



A world class African city



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REQUEST FOR QUOTATION NO: STR: 4209627 – 2025/2026

Appointment of a Facilitator for the EXCO and Board Strategic Breakaway Session and Risk Workshop

Issued by:
The Joburg Market: Supply Chain Department
P.O. Box 86007 Fortune Road City Deep Johannesburg 2049
quotations@joburgmarket.co.za
for enquires

Full name of bidding/tendering entity: _____

Contact Person: _____

Tel Number: _____

Contract Price (excl VAT): _____

Contract Price (incl. VAT): _____

Advert date: **28 January 2026**

Closing date and time: **05 February 2026 @ 11H00**

Submission: **quotations@joburgmarket.co.za**

1. Project Description

Joburg Market seeks to appoint a suitably qualified and experienced facilitator to design, guide, and facilitate the EXCO and Board Strategic Breakaway Sessions, including a dedicated Risk Workshop component. The sessions aim to support strategic direction-setting, risk identification and assessment, alignment with organisational objectives, and informed decision-making at the executive and board level.

The facilitator must ensure that the Strategic Breakaway Sessions and Risk Workshop are:

- Professionally designed and facilitated
- Structured to achieve clear, agreed strategic and risk-related outputs
- Conducted in a manner that encourages participation, alignment, and consensus
- Properly documented for governance, audit, and implementation purposes

2. Scope of Work

Accordingly, the appointed facilitator will be responsible for the following tasks:

2.1 Pre-Workshop Phase

- Advise the organisation on the overall workshop process and methodology
- Design a structured facilitation process aligned to the organisation's strategic objectives and risk management framework
- Develop the workshop agenda, tools, and discussion frameworks
- Engage with management and relevant stakeholders to clarify expectations and desired outcomes

2.2 Workshop Facilitation Phase

- Facilitate the **EXCO Strategic Breakaway Session**
- Facilitate the **Board Strategic Breakaway Session**
- Strategic risk identification, assessment, prioritisation and high level mitigation identification
- Steer and guide participants before and during the workshop to ensure focus, alignment, and constructive engagement
- Ensure balanced participation, effective time management, and achievement of agreed outcomes

2.3 Post-Workshop Phase

- Document the workshop proceedings comprehensively
- Prepare and submit:
 - An edited Strategic Workshop Report
 - Workshop minutes
 - A Risk Workshop report, where applicable
- Ensure that all outputs clearly reflect agreed decisions, action items, responsibilities, and timelines

3. Deliverables

The facilitator will be required to produce the following deliverables:

- Workshop agenda and facilitation approach
- Strategic Breakaway Session Report (EXCO and Board)
- Risk Workshop Report and presentation with mitigation plans
- Workshop minutes and action plan

All deliverables must:

- Be prepared in English
- Be submitted in both electronic and hardcopy format
- Be provided as Microsoft Word documents

4. Reporting and Communication

- The facilitator will report to the designated organisational representative
- All communication, presentations, and reports must be conducted and prepared in English
- Draft reports must be submitted for review prior to finalisation

5. Facilitator Requirements

The service provider must demonstrate:

- Proven experience in facilitating executive and board-level strategic planning sessions
- Demonstrated expertise in risk management and strategic risk facilitation
- Strong knowledge of governance frameworks and public-sector or municipal environments (where applicable)
- Excellent facilitation, communication, and report-writing skills

- Demonstrated expertise in promoting a risk-aware culture within the organisation/ with executives.

5.1. Experience and Expertise:

- Experience in facilitating strategic planning sessions, preferably in the context of public sector entities or similar organizations and the fresh produce market industry.
- Demonstrated expertise in strategic management, risk management, and organizational development.
- Demonstrated expertise in comprehensive understanding of the risks associated with strategic decisions.
- Improve the Board's and EXCO's comprehension of current risk management best practices, emerging trends, and concepts.
- Experience in empowering EXCO to make informed decisions that balance risk and reward.
- Experience working with executive management teams and senior managers in guiding strategic decision-making processes.

5.2. Educational Background:

- A bachelor's degree in business administration, management, organizational development, or a related field. A master's degree would be advantageous.
- Risk related qualification and Certification (ISO 31000, CRM Prac / prof) / IRMSA membership /

5.3. Understanding of Public Sector Dynamics:

- Knowledge of the Fresh Produce Industry
- Knowledge of public sector governance structures, policies, and regulations, particularly in the context of local government entities.
- Familiarity with the political, legal, and constitutional implications that may affect strategic planning processes in a public sector organization
- Provide risk intelligence by providing up-to-date information on emerging risks and trends that could help JM's strategic objectives.
- Provide expert knowledge in monitoring the external environment for changes in regulations and market conditions.

5.4. Communication and Facilitation Skills:

- Excellent communication and interpersonal skills to effectively engage with diverse stakeholders, including executive management, senior managers, and external partners.
- Proven ability to facilitate discussions, manage group dynamics, and encourage participation to ensure productive and collaborative strategic planning sessions.

5.5. Analytical and Problem-Solving Abilities:

- Strong analytical skills to assess organizational performance, identify strategic priorities, and evaluate risks and opportunities.
- Ability to facilitate SWOT and PESTEL analyses, interpret findings, and translate them into actionable strategies and objectives.
- Ability to identify and analyse risk, identify mitigations and prioritise into quick wins and actionable strategies.

5.6. Flexibility and Adaptability:

- Capacity to adapt to changing circumstances and adjust the facilitation approach as needed to address emerging issues or challenges during the planning and risk assessment session.
- Willingness to work collaboratively with Joburg Market's executive management and senior managers to tailor the strategic planning process to meet organizational needs and objectives.

5.7. References and Track Record:

- Proven track record of successfully facilitating strategic planning, Business Planning including Monitoring and Evaluation at Local Government or within the agricultural space sessions with references from previous clients or organizations.
- Evidence of driving positive outcomes, such as the development of cohesive strategic plans with stakeholder buy-in and alignment with organizational objectives.
- Proven track record of successfully facilitating risk workshop for Executives and Board, preferably with references from previous clients or organizations.
- Proven track record of forward looking benchmarking and trend analysis rather than traditional rewording of risks.

5.8. Availability and Commitment:

- Availability to commit to the full duration of the strategic planning sessions, including preparation and follow-up activities. (venue to be advised)
- Capacity to devote sufficient time and attention to understanding Joburg Market's objectives, challenges and priorities to facilitate meaningful discussions and outcomes.
- Provide process reports and minutes of the sessions
- Provide an outcome reports

6. Duration

The appointment will cover:

- Pre-workshop preparation
- Facilitation of the EXCO – 18-20 February 2026
- Facilitation of the Board sessions – 13-14 April 2026
- Post-workshop reporting

Sessions will be held between 08h00 am to 18:30 daily. Exact dates and timelines for the Board session will be confirmed with the successful bidder.

7. Administrative requirements

Please note that failure to meet the requirements or to lodge the following documentation and/or proof thereof may lead to an immediate disqualification:

- a) Central Supplier Database Registration (CSD)
- b) Completed and signed MBD 3.1, 4 and 6.1
- c) Completed and signed consent and acknowledgments form in terms of the Protection of **Personal Information Act (Act 04 of 2013) as amended**
- d) Rates and taxes account not older than three months or signed lease agreement
- e) Proof of JV bank account (if applicable)
- f) Copies of share certificates (if applicable)

I, THE UNDERSIGNED (FULL NAME) _____

HAS BEEN DULY AUTHORIZED TO SIGN ALL DOCUMENTS, CERTIFY THAT THE INFORMATION FURNISHED IS TRUE AND CORRECT.

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

Signature

Date

Position

Name of Bidder

3. EVALUATION CRITERIA

The bidders who complied administratively are considered for further evaluation on ability to execute the project.

The assessment of functionality will be done in terms of the evaluation criteria and minimum threshold as specified. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation.

NB! The minimum cut off points for functionality is 80 points out of 100 points and any bidder scoring less than 80 points will not be considered for further evaluation.

Evaluation Criteria	Weight
Past Relevant Experience (attach signed and dated letters from contactable references on the client's letterhead) The references must contain the following information: <ul style="list-style-type: none">• Name of the organization and contact person• Description of the services provided• Telephone number and/ or email address• Signed and dated	40
Skill of resources - Attach relevant copies of qualifications/certificates	25
Methodology and approach Bidder must provide clarity and an effective approach to facilitation of the strategic sessions. The bidder should demonstrate knowledge of strategic planning principles, tools, and best practices and how they will assist management translate strategic goals into actionable plans. Bidders must demonstrate understanding of the organisation's background, mission, and objectives of the Joburg Market, this should include the awareness of the	35

organization's mandate, stakeholders, and operating environment. Indicate how the facilitator will combine information and present findings effectively	
Total	100

Bidders will be evaluated in terms of functionality as part of the minimum requirements

Attach signed and dated letters from contactable references on the client letterhead for the facilitation of strategic breakaway sessions	Total Points - 40
<p>Three (3) reference letters or more = 40 points</p> <p>Two (2) reference letters = 30 points</p> <p>One (1) reference letter = 20 points</p> <p>Experience in public sector</p> <p>One (1) or more reference letters - indicating work experience in the public sector = 10 points</p>	40 points
Skills of resources (attach CV's and qualifications of relevant personnel) Foreign qualifications are required to be accompanied by a SAQA evaluation	Total Points - 25
<ul style="list-style-type: none"> Strategy Formulation resource - Degree in business administration, management, organisational development, or a related field including 5 years or more relevant experience in strategy formulation Risk Management resource – Degree in Risk Management or related field including 5 years or more relevant experience in risk management 	25 points
Methodology and approach	Total Points - 35
The methodology and approach aligns to the scope of work, including timeframes and a project plan covers the project requirements	35 points
The methodology and approach partially aligns to the scope of work, including timeframes and a project plan covers the project requirements	25 points
The methodology and approach are generic and minimally aligns to the scope of work, including timeframes and a project plan covers the project requirements	20 points

Note: A bidder/s that scores less than 80 points in respect of functionality, or submits solutions that are not according to requirements will be regarded as submitting a non-responsive bid and will be disqualified. Bidder/s that meet the minimum required percentage or minimum points, will be evaluated in terms of price and specific goals as per the PPPFA Act, No.5 of 2022 and its associated Regulations issued by the National Treasury.

**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: STR: 4209627 – 2025/2026

Closing Time: 11H00

Closing Date:

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

Item	Description	Rates
1.	EXCO strategic planning session facilitating services	
2.	Board strategic planning session facilitating services	
3.	Other specify	
VAT at 15%		
Total		

BID PRICE IN RSA CURRENCY (ALL APPLICABLE TAXES INCLUDED)**

- 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

DECLARATION OF INTEREST

No bid will be accepted from persons in the service of the state¹.

1. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

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

3.2. Identity Number:

3.3. Position occupied in the Company (director, trustee, shareholder²):.....

3.4. Company Registration Number:

3.5. Tax Reference Number:.....

3.6. VAT Registration Number:

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

3.8. Are you presently in the service of the state?

YES	NO
-----	----

3.8.1. If yes, furnish particulars.

¹MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;

- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

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

3.9 Have you been in the service of the state for the past twelve months?

YES	NO
-----	----

3.9.1. If yes, furnish particulars.....

3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.10.1. If yes, furnish particulars.

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.11.1. If yes, furnish particulars

3.12 Are any of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state?

YES	NO
-----	----

3.12.1. If yes, furnish particulars.

3.13 Are any spouse, child or parent of the company’s director’s trustees, managers, principle shareholders or stakeholders in service of the state?

YES	NO
-----	----

3.13.1. If yes, furnish particulars.....

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract.

YES	NO
-----	----

3.14.1. If yes, furnish particulars:.....

4. Full details of directors / trustees / members / shareholders (If employed by the state)

Full Name	Identity Number	State Employee Number(If employed by the state)

.....

Signature

.....

Date

.....

Capacity

.....

Name of Bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- 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).

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.3 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.4 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Means of verification Evidence must be provided to claim points	Number of points allocated (80/20 system)	Number of points allocated (80/20 system) (To be completed by the bidder)
SMME's An EME OR QSE)	CSD, B-BBEE Certificate/ Affidavit Sworn under oath	10	
Enterprises located within the City of Johannesburg Metropolitan Municipality	CSD Proof of municipal account/ Lease agreement	10	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium
 - ☐ One-person business/sole propriety
 - ☐ Close corporation

- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering 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 tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

<p>.....</p> <p>SIGNATURE(S) OF TENDERER(S)</p>	
SURNAME AND NAME:
DATE:
ADDRESS:

CONSENT AND ACKNOWLEDGMENTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 2013 (POPI)

This section sets out how personal information will be collected, used and protected by Joburg Market hereinafter referred to as “JM”, as required by the Protection of Personal Information Act. The use of the words “the individual” for the purposes of this document shall be a reference to any individual (bidder) communicating with JM and/or concluding any agreement, registration or application, with the inclusion of each of those individuals referred to or included in terms of such agreement, registration or application.

1. What is personal information?

The personal information that JM requires relate to names and surnames, birth dates, identity numbers, passport numbers, demographic information, education information, occupation information, health information, addresses, memberships, and personal and work email and contact details.

2. What is the purpose of the collection, use and disclosure (the processing) of personal information?

JM is legally obligated to collect, use and disclose personal information for the purposes of:

- Reporting initiatives to the City of Johannesburg Municipality;
- reporting to National Treasury all contracts awarded;
- obtaining information related to Tax Compliance information from SARS;
- Verifying information on the National Treasury database of defaulters;
- evaluating and processing applications for registration on the database;
- compiling statistics and other reports;
- providing personalised communications;
- Validation of information
- complying with the law; and/or
- For a purpose that is ancillary to the above. Personal information will not be processed for a purpose other than what is identified (the purpose) above without obtaining consent beforehand.

3. How will Joburg Market process personal information?

JM will only collect personal information for the purpose as stated above. Information will be collected in the following manner:

- directly from the individual;
- from service providers who provided with services or goods to JM;
- from JM’s own records relating to previous supply of services or goods; and/or
- from a relevant public or equivalent entity.

4. To whom will personal information be disclosed?

The personal information may be disclosed to other relevant public or other entities on whose behalf we act as intermediaries, other third parties referred to above in relation to the purpose or who are sources of personal information, service providers such as professional bodies who operate across the borders of this country (trans border flow of information) where personal

information must be sent in order to provide the information and/or services and/or benefits requested or applied for. In the event of another party/ies acquiring all of or a portion of JM's mandate or functions, personal information will be disclosed to that party but they will equally be obliged as we are, to protect personal information in terms of this policy and the law.

5. Consent and Permission to process personal information:

I hereby agree with the policy and provide authorisation to JM to process the personal information provided for the purpose stated:

- I understand that withholding of or failure to disclose personal information will result in JM being unable to perform its functions and/or any services or benefits I may require from JM.
- Where I shared personal information of individuals other than myself with JM I hereby provide consent on their behalf to the collection, use and disclosure of their personal information in terms of this personal information policy and I warrant that I am authorised to give this consent on their behalf.
- To this end, I indemnify and hold JM not responsible in respect of any claims by any other person on whose behalf I have consented, against JM should they claim that I was not so authorised.
- I understand that in terms of POPIA and other laws of the country, there are instances where my express consent is not necessary in order to permit the processing of personal information, which may be related to police investigations, litigation or when personal information is publicly available.
- I will not hold JM responsible for any improper or unauthorised use of personal information that is beyond its reasonable control.

6. Rights regarding the processing of personal information:

- The individual may withdraw consent to the processing of personal information at any time, and should they wish to do so, must provide JM with reasonable notice to this effect. Please note that withdrawal of consent is still subject to the terms and conditions of any contract that is in place. Should the withdrawal of consent result in the interference of legal obligations, then such withdrawal will only be effective if JM agrees to same in writing. JM specifically draws to the attention that the withdrawal of consent may result in it being unable to provide the requested information and/or services and/or financial or other benefits.
- In order to withdraw consent, please contact the JM Information Officer/SCM
- A copy of the full JM policy is available
- Individuals are encouraged to ensure that where personal information has changed in any respect to notify JM so that our records may be updated. JM will largely rely on the individual to ensure that personal information is correct and accurate.
- The individual has the right to access their personal information that JM may have in its possession and are entitled to request the identity of which third parties have received and/or processed personal information for the purpose. Please note however, that any request in this regard may be declined if:
 - the information comes under legal privilege in the course of litigation,

- 7. Queries relating to breach of personal information:**
- Please submit queries relating to the breach of personal information to the JM's information officer and SCM in writing as soon as the breach is discovered

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In recent months, numerous companies have suffered substantial financial losses as a result of fraudulent requests for "COLD DRINK," purportedly originating from government departments.

These fraudsters are presently contacting service providers under the guise of Joburg Market officials, soliciting payments in exchange for appointment opportunities. Typically, these attempts occur shortly after the publication of tender closing registers on the website.

It's important to note that Joburg Market officials will never contact service providers to solicit any form of compensation for tender awards.

If you receive such a solicitation, please report it immediately to tenders@joburgmarket.co.za.

To mitigate the risk of falling victim to these scams, companies are strongly advised to verify the authenticity of any awards by contacting Joburg Market directly using the landline contact details provided on the official website.

Service providers are cautioned against participating in such activities, as Joburg Market will not assume liability for any resulting losses.