bid under consideration. Pt = Rand value of bid under consideration. P min = Rand value of lowest acceptable bid.	<ul style="list-style-type: none"> Bidders may be subjected to a pre-compliance stage and functionality scoring and only bidders who score the stipulate minimum points will be illegible to proceed to PPPFA evaluation. Maximum of 20 points may be awarded for BEE level. Bidders are required to tick the relevant box in the table below to claim their points according to their BEE level. Above points must be added to points scored for price. Only bidder scoring the highest points will be selected for award.
B-BBEE Status Level of Contributor		Number of points (80/20 system)	Kindly tick the applicable level and points
1		20	
2		18	
3		14	
4		12	
5		8	
6		6	
7		4	
8		2	
Non-compliant contributor		0	

Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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.

QUOTATION REQUIREMENTS:

Work offered that **DO NOT** comply with the specifications will not be evaluated.

PLEASE NOTE THAT FAILURE TO MEET ANY OR ALL OF THESE REQUIREMENTS WILL LEAD TO DISQUALIFICATION

- Valid Certified copy or original BBBEE Compliance Certificate to verify the above claimed points;
- Valid Tax Clearance Pin issued by SARS on e-filing Bidders are required to submit their SARS pin and certificate as prescribed by SARS effective from 01 April 2016. Please visit www.sars.gov.za or ERWAT Website: www.erwat.co.za/procurement for more information;
- Copy of Latest Municipal Account (not older than three months from date of closing);
- Declaration of Interest – MBD 4.2 (Download form ERWAT website/Procurement/Service Provider Registration).
- Bidders must be registered with National Treasury's Centralised Supplier Database (CSD) and can visit www.csd.org.za for more information and registration procedures.
- **CSD Registration Number: MAAA _____**
- Valid Construction Industry Development Board Registration (CIDB): **Valid CRS number: _____**

GENERAL NOTES

SUBMISSION OF BIDS:

FORMAL PRICE QUOTATION BOXES SUBMISSION SITUATED AT ERWAT HEAD OFFICE:

Completed tenders / quotations must be in a **sealed envelope** clearly marked with **bid number and description** may be hand delivered and deposited in the stipulated **TENDER BOX** (marked Monday, Tuesday, Wednesday, Thursday, Friday) at ERWAT Head Office, Hartebeestfontein Office Park, Bapsfontein Road, Kempton Park. No faxed bids/proposals shall be accepted. In the event of uncertainty, kindly visit the receptionist situated at the FOYER of the main building for clarity.

Please note that bids not received on the specific time and date will be marked as late bids/proposals and such bids/proposals will, in terms of the Supply Chain Management Policy of ERWAT, not be considered by ERWAT as valid bids/proposals.

Complete quotations with supporting documents must be sealed and externally endorsed with **BID NUMBER** and marked with the full **DESCRIPTION** and placed in the relevant Bid Box as stipulated in the advertisement and/or bidding document.

Bidders may attend the FORMAL PRICE QUOTATION opening sessions in the event of submitting a tender in the FORMAL PRICE QUOTATION boxes.

ELECTRONIC SUBMISSIONS:

- Bidders may submit their web-bids via e-mail: FPQ@erwat.co.za in a **PDF format only**.
- **Bidders must complete the SUBJECT BOX with the relevant FORMAL PRICE QUOTATION number and full description as advertised.**
- **Failure to include this may render your bid invalid.**
- ***Please note that bids submitted electronically must be in the above e-mail address on or before 12:00 of the stipulated closing date. No electronic submissions received after 12:00:00 will be considered for recording and or evaluation.***
- Bidders may submit documents and attachments up to 10MB.
- Bidders will be required to compress their file to a **compact PDF format**.
- In the event that larger files are sent to the e-mail address, it will be received in ERWAT's Mimecast site.
- **Bidders must please note that the Mimecast does not accept zipped files, only PDF files.**
- **In the event that bidders are required to submit samples, it is advised that they submit electronically and submit in the tender boxes and attend the opening session.**