



A world class African city



### Joburg Market (SOC) Ltd

Heidelberg Road  
City Deep  
Johannesburg  
2049

PO Box 86007  
City Deep,  
Johannesburg  
South Africa  
2049

Tel +27(0) 11 992 8000  
Fax +27(0) 11 613 7381  
E-mail: info@joburgmarket.co.za

[www.joburgmarket.co.za](http://www.joburgmarket.co.za)  
[www.joburg.org.za](http://www.joburg.org.za)

**REQUEST FOR QUOTATION NO: HR- 4208873- 2024/2025**

**APPOINTMENT OF A SERVICE PROVIDER TO COMMISSION AN EMPLOYEE CLIMATE SURVEY.**

<b>Issued by:</b>
<p><b>The Joburg Market: Supply Chain Department</b></p> <p><b>P.O. Box 86007 Fortune Road City Deep Johannesburg 2049</b></p> <p><b><a href="mailto:quotations@joburgmarket.co.za">quotations@joburgmarket.co.za</a> for enquires</b></p>

**Full name of bidding/tendering entity:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Tel Number:** \_\_\_\_\_

**Contract Price (excl VAT):** \_\_\_\_\_

**Contract Price (incl. VAT):** \_\_\_\_\_

**Advert date:** **21 January 2025**

**Closing date and time:** **28 January 2024 @ 11H00**

**Submission:** **[quotations@joburgmarket.co.za](mailto:quotations@joburgmarket.co.za)**

**Bidders to submit a quotation as per the scope of work**

## **SCOPE OF WORK**

### **Background**

The Joburg Market is driven by the vision to be the preferred world-class African fresh produce market and to evolve into a “Smart market” which will not only maintain their current position as one of the largest markets in the world but also attract and enable further growth.

In order to achieve this, the organization is reliant on its workforce, the employees.

### **Reason for the need**

Employee satisfaction is a complex and important part of organizational functioning because it directly relates to individual’s motivation. When employees enjoy their work environment, their performance and attitude towards the organization is positive, less time and energy is spent on trying to resolve trivial issues. This means that organizations with positive work climates are more likely to achieve their desired objectives and have lower costs related to staff turnover, employee disputes, absenteeism, negligence, poor quality work and lack of commitment.

An employee climate survey will provide a picture of the organization's needs. This survey can be used to solicit employee opinions on a variety of issues such as the company's success in communicating its mission to employees, or local issues such as quality of the working environment, rather than hear it from the ‘corridors’

Most often the need for an employee climate survey becomes apparent when some of these indicators start to rise. However, organizations that frequently conduct employee climate surveys are most likely to be in a better position to address climate issues as they arise.

The results of the survey can provide an understanding of how the employees perceive the organization along different dimensions. This process can assist the leaders of the organization understand how the employees perceive them and provides a direct means of assessing employee opinions that would otherwise be unreported.

The results:

- is essential to facilitating development and organizational change
- allows the organization to focus on needs and leverage its strengths
- informs the organization on which actions will create problems for the employees
- provides management with employee feedback (both positive and negative) on the internal matters of the organization
- measures the impact of current programs, policies and procedures
- can be used to motivate employees and improve job satisfaction

### **Deliverables**

As an initial step in the overall transformation of the organization to reach its vision, the Joburg Market intends to commission an employee climate survey to achieve various objectives which include the following:

- Gauge staff morale
- Assess the current working environment
- Assess the current level of teamwork within the organization

**Specific questions that the Joburg Market seeks to obtain answers for are:**

- Do the employees share the vision of the JFPM (JM)
- Do the employees feel part of the bigger picture
- Do the employees know the vision of the JFPM (JM)
- Do they identify with the JFPM (JM) as an organization
- Does JFPM (JM) communicate effectively
- What would make them stay at the JFPM (JM)
- What would make them leave JFPM (JM)
- What would they like to see in the organization that will improve their working environment and productivity
- Do they feel motivated (If not, why?)
- What can be done to motivate them
- Would the employees be interested in working on a flexi time schedule
- What is the overall staff morale
- What overall changes would they like to see take place in the organization
- Effectiveness of past and current training and development programmes
- Assess the current working environment
- In what way they (employees) feel they can contribute to the mission of JFPM (JM)
- What factors contribute to late coming, time keeping, where-about etc

**Categories for climate survey questionnaire:**

- Vision and mission
- Values
- Fairness of organization:
  - Employee relations
  - Employment equity
  - Diversity
- Management of practices:
  - Change management
  - Management
  - Trust
  - Communication
- Team work
- Training and development
- Rewards and recognition
- Work environment
- Employee engagement

*In addition, the appointed service provider must provide Joburg Market with the following diagnostics:*

- Overall report of the results
- Report on the areas of concern
- Suggestions, action plans and implementation methods to improve areas of concern

**Reporting Responsibilities**

The consultant shall be guided by the Executive Manager: Corporate Services and HR Project Team with weekly meetings.

Updates to be provided to the CEO on an as and when required basis

**Required Skills and Competencies**

In order to deliver on the above listed responsibilities/deliverables, the suitable consultancy would require extensive Human resources/organizational development experience.

## FUNCTIONALITY EVALUATION

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.**

CRITERION	WEIGHTING
Past Relevant Experience in same service with letters from contactable references on the client's letterhead  <b>Reference letters must contain the following information:</b> <ul style="list-style-type: none"> <li>• Name of the organisation and contact person</li> <li>• Description of the services provided</li> <li>• Telephone number / email address</li> <li>• Signed and dated</li> </ul>	<b>50</b>
Project approach and methodology : Concept paper for conducting project (NOTE: It is the intention of the Joburg Market that this project will be completed within 16 weeks from date of appointment)	<b>25</b>
Curriculum Vitae of the project team leader	<b>25</b>
<b>TOTAL</b>	<b>100</b>

Functionality evaluation will be as follows:

<b>Past Relevant Experience undertaken in relation to the scope of work (project) within the last three (5) years (attach signed reference letters from contactable references on the client's letterhead with the relevant contact details) Ensure that letters clearly indicates the period that the work was executed</b>	<b>Total – 50 points</b>
More than three reference letters with contactable references	50 points
Three (3) reference letters with contactable references	40 points
At least two (2) reference letters with contactable references	30 points
One (1) reference letter with contactable reference	20 points
No reference letters	0 points
<b>Project approach and methodology: Concept paper for conducting project</b>	<b>Total – 25 points</b>
Detailed concept paper related to scope of work	25 points
Non submission of detailed concept paper related to scope of work	0 points
<i>Note: It is the intention of the Joburg Market that this project will be completed within 12 weeks from date of appointment.</i>	
<b>Curriculum Vitae of resource team leader</b>	<b>Total – 25 points</b>
Detailed CV of the project team leader demonstrating the ability to execute the full scope of work.	25 Points
Non submission	0 Points

**PRICING SCHEDULE**

**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 ..... Closing Date .....

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

No	Description of Service Component	Quantity / estimated hours	Price / rate Excl vat	Toal Amount
1	Survey design, set up, conducting survey, administration and travel			
2	Report compilation			
3	Presentations to HR, LLF, MANCO, EXCO and BOARD			
4	Final report inclusive of recommendations for improvement and implementation			
<b>NB: Pricing must be inclusive of all costs to be incurred by the bidder in the delivery of the required services.</b>				
			<b>Sub-total</b>	
			<b>VAT</b>	
			<b>Total</b>	

**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.

**DECLARATION OF INTEREST**

1. No bid will be accepted from persons in the service of the state<sup>1</sup>.
2. 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.
3. 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, shareholder<sup>2</sup>):.....

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. ....

<sup>1</sup>MSCM 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.

<sup>2</sup> 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:

	<b>POINTS</b>
<b>PRICE</b>	<b>80</b>
<b>SPECIFIC GOALS</b>	<b>20</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

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;

- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

### 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

#### 3.1. POINTS AWARDED FOR PRICE

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

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

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) & \mathbf{or} & P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{min}$  = Price of lowest acceptable tender

#### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

##### 3.2.1. POINTS AWARDED FOR PRICE

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

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) & \mathbf{or} & P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)
 \end{array}$$

Where

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{max}$  = Price of highest acceptable tender

### 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 organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such)**

**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 <b>Evidence must be provided to claim points</b>	Number of points allocated (80/20 system)	Number of points allocated (80/20 system) <b>(To be completed by the bidder)</b>
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.

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