

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF JOHANNESBURG WATER

BID NUMBER: JW MRD 020/24

CLOSING DATE: 08 AUGUST 2025

CLOSING TIME: 10:30 AM

DESCRIPTION: APPOINTMENT OF SERVICE PROVIDER ABLE TO PERFORM METER READING FOR THE GENERAL POPULATION, METER READING FOR LARGE WATER USES AND PERFORM METER AUDITS ON AN AS AND WHEN BASIS FOR PERIOD OF THIRTY-SIX (36) MONTHS

BRIEFING SESSION	COMPULSORY:NO
BRIEFING DETAILS	DATE AND TIME: 10 JULY 2025 AT 11:00 AM ADDRESS : TURBINE HALL, 65 NTEMI PILISO STREET, NEWTOWN, JOHANNESBURG, 2001 VENUE : AUDITORIUM
TENDER SUBMISSION DETAILS	BID DOCUMENTS MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT GROUND FLOOR IN JOHANNESBURG WATER ADDRESS : TURBINE HALL, 65 NTEMI PILISO STREET, NEWTOWN, JOHANNESBURG, 2001 PLEASE ALLOW SUFFICIENT TIME TO ACCESS THE JOHANNESBURG WATER OFFICE IN TURBINE HALL AND DEPOSIT YOUR TENDER DOCUMENT IN THE JOHANNESBURG WATER TENDER BOX SITUATED AT RECEPTION BEFORE THE TENDER CLOSING DATE AND TIME. TIMES: THE BUILDING WILL OPEN 7 DAYS A WEEK FROM 06:00AM UNTIL 18:00PM

BIDDER INFORMATION				
NAME OF BIDDER				
NO. OF DOCUMENTS				
PHYSICAL ADDRESS				
TELEPHONE NUMBER				
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
TAX COMPLIANCE STATUS	TCS PIN		MAAA No	
OTHER STATUS	COIDA No.		CIDB No	

EMPLOYER INFORMATION			
DEPARTMENT	MRD	DEPARTMENT	SCM
CONTACT PERSON	PAUL JACOBS	CONTACT PERSON	GCINA NDELA
TELEPHONE NUMBER	011 688 6655	TELEPHONE NUMBER	011 688 1796
E-MAIL ADDRESS	paul.jacobs@jwater.co.za	E-MAIL ADDRESS	gcina.ndela@jwater.co.za

NOTE: DOCUMENTS MAY BE DOWNLOADED FROM THE JOHANNESBURG WATER WEBSITE AND ETENDER PORTAL AT NO COST BUT MUST COMPLY WITH SUBMISSION REQUIREMENTS.

WITHOUT LIMITATION, JOHANNESBURG WATER TAKES NO RESPONSIBILITY FOR ANY DELAYS IN ANY COURIER OR POSTAL SYSTEM OR ANY LOGISTICAL DELAYS WITHIN THE PREMISES OF JOHANNESBURG WATER. JOHANNESBURG WATER LIKEWISE TAKES NO RESPONSIBILITY FOR TENDER OFFERS DELIVERED TO A LOCATION OTHER THAN THE TENDER BOX AS PER THE TENDER SUBMISSION DETAILS STATED IN THE TENDER DOCUMENT. PROOF OF POSTING OR OF COURIER DELIVERY WILL NOT BE TAKEN BY JOHANNESBURG WATER AS PROOF OF DELIVERY. TENDER SUBMISSION DOCUMENTS MUST BE IN THE TENDER BOX BEFORE TENDER CLOSURE.

THE TENDERER IS ENCOURAGED TO SIGN THE TENDER SUBMISSION REGISTER WHEN SUBMITTING THEIR TENDERS.

PLEASE ENSURE YOU SUBMIT 1 x ORIGINAL TENDER HARD DOCUMENT
(ALSO PROVIDE AN ELECTRONIC COPY IN A MEMORY STICK/USB).

Any documents required that are not submitted in the tender box at the deadline will be considered late.

The tenderer accepts that Johannesburg Water will not take responsibility for the misplacement or premature opening of the tender if the outer package is not sealed and marked as stated.

NB: NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

NAME OF CONTACT PERSON:

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

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1. Tender Notice and Invitation to Tender

Johannesburg Water (SOC) Ltd invites the tenderer for the following:

CONTRACT NO. JW MRD 020/24 APPOINTMENT OF SERVICE PROVIDER ABLE TO PERFORM METER READING FOR THE GENERAL POPULATION, METER READING FOR LARGE WATER USES AND PERFORM METER AUDITS ON AN AS AND WHEN BASIS FOR PERIOD OF THIRTY-SIX (36) MONTHS

The tender document will be available in the form of a download from the Johannesburg Water website (www.johannesburgwater.co.za/supply_chain/tenders) starting from 02 July 2025.

The Employer is Johannesburg Water.

All tenders and supporting documents must be sealed and be placed in the Tender box on the ground floor of the Johannesburg Water by no later than 10:30 am on 08 August 2025.

Address is as follows:

TURBINE HALL, 65 NTEMI PILISO STREET, NEWTOWN, JOHANNESBURG, 2001

Johannesburg Water (SOC) Ltd is not obliged to accept the lowest or any tender and Johannesburg Water reserves to appoint:

- a) in whole or in part.
- b) to more than one tenderer.
- c) to the highest points scoring bidder.
- d) to the lowest acceptable tender or highest acceptable tender in terms of the point scoring system.
- e) to a bidder not scoring the highest points (based on objective grounds in terms of section 2 (1) (f) of the PPPFA) (where applicable).
- f) not to consider any bid with justifiable reasons.

A valid and binding contract with the successful tender/s will be concluded once Johannesburg Water has awarded the contract. Johannesburg Water (SOC) Ltd and the successful tenderer/s will sign the Letter of Award which together with the submitted tender document will form the contract.

CHECKLIST OF DOCUMENTS AND INFORMATION THAT WILL FORM PART OF CONTRACT

2. Documents and Information That will Form Part of The Contract

The Tenderer is to indicate in the “Submitted (Yes/No)” column in the below table that they have completed the required section of the tender document. Completion of this checklist will assist the Tenderer in ensuring that they have attended to all the required items for submission with this tender. Additionally, it is an absolute requirement that tenderers comply with National Treasury’s CSD registration as well as SARS tax compliance requirements for contract award. The below will form part of the tender document, the tenderers are therefore encouraged to submit the returnable and or documentation with their tender offer to avoid elimination especially with regards to what is stated in the Required for Tender Evaluation column or not obtaining points for Specific Goals. Tenderers are encouraged to ensure that their Tax status remains Tax Compliant on CSD throughout the process to avoid delaying the process or being eliminated at award stage.

All documentation and information listed in the Checklist below shall form part of the Contract.

Table 1

No	Description of Returnable/s or Documentation or Information that will form Part of Contract and must therefore to be Completed and / or Submitted by the Tenderer	Required for Tender Evaluation	Required for Tender Award	Required After Tender Award	Submitted (Yes/No)
1.	Tender Cover:				
	Name of Tender	•			
	Contact Person	•			
	Telephone Number	•			
	Central Supplier Database Registration	•	•		
	COIDA Registration Number			•	
	Tax SARS PIN No.	•	•		
	MAAA No. for Tax Compliant Status		•		
2.	Mandatory Documents at Particular Stage:				
	Signed Pricing Schedule as per award and or allocation strategy	•			
3.	Administrative Documentation:				
	Signed Certificate of Authority to Sign or Board Resolution granting authority to sign.	•			
	Signed Acknowledgement of Tender Conditions	•	•		
	MBD 1 - Invitation to Bid - Completed and signed	•	•		
	MBD 3.1 - Pricing Schedule – Firm Prices (Purchases) completed and signed (Acknowledgement that rates will be fixed for duration of contract).	•	•		
	MBD 4 - Declaration of interest - Completed and signed	•	•		
	MBD 5 - Declaration for procurement above R10 Million (all applicable taxes included) Completed and signed.	•	•		
	MBD 6.1 - Preference Points Schedule – Specific Goals and Price Points - Completed and signed.	•			
	MBD 8 - Bidder's past supply chain management practices – Completed and signed.	•	•		
	MBD 9 - Certificate of Independent Bid Determination – Completed and signed.	•	•		

CHECKLIST OF DOCUMENTS AND INFORMATION THAT WILL FORM PART OF CONTRACT

	Municipal Rates and Taxes for the Tenderer - Current municipal rates for the entity not older than 90 days (if leasing/renting, submitted proof such as lease agreement where premises are rented), OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality. OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases where the submitted municipal statement or lease agreement is not in the name of the tenderer. Please refer to Proof of Good Standing with Municipality Accounts document in the tender document for cases when the affidavit would be accepted.	•	•		
	Municipal Rates and Taxes - Current municipal rates for the directors of the entity not older than 90 days (if leasing/renting, submitted proof such of lease agreement where premises are rented), OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality. OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases where the submitted municipal statement or lease agreement is not in the name of the director. Please refer to Proof of Good Standing with Municipality Accounts document in the tender document for cases when the affidavit would be accepted.	•	•		
	3-year financial statements (audited where applicable)	•	•		
	Any qualifications. If "Yes", reference to such qualification/s must be indicated on a cover letter. Please be aware that alterations on the tender document may result in your tender being eliminated as the qualification may impede on the ability to evaluate like with like.	•			
	Occupational Health and Safety Declaration form – if applicable	•	•		
	Joint Venture, consortium or equivalent agreement				
4.	Functionality Documentation:				
	Tenderer to provide reference letter/s from their client/s indicating meter reading experience, with a combined minimum total population of 50 000 meters per month and a combined minimum of 3 years' experience.	•			

CHECKLIST OF DOCUMENTS AND INFORMATION THAT WILL FORM PART OF CONTRACT

	Tenderer to provide a CV with contactable reference and a certified copy of relevant qualifications.	•			
	Tenderer must present a meter reading system in full operation within their current work environment using data relevant to the tenderer	•			
5.	Specific Goals:				
	Business owned by 51% or more-Women <ul style="list-style-type: none"> Valid BBBEE Certificate issued by SANAS accredited verification agency or DTI/CIPC BBBEE Certificate for Exempted Micro Enterprises or Affidavit sworn under oath, OR CIPC registration document showing percentage of ownership and share certificate where applicable 	•			
	Businesses located in a region within COJ/ COJ municipality <ul style="list-style-type: none"> Proof of municipal account / valid lease agreement, letter from the Ward Council confirming the business address. 	•			
6.	Scope of Work:				
	Scope of Work and or Specifications				
7.	Pricing Schedule:				
	Pricing Schedule completed in accordance with the award strategy	•			
	Alterations authenticated – Refer to Acknowledgment of Tender Conditions	•			
8.	Terms and Conditions:				
	General Conditions of Contract	•			
	Contract Data – for infrastructure contracts	•			
	Special Conditions of Contract	•			
9.	Other Documents				
	Letter of Award			•	
	Form of Acceptance – for infrastructure			•	
	Bank Details Form			•	
	Public Liability Insurance			•	
	Professional Indemnity			•	
	Valid Registration with Compensation for Occupation Injuries and Diseases Act			•	
	Performance Security – where applicable for industrial related services			•	
	Resolution Letter for the Subcontractor (a letter authorizing the person completing the tender to sign on behalf of the company) – if applicable		•		
	Comprehensive Health and Safety Plan (compliance with OHSE Specification - if applicable			•	

CHECKLIST OF DOCUMENTS AND INFORMATION THAT WILL FORM PART OF CONTRACT

Tenderers will be notified of any omitted, outstanding, missing and or incomplete administrative documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), authority to sign and other administrative documents that require completion and signatures. These exclude documentation on functionality, price and preference points for specific goals.

Tenders that are received contrary to the above requirements will be disqualified after three (3) days period has lapsed.

If locality is a specific goal in MBD6.1 – the requested documentation may not be used to allocate points for specific goals.

CERTIFICATE OF AUTHORITY

3. Certificate of Authority

Indicate the status of the Tenderer by ticking the appropriate box hereunder. The Tenderer must complete the certificate set out below for the relevant category.

(I) COMPANY	(II) CLOSE CORPORATION	(III) PARTNERSHIP	(IV) JOINT VENTURE	(V) SOLE PROPRIETOR

(I) Certificate For Company

I,, chairperson of the Board of Directors of, hereby confirm that by resolution of the Board taken on, Mr/Ms, acting in the capacity of, was authorized to sign all documents in connection with tender JW..... and any contract resulting from it on behalf of the company.

Chairman:

As Witnesses: 1.....

2.....

Date:

CERTIFICATE OF AUTHORITY

(II) Certificate For Close Corporation

We, the undersigned, being the key members in the business trading as
 hereby authorize Mr/Ms , acting in the capacity of
, to sign all documents in connection with the
 tender and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Note : This certificate is to be completed and signed by all of the key members upon whom rests the direction of the affairs of the Close Corporation as a whole.

(III) Certificate For Partnership

We, the undersigned, being the key partners in the business trading as, , hereby authorize Mr/Ms , acting in the capacity of , to sign all documents in connection with the tender and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Note : This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole.

(IV) Certificate For Joint Venture

This Returnable Schedule is to be completed by joint ventures.

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorize Mr./Ms.
 , authorized signatory of the company
 , acting in the capacity of lead partner, to sign
 all documents in connection with the tender offer and any contract resulting from it on our behalf.

NAME OF FIRM	ADDRESS	DULY SIGNATORY	AUTHORISED
Lead partner		Signature. Name Designation	
		Signature. Name Designation	
		Signature. Name Designation	

Note : *This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Joint Venture as a whole.*

ACKNOWLEDGEMENT OF BID CONDITIONS

(V) Certificate For Sole Proprietor

I,, hereby confirm that I am the sole owner of the Business
trading as and the person authorized hereunder
is duly authorized to sign all documents related to tender JW.....
and contract resulting therefrom.

Signature of Sole owner:

As Witnesses:

1.....

2.

Date:

4. Acknowledgement of Bid Conditions

- 1 I/We hereby bid to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to Johannesburg Water (SOC) Ltd on the terms and conditions and in accordance with the specifications stipulated in the bid documents (and which shall be taken as part of, and incorporated into, this bid) at the prices and on the terms regarding time for delivery and/or execution inserted therein.
- 2 I/We agree that -
 - (a) the offer herein shall remain binding upon me/us and open for acceptance by Johannesburg Water (SOC) Ltd during the validity period indicated and calculated from the closing time of the bid or agreed validity period;
 - (b) this bid and its acceptance shall be subject to the terms and conditions embodied herein with which I am/we are fully acquainted;
 - (c) if I/we withdraw my/our bid within the period for which I/we have agreed that the bid shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, Johannesburg Water (SOC) Ltd, without prejudice to its other rights, agree to the withdrawal of my/our bid or cancel the contract that may have been entered into between me/us and Johannesburg Water (SOC) Ltd and I/we will then pay to Johannesburg Water (SOC) Ltd any additional expense incurred by having either to accept any less favourable bid or, if fresh bids have to be invited, the additional expenditure incurred by the invitation of fresh bids and by the subsequent acceptance of any less favourable bid; Johannesburg Water (SOC) Ltd shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become due to me/us under this or any other bid or contract or against any guarantee or deposit that may have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other bid or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss Johannesburg Water (SOC) Ltd may sustain by reason of my/our default;
 - (d) if my/our bid is accepted the acceptance may be communicated to me/us by electronic mail (e-mail), faxed letter or by order by ordinary post or registered post and that SA Post Office Ltd shall be regarded as my/our agent, and delivery of such acceptance to SA Post Office Ltd shall be treated as delivery to me/us.
 - (e) the law of the Republic of South Africa shall govern the contract created by the acceptance of my/our bid.
- 3 I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid documents and that the price(s) and rate(s) cover all my/our obligations under a resulting contract and that I/we accept that any mistakes regarding price(s) and calculations will be at my/our risk.
- 4 I/We hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 5 I/We agree that any action arising from this contract may in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgement which may be pronounced against me/us as a result of such action.

Details of my / our offer are / are as follows:

- 6 We undertake, if our Tender is accepted, to execute the contract in accordance with the requirements as

ACKNOWLEDGEMENT OF BID CONDITIONS

- 7 Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
- 8 We understand that Johannesburg Water is not bound to accept the lowest or any tender it may receive, and that the contract may be awarded in whole or in part and to more than one tenderer.
- 9 Should my/our tender be successful, it be understood that a contract will come into existence for the duration of contract stated in the tender document which will commence from the date indicated in the letter of acceptance.

INSTRUCTIONS TO BIDDERS

NB: Each bid must be submitted in a separate, sealed envelope on which the NAME AND ADDRESS OF THE BIDDER, THE BID NUMBER, DESCRIPTION OF BID AND THE CLOSING DATE must be clearly endorsed. The bid must be addressed to Supply Chain Management Unit, Johannesburg Water (SOC) (SOC) Ltd and deposited in the BID BOX situated at the entrance: Turbine Hall, 65 Ntemi Piliso Street, Newtown, Johannesburg.

It is the responsibility of the bidder to ensure that their /his / her bid document is submitted in a sealed envelope and placed in the Bid Box in good time so as not to miss the official deadline of 10:30 am on the closing date.

Bid documents submitted via courier services will be acceptable provided that the bidder instructs such courier company or its representative to deposit the documents in the bid box. Documents should under no circumstances be handed to an employee of Johannesburg Water as it may not be held accountable in the event of any loss thereafter.

Bid documents may not be submitted via the South African Post Office as only bid documents received in the Bid Box at the time of closing will be taken into account.

Bid documents received from non-attended bidders of a compulsory briefing session will be disqualified.

Tenderers are to allow for sufficient time to access Johannesburg Water offices in Turbine Hall and deposit their bid document in the Johannesburg Water tender box situated at reception before tender closing time. Tenderers are to note that the Johannesburg Water offices are open during 06:00am and 18:00pm seven (7) days a week.

IMPORTANT CONDITIONS

- 1 Bid documents must be completed using non-erasable black ink. Bids that are received contrary to this requirement will be disqualified. This condition applies to bid documents purchased as well as bid documents downloaded from the e-tender portal.
- 2 Bids should be submitted on the official forms provided. Should any conditions of the bid be qualified by the bidder, Johannesburg Water may disqualify the bid.
- 3 If any of the conditions on this bid form are in conflict with any special conditions, stipulations or provisions incorporated in the bid, such special conditions, stipulations or provisions shall apply.
- 4 Bids received after the closing time and date will not be accepted and will be returned to the bidder unopened.
- 5 All bid documents must be in sealed envelopes and deposited in the Official Bid Box situated at Turbine Hall, 65 Ntemi Piliso Street, Newtown.

ACKNOWLEDGEMENT OF BID CONDITIONS

- 6 Bids should as far as possible be submitted in their entirety. Such bid documents should also comply with submission requirements as described therein and should be bound in such a way that pages will not go missing.
- 7 Tender documents may be completed electronically without altering or tampering with any of the terms, conditions, specifications, pricing schedule etc. in the tender documents. Tender documents received contrary to this requirement will be disqualified.
- 8 It is an absolute requirement that the bidders tax matters are in order. To this effect, the bidder must furnish their Tax Compliance Status Pin or CSD MAAA number for bids as requested elsewhere in the bid document.
- 9 Tenderers will be notified of any omitted, outstanding, missing and or incomplete administrative documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), authority to sign and other administrative documents that require completion and signatures. These exclude documentation on functionality, price and preference points for specific goals. In cases where locality is a specific goal and the bidder did not submit the required documentation, the tenderer upon submitting the municipal statement, lease agreement or letter from ward councilor confirming business address as per above, may not be eligible for points under specific goals if such documentation required for administrative compliance was not submitted with the tender submission.
- 10 Pricing schedule must be completed and signed in accordance with award strategy. Bids that are received contrary to this requirement will be disqualified.
- 11 Tenderer's authorized signatory to sign or initial next to the price alteration.
- 12 The evaluation on price alteration will be conducted as follows:
 - 12.1. Where the tender award strategy is to evaluate and award per item or category, the following must apply:
 - (i) If there is an alteration on the rate but no alteration on the total for the item or category, the bidder will not be disqualified.
 - (ii) If there is an alteration on the total for the item/s without authentication, bidders will only be disqualified for alteration per item or category.
 - 12.2. Where the tender award strategy is to evaluate and award total bid offer, the following must apply:
 - (i) If there is an alteration on the rate, total for the line item, sub-total/ sum brought/carried forward for the section but no alteration on the total bid offer, the bidder will not be disqualified.
 - (ii) If there is an alteration on the total bid offer on form of offer then the amount in words must be considered or vice-versa.
 - (iii) If there is an unauthenticated alteration on the total bid offer and the amount in words is not authenticated, the bidders will be disqualified for the entire tender.
 - 12.3. Where the tender pricing schedule or bill of quantities is requesting rates/price from bidder/s without providing a total, the following will apply:
 - (i) If there is an unauthenticated alteration on the unit rate/price the bidder must be disqualified.
- 13 The price will mean an amount tendered for goods or services and included all applicable taxes less all unconditional discounts.
- 14 The tender may be rejected if the tenderer does not correct or accept the correction of the arithmetical error communicated to the tenderer by Johannesburg Water. Acceptance of the correction to the arithmetic error must be in writing.
- 15 Tenderers are allowed to offer selective items (not all items as per BOQ) where applicable. Items that are left blank will be regarded as non-offered items.
- 16 Johannesburg Water reserves the right to enter into mandated negotiations to achieve cost effectiveness

ACKNOWLEDGEMENT OF BID CONDITIONS

with any one or more selected tenderers in accordance with Johannesburg Water's approved SCM procurement policy.

- 17 Notwithstanding compliance regarding any requirements of the tender, JW will perform a risk analysis in respect of the following:
- reasonableness of the financial offer
 - reasonableness of unit rates and prices
 - the tenderer's ability or financial capacity to fulfil its obligations. The financial statements will be analysed in accordance with the uniform financial ratios and industry norms. The following ratios will be used to determine the financial stability of the company: current ratio, solvency ratio, operating profit margin and cost coverage will be assessed.

The conclusions drawn from this risk analysis will be used by JW in determining whether to accept the bid offer or to reject the bid offer.

18 JW Reservations:

JW reserves the right to award contracts and tenders at its discretion on the basis of the following

- in whole or in part.
- to more than one tenderer.
- to the highest points scoring bidder.
- to the lowest acceptable tender or highest acceptable tender in terms of the point scoring system.
- to a bidder not scoring the highest points (based on objective grounds in terms of section 2 (1) (f) of the PPPFA) (where applicable).
- not to consider any bid with justifiable reasons.

SIGNATURE(S) OF AUTHORIZED PERSON

DATE:.....

Name of bidder.....

of

Name of authorized person (in block letters)

INVITATION TO BID

MBD 1

5. Invitation to Bid

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS FOR JOHANNESBURG WATER							
BID NUMBER:	JW MRD 020/24	CLOSING DATE:	08 AUGUST 2025	CLOSING TIME:	10:30		
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER ABLE TO PERFORM METER READING FOR THE GENERAL POPULATION, METER READING FOR LARGE WATER USES AND PERFORM METER AUDITS ON AN AS AND WHEN BASIS FOR PERIOD OF THIRTY-SIX (36) MONTHS						
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)							
TURBINE HALL, 65 NTEMI PILISO STREET, NEWTOWN, JOHANNESBURG, 2001							
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON	GCINA NDELA			CONTACT PERSON	PAUL JACOBS		
TELEPHONE NUMBER	011 688 1796			TELEPHONE NUMBER	011 688 6655		
E-MAIL ADDRESS	gcina.ndela@jwater.co.za			E-MAIL ADDRESS	paul.jacobs@jwater.co.za		
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER	CODE		NUMBER				
CELLPHONE NUMBER							
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA		
B-BBEE CERTIFICATE	TICK APPLICABLE BOX]		B-BBEE SWORN AFFIDAVIT		[TICK APPLICABLE BOX]		
	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No		
PLEASE REFER TO EVALUATION SECTION FOR SPECIFIC GOALS VERIFICATION DOCUMENTATION REQUIRED TO QUALIFY FOR POINTS FOR SPECIFIC GOALS							
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS							
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.							

INVITATION TO BID PART B TERMS AND CONDITIONS FOR BIDDING

MBD 1

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:

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

MBD 3.1

6. Pricing Schedule – Firm Prices MBD 3.1

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: JW MRD 020/24
Closing Time: 10:30am	Closing Date: 08 AUGUST 2025

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY
----------	----------	-------------	---------------------------

-	Required by:
-	At:
	

- *Delivery: Firm/Not firm

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.

SIGNATURE(S) OF AUTHORIZED PERSON
DATE:.....

DECLARATION OF INTEREST

7. Declaration of Interest MBD 4

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

DECLARATION OF INTEREST

MBD 4

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 directors 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:

.....

.....

DECLARATION OF INTEREST

MBD 4

4. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

.....
Signature

.....
Date

.....
Capacity

.....
Name of Bidder

DECLARATION FOR PROCUREMENT ABOVE R10 MILLION (VAT INCLUDED)

MBD 5

8. Declaration For Procurement Above R10 Million (VAT included) MBD 5

For all procurement expected to exceed R10 million (VAT included), bidders must complete the following questionnaire:

*1 Are you by law required to prepare annual financial statements for auditing?

YES / NO

**In the event the Annual Financial Statements submitted with this tender reflect that the tenderer is not required by law to have such statement audited, Johannesburg Water reserves the discretion to interpret your selection of "Yes" as a "No" and analyse it accordingly.*

1.1 If yes, submit audited annual financial statements for the past three years or since the date of establishment if established during the past three years.

.....

.....

2. If the bidder is not required by law to prepare annual financial statements for auditing, they shall be required to furnish their Annual Financial Statements -

- i. for the past three years , or
- ii. since their establishment if established during the past three years

3. Do you have any outstanding undisputed commitments for municipal services towards a municipality or any other service provider in respect of which payment is overdue for more than 30 days?

YES / NO

3.1 If no, this serves to certify that the bidder has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days.

3.2 If yes, provide particulars.

.....

**DECLARATION FOR PROCUREMENT ABOVE R10 MILLION
(VAT INCLUDED)**

MBD 5

4. Has any contract been awarded to you by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract?

4.1 If yes, furnish particulars

.....
.....

5. Will any portion of goods or services be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality / municipality entity is expected to be transferred out of the Republic?

YES / NO

5.1 If yes, furnish particulars

.....
.....

**DECLARATION FOR PROCUREMENT ABOVE R10 MILLION
(VAT INCLUDED)
CERTIFICATION**

MBD 5

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS CORRECT.

I ACCEPT THAT THE STATE MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE MBD 6.1
PREFERENTIAL PROCUREMENT REGULATIONS OF 2022**

9. Preference Points Claim Form in Terms of The Preferential Procurement Regulations 2022 -90/10

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 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The applicable preference point system for this tender is the 90/10 preference point system.

1.3 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.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
Total points for Price and SPECIFIC GOALS	100

1.5 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.

1.6 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.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE MBD 6.1 PREFERENTIAL PROCUREMENT REGULATIONS OF 2022

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 90/10 PREFERENCE POINT SYSTEMS

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

90/10

$$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest 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:

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE MBD 6.1
PREFERENTIAL PROCUREMENT REGULATIONS OF 2022**

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	Number of points allocated (90/10 system)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Business owned by 51% or more-Women	6	
Businesses located in a region within COJ/ COJ municipality	4	
TOTAL	10	

5. DECLARATION WITH REGARD TO COMPANY/FIRM

5.1 Name of company/firm.....

5.2 Company registration number:

5.3 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]

5.4 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

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE MBD 6.1
PREFERENTIAL PROCUREMENT REGULATIONS OF 2022**

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.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

.....

DATE:

.....

ADDRESS:

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

DECLARATION OF BIDDERS'S PAST SUPPLY CHAIN MANAGEMENT PRACTISES

MBD 8

10. Declaration of bidder's Past Supply Chain Management Practices MBD 8

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by municipalities and municipal entities 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 rejected if that bidder, or any of its directors have:
 - a. abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
 - b. been convicted for fraud or corruption during the past five years;
 - c. willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(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).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
4.2.1	If so, furnish particulars:		

DECLARATION OF BIDDERS'S PAST SUPPLY CHAIN MANAGEMENT PRACTISES

MBD 8

4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside 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:		
Item	Question	Yes	No
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other 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"/>
4.7.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS
DECLARATION FORM 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

11. Certificate of Independent Bid Determination MBD 9

- 1 This Municipal Bidding Document (MBD) 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 per se prohibition meaning that it cannot be justified under any grounds.
- 3 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. take all reasonable steps to prevent such abuse;
 - b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
- 4 This MBD 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 (MBD 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.

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Municipality / Municipal Entity)

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

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;

CERTIFICATE OF INDEPENDENT BID DETERMINATION

MBD 9

- (e) the submission of a bid which does not meet the specifications and conditions of the bid;
or
- (f) bidding with the intention not to win the bid.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

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.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

PROOF OF GOOD STANDING WITH REGARDS TO MUNICIPAL ACCOUNT

12. Proof of Good Standing With Regards to Municipal Account

The tenderer is to affix to this page:

- Proof that the tenderer and directors of the tenderer are not in arrears for more than 90 days with municipal rates and taxes and municipal service charges. The latest municipal account is to be attached;
- Signed copy of the valid lease agreement if the tenderer or director of the tenderer is currently leasing premises and not responsible for paying municipal accounts

Note:

1. Should the municipal statement that was submitted with the tender document before tender closing date and time be in arrears for more than 90 days at time of award, the tenderer will be requested to submit the latest municipal statement which shows that the tenderer is not in arrears for more than 90 days. If the statement at that time is in arrears for more than 90 days, the tenderer must submit before the stipulated deadline, the written proof of an approved arrangement with the municipality.
2. The proof may be a copy of the agreement or an updated municipal statement which reflects the arrangement.
3. Should this tender be considered for award of the contract, based on proof of submission and should proof of such submission be found to be invalid, erroneous or inaccurate, the tenderer will no longer be considered for the award of the contract.
4. Statement must not be older than 90 days from the closing date of this tender. Attach latest municipal account statement behind this page.
5. In cases where the director of the tenderer resides with their spouse, parent, partner or sibling the owner of the property that confirm where the director of the tenderer resides must submit an affidavit stating such and explaining the relationship. This would happen in the case where the submitted municipal statement or lease agreement is not in the name of the director of the tenderer. Note 1 will be applicable.
6. In cases where the business address of the tenderer is also the official residence of the director of the tenderer, the director of the tenderer must submit an affidavit stating such. Proof that the municipal statement is not in arrears for more than 90 days or a valid lease agreement must be submitted. Note 1 will be applicable.

RECORD OF ADDENDA

13. Record of Addenda

We confirm that the following communications received from the employer before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer.

Communications regarding the revision of this tender document can also be viewed on the following website:
www.johannesburgwater.co.za/supply chain/tenders.

Note: Tenderers are to check the JW website at least seven (7) days before the tender closing date and time for any communication in regard to the tender.

	DATE	TITLE OR DETAILS
1.		
2.		
3.		
4.		
5.		
6.		

SIGNATURE(S) OF AUTHORIZED PERSON:

NAME AND SURNAME

DATE:

SCOPE OF WORK

14. Scope of Work

14.1 GENERAL REQUIREMENTS

- i. Reading of conventional and prepaid water meters tabulated in an electronic list provided by Johannesburg Water (JW) on an as and when basis for a period of 36 months.
- ii. The total number of meters to be read shall be specified by Johannesburg Water. The number of meter readings required to be read may be increased or reduced without prior notification. All meters shall be read on as and when required basis by the successful contractor/s, on the day(s) specified in writing by JW. This will be referred to as the Reading Period.
- iii. Reading of Large Water User Meters and Performing Meter Audits, tabulated in an electronic list provided by Johannesburg Water (JW) on an as and when basis for a period of 36 months.
- iv. The nature of the contract is based on the needs of JW; thus, the contractor shall enter an as and when required contract with JW and shall ensure that the relevant resources required to perform meter reading is available. A complete list of JW areas will be provided to the contractor at the start of the contract, to allow for planning.
- v. JW shall provide the Contractor with a list of meter reading codes. The Contractor shall provide JW with the relevant reading code, identifying anomalies that may occur on site at the time of meter read or for the purpose of providing additional information. The list of codes may be amended by JW from time to time in writing.
- vi. Only meters submitted for the purpose of meter reading needs to be returned with a reading or no read reason. All new meters found on the property replacing the original meter sent on the meter reading or audit file, are to be attached on an additional file as per the required format and information reporting standards. For this to be found acceptable, appropriate codes must be used on the original meter.
- vii. Use of an electronic meter reading devices for the purpose of onsite data collection is compulsory.
- viii. The contractor shall ensure date, time stamped photographs and geo locations are recorded onsite upon collection of data. This data is to be submitted to JW in whole on an electronic file via e-mail and/or File Transfer Protocol (FTP) upon submission of the completed meter reading files.
- ix. Contractor may be requested to employ meter readers in specific townships for meter reading.
- x. Every record submitted to JW must be logged against an active user or meter reader for auditing purposes. Contractor(s) will be held accountable for the quality of information submitted to JW.
- xi. The contractor shall ensure that the required personnel to action deliverables are available i.e. Meter Readers, Supervisors, Data Administrators, System Administrators and Contract Managers.
- xii. All data obtained by or provided to the Contractor relating to the performance of services in terms of this contract shall remain the property of JW and shall be regarded as confidential. This data shall not be shared with any person not party to this contract.

SCOPE OF WORK

14.2 SOFTWARE SYSTEMS AND EQUIPMENT REQUIREMENTS

The contractor shall ensure that the available system is capable of the following:

#	Item
System Capability	
1	Uploading and downloading electronic data in the required flat-file format as specified by Johannesburg Water.
2	Data is to be submitted to Johannesburg Water in an avenue specified by Johannesburg Water.
3	Upload/Download and supply date, time-stamped photographic evidence of job cards and geo locations
System Generated Reports	
4	Completed file containing meter reading data with all required information as directed by Johannesburg Water
Equipment Availability	
5	Access to Computers
6	Access to Printers
7	Access to E-Mail Facility
8	Electronic Handheld Devices
9	System to manage the inflow and out flow of data

15 Evaluation

The tender will be evaluated and adjudicated in terms of the Municipal Finance Management Act (MFMA), Preferential Procurement Policy Framework Act, 2000, relevant Supply Chain Management Policy of Johannesburg Water (JW) and applicable Regulations.

Summary of Evaluation Stages:

STAGE 1: MANDATORY EVALUATION	STAGE 2: ADMINISTRATIVE EVALUATION	STAGE 3: FUNCTIONAL EVALUATION	STAGE 4: PREFERENCE EVALUATION
<p>Tenderer to submit all mandatory requirements under this Stage. These are criterion scored as 'pass/fail' or 'yes/no' during the evaluation process.</p> <p>A "fail" or "no" will lead to the tenderer being disqualified and may not be considered for further evaluation or award.</p>	<p>These are the applicable Municipal Bidding Documents (MBD) that the tenderer's duly authorised representative must fully complete and sign and provide administrative documents such as director's and company's municipal statement or valid lease agreements which must be valid and submitted before tender award. Should the MBD authority to sign and other administrative documents not be submitted or be incomplete, the tenderer will be given three (3) days to submit or complete them after receiving a request in writing from JW, should the tenderer not comply with requirement, the tenderer may be disqualified, and may will be considered for award.</p>	<p>Tenderers are required to achieve a minimum qualifying score as stated in the tender document to proceed to next stage. Tenderers are required to submit the required documentary evidence which will clearly enable the bid evaluation committee to evaluate as per criteria requirements. Tenderers are encouraged to complete the provided forms in full and not to write "See attached or Refer to another part of the tender submission" where information is provided.</p>	<p>The tender will be evaluated on the 90/10 preference points system according. The Specific Goals for the tender will be stated in MBD 6.1. In MBD 6.1, the tenderer must indicate how many points they are claiming for each Specific Goal and must submit all the required supporting documentation for the points to be verified and awarded by JW. The BEC will evaluate the submitted supporting documentation and confirm Specific Goal points claimed by the tenderer. Specific goals to be allocated by the BEC will depend on verification documentation submitted.</p> <p>Only tenderers that have completed and signed MBD6.1 and submitted applicable verification documents will be allocated Specific Goal points for preferencing.</p>

EVALUATION

1. Stage 1: Mandatory Evaluation Criteria:

EVALUATION CRITERIA: (GATE KEEPERS)			
#	CRITERIA	DOCUMENTARY EVIDENCE	COMPLY (YES/NO)
1.	Signed Pricing Schedule as per award and or allocation strategy		YES

NB: Bidders that fail to comply with the above mandatory requirement may not be considered further for evaluation.

2. Stage 2: Administrative Evaluation Criteria:

NO.	REFERENCE TO TENDER DOCUMENT	DESCRIPTION	REQUIREMENT
1.	Annexure	Certificate of Authority or Board Resolution Letter granting authority to sign	Complete and submit
2.	MBD 1	Invitation to Bid Form	Complete and signed MBD 1 Form.
3.	CSD	Central Supplier Database Registration	Provide proof of CSD registration. Complete MAAA number on cover page or copy of CSD report.
4.	MBD 3.1	Pricing Schedule – Firm Prices (Purchases)	Complete and signed MBD 3.1 Form.
5.	MBD 4	Declaration of Interest	Complete and signed MBD 4 Form.
6.	MBD 5	Declaration of Procurement Above R10m (All Applicable Taxes Included)	Complete and signed MBD 5 Form.
7.	MBD 6.1	Preference Points Claim in Terms of The Preferential Procurement Regulations 2022	Complete and signed MBD 6.1 Form.
8.	MBD 8	Declaration of Bidder's Past Supply Chain Management Practices	Complete and signed MBD 8 Form.
9.	MBD 9.	Certificate of Independent Bid Determination	Complete and signed MBD 9 Form.
10.	Annexure – Proof of Specific Goals	Refer to documents listed in 4.3 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission – If not submitted with the tender document points for Specific Goals won't be allocated.
11.	Annexure	Municipal Rates and Taxes for the Tenderer - Current municipal rates for the entity not in arrears by more than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear	Submit applicable documentation with the tender submission

EVALUATION

		municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document	
12.	Annexure	Municipal Rates and Taxes - Current municipal rates for the directors of the entity not in arrears by than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document.	Submit applicable documentation with the tender submission
13.	Annexure	Occupational Health and Safety Declaration form – if applicable	Occupational Health and Safety Declaration form – if applicable
14.	Annexure	Joint Venture, Consortium, or equivalent agreement– if applicable.	Joint Venture, Consortium, or equivalent agreement signed showing percentage ownership of parties – if applicable.

Tenderers will be notified of any omitted, outstanding, missing and or incomplete administrative documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), authority to sign and other administrative documents that require completion and signatures. These exclude documentation on functionality, price and preference points for specific goals.

Tenders that are received contrary to the above requirements will be disqualified after three (3) days period has lapsed.

If locality is a specific goal in MBD6.1 – the requested documentation may not be used to allocate points for specific goals.

EVALUATION

The total Weighting is 100 and the Minimum Qualifying Score is 60.

The following aspects will be considered during the functional evaluation:

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	MAX SCORE	SCORE
1.	Tenderers Experience to have a minimum of 3 years' experience in performing meter reading and/or meter audit in a public or private environment.	Supporting documents required include: • Tenderer to provide reference letter/s from their client/s indicating meter reading experience, with a combined minimum total population of 50 000 meters per month and a combined minimum of 3 years' experience. • References on client's letterhead. NB: Contactable reference letter must be completed by an authorised person where the tender was awarded. Confirming successful completion of work executed. Alternatively, the company letterhead may be provided if it complies with the functional requirements and confirms the criteria set out in the reference template. A separate form must be completed for each reference as a requirement in the evaluation criteria. The information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting in participating in any future	Experience in performing meter reading and/or meter audit in a public or private environment Less than 3 Years' experience with a minimum total population of 50 000 meters = 0 3 Years' experience with a minimum total population of 50 000 meters = 40 More than 3 Years' experience with a minimum total population of 50 000 meters = 60	60	
					0
					40
					60

EVALUATION

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	MAX SCORE	SCORE
		government tenders. The following must be completed and be available: <ul style="list-style-type: none">• Company and Contract Number where work was completed.• Years of experience conducting meter reading.• A minimum of 50 000-meter reads completed per month			
CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	MAX SCORE	SCORE
2.	Key Personnel Experience in the administration of Workflow management systems.	Tenderer to provide a CV with contactable reference and a certified copy of relevant qualifications. The attached CV template may be completed. Alternatively, a CV may be submitted provided it complies with the functional requirements. • System Administrator with 3 years' experience in the IT environment, bachelor's degree in computer science, or related field.	Sub-Criteria	40	
			Less than 3 Years' experience with relevant qualification = 0 points		0
			3 Years' experience with relevant qualification = 20 points		20
			More than 3 Years' experience with relevant qualification = 40 points		40
MINIMUM QUALIFYING SCORE				[60]	
Tenderers will be required to achieve a minimum score of ---60--- points for functionality to proceed for further evaluation on presentation and system demonstration. Failure to achieve a minimum score of 60 points for functionality will disqualify the tenderer. 100				100	

EVALUATION

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	MAX SCORE	SCORE
3.	System Demonstration Tenderer to present the meter reading system and devices in full operation on Microsoft Teams	Tenderer must present a meter reading system in full operation within their current work environment using data relevant to the tenderer. To be demonstrated by the tenderers system administrator. Demonstrate the following requirements. <ul style="list-style-type: none">• Upload a Meter Reading file.• Load a route to a mobile device.• Capture Read• Show High and Low Validation• Capture Photograph• GPS and mapping capable.• Upload reading data from device.• Download completed meter reading file.	Tenderer to present the meter reading system and devices in full operation.		
			Tenderer demonstrated. all requirements,		Yes
			COMPLIANT		No
Failure to comply with all requirements on the system demonstration evaluation will disqualify the Tenderer.					

Note: It is the Tenderer's responsibility to ensure that the Contactable Reference is contactable. A reference check with the Tenderer's reference will be done for the Tenderers that have scored the minimum qualifying score. The Contactable Reference will have 5 working days from time of request by Johannesburg Water to confirm, in writing, the information on the Contactable Reference letter. Failure to confirm the reference by the Tenderer's reference contact within the stipulated time will result in the points for contactable reference not being allocated to the Tenderer.

EVALUATION

4. Stage 4 Price and Preference Points Evaluation:

4.1 Pricing

The following aspects will be considered in the financial offer:

- a) Costing for all items as described in the Pricing Schedule and applicable Strategies
Review of financial offer and discrepancies between total and calculations.
- b) Identify any parameters that may have a bearing on the financial offer, e.g., contract period, price escalations or adjustments required and life cycle costs.
- c) The tender will be evaluated on the 90/10 preference system.

Refer to Pricing Schedule to complete the pricing.

4.2 The maximum preference points for this bid are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

Specific Goals

In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations 2022, 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.

Specific goals may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender or disability.

Race:

- I. Ownership by black people
- II. Black Designated Group:

Ownership by black people that are unemployed
 Ownership by black people who are youth
 Ownership by black people living in rural or underdeveloped areas or townships
 Ownership by black people with disabilities

EVALUATION

Ownership by black people who are military veterans
Cooperative owned by black people

Gender:

- III. Persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of gender are women. Ownership by persons that are classified as female or women according to the Department of Home Affairs of South African.

Disability:

- IV. Persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of disability are disabled persons.

Reconstruction and Development Programme (RDP) objectives as published in Government Gazette No. 16085 dated 23 November 1994 i.e.,

Local Manufacture:

- I. Promotion of procurement of locally manufactured goods in South Africa to promote job creation in light of the high unemployment rate in South Africa which has a greater impact previously disadvantaged individuals and black youth.

Locality:

- I. Promotion of procurement from local business in the geographical areas that JW operate in. This is also directed at creating employment in the areas JW operate in. The BSC may allocate points as follows:
- Promotion of enterprises located in the Gauteng Province
 - Promotion of enterprises located in a specific region within COJ (the 7 regions. A to G)
 - Promotion of enterprises located in the City of Johannesburg municipality
 - Promotion of enterprises located rural or underdeveloped areas or townships.

QSE

- I. Promotion of procurement from QSE's that are black owned.

EME:

- I. Promotion of procurement from EME's that are black own.

SUB-CONTRACTING:

Promotion of sub-contracting to a company owned by Historically Disadvantaged Individuals (HDI) individuals.

JOINT VENTURE, CONSORTIUM OR EQUIVALENT:

For Joint Venture Agreements, Consortiums or equivalent, the agreement must show percentages of ownership and work to be completed by each party. This agreement must

EVALUATION

form part of the tender submission.

To determine the Joint Venture, Consortium or equivalent score for specific goals, JW will look at the consolidated BBBEE certificate to determine the points for specific goals that will be awarded to the tenderer. If a consolidated BBBEE certificate is not submitted, the parties to the joint venture, consortium or equivalent must submit their individual BBBEE certificates issued by a SANAS accredited verification agency or the documents listed below on 4.4 and the joint venture, consortium or equivalent agreement in order for JW to determine the proportional points for specific goals.

Documentation to be provided:

- JV, Consortium, or equivalent agreement
- Consolidated BBBEE certificate issued by an SANAS accredited verification agency. Certificate must be valid
- JV, Consortium, or equivalent agreement to contain percentage ownership which will be used to determine the proportional points for specific goals.

Table Specific Goals 1:

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system)
Business owned by 51% or more-Women	6
Businesses located in a region within COJ/ COJ municipality	4
TOTAL	10

EVALUATION

4.3 The following verification documents must be submitted with the tender document:

SPECIFIC GOALS – ANY ONE OR A COMBINATION OF ANY	MEANS OF VERIFICATION THAT MAY BE SELECTED OR A COMBINATION THEREOF
Business owned by 51% or more- Women	<ul style="list-style-type: none"> Valid BBBEE Certificate issued by SANAS accredited verification agency or DTI/CIPC BBBEE Certificate for Exempted Micro Enterprises or Affidavit sworn under oath, OR CIPC registration document showing percentage of ownership and share certificate where applicable
Businesses located within the boundaries of a region in COJ, COJ municipality or in Gauteng province	<ul style="list-style-type: none"> Proof of municipal account / valid lease agreement, letter from the Ward Council confirming the business address.

4.4 The following are the requirements for the Sworn Affidavit in terms of the BBBEE Sector Codes of Good Practise:

Affidavit Prescribed Formats	Category	Financial Threshold
Generic Enterprises		
	BO QSE	Between R10m and R50m
	BO EME	Less than R10m
Sector Specific Enterprises		
	BO QSE	Between R10m and R50m
	BO EME	Less than R10m
Construction Sector Code		
	EME Contractor	Less than R3m
	BO EME BEP	Less than R1.8m
Financial Sector Code		
	BO QSE	Between R10m and R50m
	BO EME	Less than R10m
Information Communication Technology Sector Code (ICT)		
	BO QSE	Between R10m and R50m
	BO EME	Less than R10m
Marketing, Advertising & Communication Sector Code (MAC)		
> Public Relations	BO QSE	Between R5m and R10m
> Marketing, Advertising & Communications	BO EME	Less than R5m
Property Sector Code		
> Service-based	BO QSE	Between R5m and R10m
	EME	Less than R5m
> Agency-based	BO QSE	Between R2.5m and R35m
> Asset-based	EME	Less than R2.5m
	BO QSE	Between R80m and R400m
Tourism Sector Code		
	BO QSE	Between R5m and R45m
	BO EME	Less than R5m
Specialised Enterprises		
	BO QSE	Between R10m and R50m
	BO EME	Less than R10m

EVALUATION

4.5 Requirements for a valid BBBEE Certificate

- Copy of a certified valid BBBEE certificate (Only Valid BBBEE certificate must be accredited by SANAS) or valid Sworn Affidavit issued by the DTIC or the CIPC or in a similar format complying with commissioner of oath Act.
- Bidders who do NOT qualify as EME's and QSE's as outlined in 4.4, must submit B-BBEE verification certificates that are issued by an Agency accredited by SANAS.
- Bidders who fail to submit a certified copy of their valid B-BBEE certificate or valid sworn affidavit or valid DTI / CIPC B-BBEE certificate will score zero points for specific goals.

Valid Sworn Affidavits or certified copies of B-BBEE Certificate must comply with the requirements outlined in the Justices of the Peace and Commissioners of Oaths Act, no 16 of 1963 and its Regulations promulgated in Government Notice GNR 1258 of 21 July 1972 Justices of the Peace and Commissioners of Oaths Act, No. 16 of 1963. **i.e.**

- The deponent shall sign the declaration in the presence of the commissioner of oaths (COA).
- Below the deponent's signature the COA shall certify that the deponent has acknowledged that he knows and understands the contents of the declaration and the COA shall state the manner, place, and date of taking the declaration.
- The COA shall sign the declaration and print his full name and business address below his signature; and state his designation and the area for which he holds his appointment, or the office held by him if he holds his appointment ex officio.
- Copy of certified copies will not be accepted.

N.B. A tenderer failing to submit proof of specific goals claimed as per 4.3 will not be disqualified but will be allocated zero points for specific goals and will be allocated points for pricing.

4.6 Award and Allocation Strategy:

AWARD STRATEGY	<p>The awarding of this contract will follow a structured approach that ensures fairness, risk mitigation, and continuity of service delivery. Johannesburg Water (JW) aims to award the tender to the highest preference-ranking tenderer per group based on price and specific goals. To minimise operational risks, JW intends to appoint multiple contractors. This approach ensures that if one contractor is unable to deliver, the workload can be reallocated to another awarded contractor, preventing service disruptions.</p> <ul style="list-style-type: none"> Tenderers will only be awarded one group irrespective of being the highest preference-ranking Tenderer in other groups, unless Johannesburg Water cannot award a certain group to other Tenderer in which case, Johannesburg Water can then award more than one group to a Tenderer. Tenderers are therefore requested to rank their preferred group from group 1-3. Please refer to Pricing Schedule.
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EVALUATION

- Tenderers will be considered for the group tendered for and ranked.
- Allocation to a group in cases where the Tenderer is the highest preference-ranking Tender will be based on the preferred group provided by the tenderer under-pricing schedule.
- Please refer to Allocation Strategy for the Objective criteria:
- Johannesburg Water reserves the right to award a group to a Tenderer that is not the highest preference-ranking Tenderer if the highest preference-ranking Tenderer has been awarded another group.

ALLOCATION STRATEGY

The allocation of the tender will be per tenderer per group based on the highest scoring tenderer per group.

Tenderers are therefore requested to rank their preferred group from group 1-3. Please refer to Pricing Schedule. Tenderers will be considered for group number tendered for and ranked.

If the tenderer is allocated more than one group, Objective Criteria will be used to allocate the groups.

Objective Criteria:

- Tenderers will only be awarded one group irrespective of being the highest preference-ranking tenderer in other groups, unless Johannesburg Water cannot award a certain group to other Tenderers.
- Allocation to groups will be based on preferred group provided by the bidder according to the price tendered.
- Johannesburg Water reserves the right to allocate a group to a tenderer that did not score the highest preference points if the highest-ranking tenderer has been awarded to another group.

The scope of work is divided into three groups:

- Group 1 & Group 2 (similar scope of work)
- Group 3 (standalone work)

EVALUATION

Bidders may tender for all groups but must indicate their preferred group for award purposes.

A single bidder cannot be awarded more than one group to mitigate risk and ensure work is distributed among multiple service providers.

Reallocation of Work in Case of Non-Performance

If an awarded service provider fails to perform, the work will be reallocated as follows:

Scenario 1: Non-Performance in Group 1 or Group 2

- Since Group 1 and Group 2 have similar scopes, the remaining awarded service provider in the other group will be given the first opportunity to take over the work at their original awarded rates.
- If the service provider declines or lacks capacity, the work may be:
 - Allocated to the Group 3 service provider, if they meet the requirements and submitted offer/rates for the other group.

Scenario 2: Non-Performance in Group 3

- Since Group 3 is a standalone category, the first option is to offer the work to one of the existing awarded service providers from Group 1 or Group 2, provided they have the capacity, meet the requirements and submitted offer/rates for the group(group 3).
- If no existing service provider can take over, the work may be put through a new procurement process.

3. Applicable Rates for Reallocated Work

- Work that is reallocated to an existing awarded service provider will be executed at their original awarded rates to ensure fairness.
- If a new procurement process is required, new pricing will be determined through a competitive process.

Contractual Obligations & Performance Monitoring

- The awarded service provider's failure to perform will be formally documented and may lead to contract termination as per the tender conditions.

Regular performance reviews will be conducted to mitigate risk and allow for proactive intervention before reallocation is necessary.

16 Pricing Instructions

General Pricing Instructions:

- a) All price(s) shall exclude Value Added Tax at the standard rate as gazetted from time to time by the Minister of Finance in terms of the Value Added Tax Act 89 of 1991 as amended. VAT will be shown separately on the Pricing Schedule/s and included in the total.
- b) All price(s) tendered shall include the cost of all insurances, services, labour, equipment, materials, etc. and be the net price after all unconditional discounts and settlement discount have been deducted. The net price/s shall be without any extra or additional charges to JW whatsoever.
- c) A firm price tender will be required for the duration of the contract, for tender evaluation and budgeting purposes.
- d) Should the contract be based on firm prices, no adjustment of prices will be made for the duration of the contract.
- e) Should the contract be based on non-firm prices, price adjustment request including supporting documentation must be sent to JW at least 30 days before agreed adjustment interval. The agreed formula in the Pricing Adjustment formula will form the basis of the negotiation.
- f) Unconditional discounts will be taken into account for evaluation purposes but conditional discounts will not be taken into account for evaluation purposes.
- g) Estimated quantities provided in the Scope of Work are purely for evaluation purposes only and does not provide any indication of the required quantities of product/s for the duration of the contract by JW and does not provide any guarantee to the contractor whatsoever in terms of quantities required. Pricing for any additional work that may arise on the project, outside of the defined Scope of Works, will be as per price in the pricing schedule of additional work, but written approval will still be required before any additional work is carried out by the Service Provider/Contractor.
- h) All pricing quoted in the Pricing Schedule/s shall be in South African Rand (ZAR) and rounded off to two decimals.
- i) The Pricing Schedule has to be completed in black ink and the Tenderer is referred to the Acknowledgement of Bid Conditions in regard to arithmetical errors and alterations, and the handling thereof.
- j) Time based fees shall be calculated by multiplying the provided unit cost rate with the actual time spent by the applicable personnel in rendering the service required by the Employer.
- k) Lump sum prices or rates shall not be adjustable with regard to changes in the law for the duration of the Contract Period of Performance.
- l) The Service Provider shall pay all taxes, duties, fees, levies and other impositions without separate reimbursement by the Employer.
- m) All activities or tasks shall be invoiced on a monthly basis, based on work successfully completed and accepted by the Employer.
- n) Any changes to the pricing schedule on the issued tender document will result in elimination, the Tenderer can however indicate in the qualifications any alternatives that they might want to offer.
- o) Pricing in full for rates-based rates contract, the tenderer must price for year 1, year 2 and year 3.

PRICING DATA

Alterations

The evaluation on price alteration will be conducted as follows:

Where the tender award strategy is to evaluate and award per item or category, the following must apply:

- (i) If there is an alteration on the rate but no alteration on the total for the item or category, the bidder will not be disqualified
- (ii) If there is an alteration on the total for the item/s without authentication, bidders will only be disqualified for alteration per item or category.

Where the tender award strategy is to evaluate and award total bid offer, the following must apply:

- (i) If there is an alteration on the rate, total for the line item, sub-total/ sum brought/carried forward for the section but no alteration on the total bid offer, the bidder will not be disqualified.
- (ii) If there is an alteration on the total bid offer on form of offer then the amount in words must be considered or vice-versa.
- (iii) If there is an unauthenticated alteration on the total bid offer and the amount in words is not authenticated, the bidders will be disqualified for the entire tender.

Where the tender pricing schedule or bill of quantities is requesting rates/price from bidder/s without providing a total, the following will apply:

- (i) If there is an unauthenticated alteration on the unit rate/price the bidder must be disqualified.

NB: The quantities provided in the tender are only estimates and do not constitute a guaranteed commitment to the tenderer. The contract awarded to the successful service provider will be structured as a rates-based agreement, where payments will be made on a per-unit basis rather than a fixed total quantity. The contracted rates will be all-inclusive, covering all associated costs. The inclusion of estimated quantities in the tender document serves solely for evaluation and comparative analysis purposes and does not represent a commitment to procure those exact quantities. This approach allows the evaluation committee to fairly assess and compare the pricing structures of different bidders under a uniform baseline, ensuring that all proposals are evaluated on an equal footing. Since the contract is rates-based, the actual quantities procured will depend on operational needs, budget availability, and demand fluctuations over the contract period.

PRICING DATA

17 Pricing Schedule

The Tenderer must indicate the region which they will be willing to render the services to by indicating the preferred schedule in terms of ranking from 1 to 3 below. Tenderers to provide pricing for all Groups, regardless of preference.

OPERATIONAL AREA'S			
MAIN SCHEDULE	SUB REGIONS	TOWNSHIPS	PREFERRED GROUP RANKING
Group 1	Meter Reading	General regions and areas below. Estimated 2 160 000-meter reading population to be allocated annually . Region A- Fourways, Midrand, Ivory Park and Diepsloot Region B- Emmerentia, Randburg, Bergbron, Bryanston and Newclare Region F- JHB Central, City Deep, Benrose and Glenvista	
Group 2	Meter Reading	General regions and areas below. Estimated 1 800 000-meter reading population to be allocated annually . Region C- Northwold, Allen's Nek, Honeydew, Roodepoort and Fleurhof Region D- Klipspruit, Protea Glen, Noordgesig and Orlando Region E- Sandton, Alex, Greenstone, and Illovo Region G- Naturena, Eldorado Park, Ennerdale and Lenasia	
Group 3	Meter Reading - Large Water Users and Meter Audits	Large Water User and Meter Audit areas below. Estimated 170 000 Large Water Users and 120 000 Meter Audit-meter reading population to be allocated annually . Region A- Fourways, Midrand, Ivory Park and Diepsloot Region B- Emmerentia, Randburg, Bergbron, Bryanston and Newclare Region F- JHB Central, City Deep, Benrose and Glenvista Region C- Northwold, Allen's Nek, Honeydew, Roodepoort and Fleurhof Region D- Klipspruit, Protea Glen, Noordgesig and Orlando Region E- Sandton, Alex, Greenstone, and Illovo Region G- Naturena, Eldorado Park, Ennerdale and Lenasia	

PRICING DATA

SCHEDULE 1- GROUP 1 – METER READING

Year	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITIES	COST PER METER Excl. VAT	TOTAL COST PER ANNUM EXCL. VAT
Year 1	Meter Reading	2 160 000	R	R
Year 2	Meter Reading	2 160 000	R	R
Year 3	Meter Reading	2 160 000	R	R
TOTAL COST				R

SCHEDULE 2 – GROUP 2 - METER READING

Year	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITIES	COST PER METER Excl. VAT	TOTAL COST PER ANNUM Excl. VAT
Year 1	Meter Reading	1 800 00	R	R
Year 2	Meter Reading	1 800 00	R	R
Year 3	Meter Reading	1 800 00	R	R
TOTAL COST				R

SCHEDULE 3 – GROUP 3 – METER READING - LARGE WATER USERS AND METER AUDITS

YEAR 1

ITEM NO:	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITIES	COST PER METER Excl. VAT	TOTAL COST PER ANNUM Excl. VAT
1	Meter Reading - Large Water Users	170 000	R	R
2	Meter Audits	120 000	R	R
TOTAL COST				R

PRICING DATA

YEAR 2

ITEM NO:	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITIES	COST PER METER Excl. VAT	TOTAL COST PER ANNUM Excl. VAT
1	Meter Reading - Large Water Users	170 000	R	R
2	Meter Audits	120 000	R	R
TOTAL COST				R

YEAR 3

ITEM NO:	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITIES	COST PER METER Excl. VAT	TOTAL COST PER ANNUM EXCL. VAT
1	Meter Reading - Large Water Users	170 000	R	R
2	Meter Audits	120 000	R	R
TOTAL COST				R

PRICE SUMMARY

SUMMARY – GROUP 1

Year	COST PER METER (Excl. VAT)	TOTAL COST ANNUAL (Excl. VAT)	<u>VAT@15%</u>	TOTAL COST (INCL. VAT)
Year 1	R	R	R	R
Year 2	R	R	R	R
Year 3	R	R	R	R
TOTAL COST		R	R	R

PRICING DATA

SUMMARY – GROUP 2

Year	COST PER METER (Excl. VAT)	TOTAL ANNUAL VAT)	COST (Excl. VAT@15%	TOTAL COST (INCL. VAT)
Year 1	R	R	R	R
Year 2	R	R	R	R
Year 3	R	R	R	R
TOTAL COST		R	R	R

SUMMARY – GROUP 3

SUMMARY – METER READING - LARGE WATER USERS

Year	COST PER METER (Excl. VAT)	TOTAL ANNUAL VAT)	COST (Excl. VAT@15%	TOTAL COST (INCL. VAT)
Year 1	R	R	R	R
Year 2	R	R	R	R
Year 3	R	R	R	R
TOTAL COST		R	R	R

SUMMARY – METER AUDITS

Year	COST PER METER (Excl. VAT)	TOTAL ANNUAL VAT)	COST (Excl. VAT@15%	TOTAL COST (INCL. VAT)
Year 1	R	R	R	R
Year 2	R	R	R	R
Year 3	R	R	R	R
TOTAL COST		R	R	R

SUMMARY – GROUP 3

Year	TOTAL COST ANNUAL (Excl. VAT)	VAT@15%	TOTAL COST (INCL. VAT)
Year 1	R	R	R
Year 2	R	R	R
Year 3	R	R	R
TOTAL COST	R	R	R

Tender prices must include all transport, labour, security, reporting and any equipment required.

The contract that will be entered into with the service provider is a rates-based contract and will be a rate per unit. **The quantities on the specifications are estimated and are not guaranteed to the Tenderer.** The estimated quantities multiplied by rates offered will assist Johannesburg Water determine preference ranking. The rates that will be contracted are all inclusive.

SIGNATURE(S) OF AUTHORIZED PERSON

NAME OF BIDDER

NAME OF AUTHORIZED PERSON IN BLOCK LETTERS

BID NUMBER:



a world class African city



CONTACTABLE REFERENCE

18 Contactable Reference Letter

To Johannesburg Water (SOC) Ltd

I, the undersigned being duly authorized to do so, hereby furnish a reference to Johannesburg Water relative to the
**APPOINTMENT OF SERVICE PROVIDER ON AN AS AND WHEN BASIS ABLE TO PERFORM METER READING
ON AN AS AND WHEN BASIS FOR PERIOD OF THIRTY-SIX (36) MONTHS**

Name of Tenderer:

Description of Services provided in terms of scope.

Conduct meter reading	YES	NO	Number completed per month	#

Duration: Year-Month-Day when the Services were provided

Start date (Year- Month -Day) when the above was provided:/...../.....

End date (Year- Month -Day) when the above was provided:/...../.....

Contract/Project Value:

Name of authorised person from Tenderer:

Signature: Date

Telephone/Mobile:

Email:

Completed on behalf (Name of Client)

NB: This document must be completed by the referee / client and included in the tender submission. Alternatively, the client's letterhead may be used for this purpose provided it complies with the functional criteria requirements as stated on this template. A separate form must be completed for each reference as required in the evaluation criteria. Information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting and restriction from participating in any future government tender.

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Contract/Project Value:

Name of authorised person from Tenderer:

Signature: Date

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19 Curriculum Vitae

CURRICULUM VITAE OF KEY PERSONNEL

Name:		Date of birth:	
Profession:		Nationality:	
Qualifications:			
Professional Registration Number:			
Name of Employer (firm):			
Current position:		Total Months Relevant Experience:	
<u>Employment Record:</u>			
<u>Experience Record Pertinent to Required service:</u>			
START DATE dd month year	End DATE dd month year	ROLE WHICH PROVES RELEVANT EXPERIENCE	
Contactable Reference			
Name and Surname:		Position:	
Contact Number:		Email:	

Certification:

I, the undersigned, certify that, to the best of my knowledge and belief, this data correctly describes me, my qualifications, and my experience.

Signature of person named in the schedule

Date _____

20 Meter Reading Codes

Code	Description	Code	Description
A02	Meter Number Duplicate	T01	Cover Seal Broken/Missing
A03	Transposed Meters	T02	Glass Cover Broken
A04	Number of Dials Differ	T03	Dial Faded/Frosted
A05	Reading Supplied by Customer	T04	Meter suspected stopped
A06	Meter Supply Disconnected	T06	Meter damaged
A07	Borehole	T07	Meter leaking on JW's side
A08	Meter Removed / RTS	T08	Meter Leaking on Consumer's side
A11	Meter not in use	T09	Meter flooded
A12	New Meter Installed	T10	Meter noisy
A15	Fire hydrant	T11	Meter Box Lid Jammed
C04	Vacant Land	T12	Meter box lid/cover broken/missing
C08	No Consumption - Confirm Cutoff (level 1)	T13	Meter to be raised
C10	Building Vacant	T14	Meter to be moved to pavement
C13	Prepaid Meter Found	T15	Meter bypassed
N01	Property locked	T16	Tampering - Suspected/Actual Evidence/Seal Broken
N02	Entry Refused	T17	No meter - straight through
N04	Meter Obstructed by Vehicle	T18	Meter installed face down/twisted
N05	Dog Prevented Meter Reader Access	T19	Meter installed backwards (reversing)
N06	Meter Obstructed by Street Vendor	T26	Bees in Meter Box
N07	Unable to Locate Meter		
N08	Meter Obstructed		
N09	Meter Cabinet Door Locked/Jammed (Consumer)		
N10	No Access		
N11	Chamber Flooded		
N12	Unable to locate property address		
N15	Meter not read		

21 Special Conditions

Johannesburg Water (JW) hereby intends, through this tender to appoint a contractor to render water meter reading and audit services. The successfully appointed contractor must agree to render their services on the terms and conditions of this tender. The appointment shall not create an employment contract or relationship. The Contractor therefore shall not be entitled to any benefits, which the employees of JW may contractually, or in equity be entitled to. JW reserves the right to award the tender to one or more tenderers. The Contractor will be required to read conventional and/or prepaid water meters on the property. JW retains the discretion to reallocate awarded groups, based on performance shortfalls of appointed tenderers, identified by the management of agreed SLA, to ensure the best outcomes for service delivery.

1. DEFINITIONS

1.1.1 "Business Day"	Shall mean any day of the month including Saturday and Sunday, excluding public holidays in the republic of South Africa
1.1.2 "Confidential"	Shall mean any information, data documents or material concerning or relating to the Business of JW or JW's customer(s).
1.1.3 "Normal Reading"	Shall mean monthly meter readings in billing portions as stipulated in the billing schedule.
1.1.4 "Date of Delivery"	Shall mean the date stipulated in the contract for the delivery of the services
1.1.5 "Price"	Shall mean price or prices tendered by the Contractor and accepted by JW for the execution of the Contractor attached.
1.1.6 "Period of Contract"	Shall mean 36(thirty-six) months from the date stipulated in the Letter of Acceptance.
1.1.7 "JW"	Shall mean Johannesburg Water (State Owned Company) Limited a company duly incorporated with limited liability according to the Laws of the Republic

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- of South Africa with the Registration number 2000/029271/30
- 1.1.8 “The Contractor” Shall mean the tenderer whose tender has been accepted to render the required service in terms of the conditions of the Contract and at the price accepted
- 1.1.9 “Normal Region” Shall mean the billing region contained in the Billing schedule. The alternate shall be considered as ad hoc files.
- 1.1.10 “The Parties” Shall mean JW and/ or the Contractor.
- 1.1.11 “Customers” Shall mean a person/s who uses and or benefits from the provision of water provided by JW.
- 1.1.12 “Month” Shall mean a period of one month according to the Gregorian calendar commencing with the first day of that month
- 1.1.13 “VAT” Shall mean Value Added Tax in terms of the Value Added Tax Act 89 of 1991, as amended.
- 1.1.14 “Service” Shall mean the services to be rendered by the Contractor in terms of this agreement (including the annexure hereto) for reading of water meters. This consists of normal reading and audited meter reading.
- 1.1.15 “Commencement Dates” Shall mean the date upon which the service tendered for commences.
- 1.1.16 “This Agreement” Shall mean this agreement as well as annexures.
- 1.2 The headings of the clause in this tender are of the purpose of convenience and reference

only and shall not be used in the implementation of nor modify nor amplify the terms of the tender nor clause thereof.

1.3 Unless a contrary intention clearly appears, words importing anyone gender include the genders, the Singular includes the plural and vice versa, and natural persons include created entities (corporate or incorporate) as well the state and vice versa.

1.4 The following documents shall be provided to the successful tenderer, namely:

1.4.1 Annexure “A” – The Billing Schedule

1.4.2 Annexure “B” – The Text File

1.4.3 Annexure “C” – Meter Reading Codes

1.5 Where figures are referred to in numerals and in words and there is any conflict between the two, the words shall prevail.

1.6 When several days is prescribed such number of days shall exclude the first and include the last Day unless the last day falls on a Public Holiday in the Republic of South Africa, in which case the last day shall be the next succeeding day which is not a Public Holiday in the Republic of South Africa.

2. COMMENCEMENT, DURATION, COMPLETION, ALTERATION AND TERMINATION OF THE AGREEMENT

2.1 Commencement and Completion

This contract once awarded shall commence on the commencement date and shall not extend beyond the final date. The services shall be commenced and completed at the times agreed upon between the parties subject to extensions in accordance with the agreement.

2.2 Delays

If the services are delayed or impeded by JW or by acts or omissions outside the reasonable control of the contractor to increase the amount or duration of the services

2.2.1 The Contractor shall inform JW of the circumstances and of the probable effects.

2.2.2 Any increase in the time allocated for the completion of the services shall be negotiated between the parties.

2.3 Force Majeure

Neither party shall be liable for any delays or failure to perform due to force majeure. In the

event of

Force majeure it is agreed that, of the party gives notice of such situation to the other party within

Two weeks after the occurrence of such situation. The parties' obligation in terms of the agreement

May be suspended by mutual consent if the inability to perform continues due to the situation.

2.3.1 In the event of such suspension of such obligation of the Contractor, it shall be entitled to an extension for the completion of its obligation proportionate to the delay caused by such force majeure.

Should JW give the Contractor notice in terms of clause 18 below for the resumption of the service, the Contractor shall resume the performance of the services in terms of the agreement as soon as is reasonably practical.

2.3.2 ABANDONMENT, SUSPENSION OR TERMINATION BY NOTICE OF

JW shall be entitled to terminate this agreement without penalty if the contractor cannot perform in terms of this agreement or to meet any of the expectations as set out in the scope of work at the cost provided.

2.3.3 DELIVERABLE

- 2.3.3.1 The billing schedule contains *inter alia* information on all the meters to be read, the number of meters to be read, the date on which such meters are to be read, the date on which the information obtained from the meters read are to be furnished to JW.
- 2.3.3.2 The Contractor shall perform the reading of the Meters on Handheld Data Capturing devices (HHU) that are GPS enabled, allowing for photographic evidence and GPS co-ordinates to be collected and collection of Customer technical data tabulated in an electronic list, provided by JW or such other agreed upon list provided by JW. These Meter readings will be known as normal Meter readings.
- 2.3.3.3 The text file (which is the upload and download of information) contains *inter alia* information on each meter to be read in an area, records of the meters to be read which shall specify the location, meter numbers, property address and the number of the meters to be read and the layout of the meters to be read

and those codes not referred to in JW read codes. The information furnished by JW is referred to as the download. Such information is downloaded from JW's system. The information supplied by the Contractor to JW after it has read the meters is referred to as the upload.

2.3.3.4 The Contractor acknowledges and accepts that:

- The meter information supplied by JW is only a guide and may not be the same meter on site for the specific property. The Contractor shall complete and return the text file with the information in relation to the meter on site for the specific property as specified in the upload file.
- The property address supplied by JW may not be accurate and the Contractor must use this information as a guide. This, together with the stand information and a GIS map of the stand must be used to locate the specific property and thereafter the meter supplying that property.
- The Contractor shall record the reading of each meter read in the format provided by Johannesburg Water.
- The Contractor shall complete and return the text file with the information as specified in the upload file, to JW after having read the meters.
- The Contractor shall supply to JW information on the meter make and size of each meter read in the format of a code.
- The Contractor is to supply JW with photographic evidence of all data submitted.
- The total number of Meters to be read shall be specified by JW as and when required. The number of Meter readings required to be read might be increased or reduced without prior notification by JW to the Contractor. All Meters shall be read as and when required on the day specified in writing by JW.
- The aforesaid information shall be provided in a format specified by JW and furnished to JW by electronic means specified by JW.
- JW shall provide the Contractor with a list of Meter reading codes. The meter reading codes is to be used by the Contractor in rendering the service in terms of this agreement. The Contractor shall provide JW with the relevant code under circumstances where a meter reading could not be obtained.

2.3.4 CODE OF CONDUCT FOR METER READERS

- Meter readers should be dressed in uniform for the customer to allow them into their property to read the meter. The uniform should have their company logo in the front right and JW/COJ logo at the front left side if the uniform shirt, jacket, or reflector vest.
- The meter readers should be able to display their ID cards to the customer carrying their company's telephone numbers for the customer to verify the company.
- The contractor shall be responsible for the recall and destruction of all branded gear issues to their employees, upon termination of employment or completion of the contract.
- The successful tenderer/s are to submit a code of conduct, approved by directors of the company.
- The contractor shall be required to provide adequate security to ensure the safety of its staff

3. Data Clean Up

Any incorrect, erroneous or inaccurate information furnished to the contractor by JW must be brought to the attention of the Meter Reading Manager of JW or delegated JW representative by the contractor at the same time as the text file is returned to JW.

The Contractor shall supply to JW information such as the condition of the inclination of the meter installation.

JW shall notify the contractor when the billing system file layout has been changed.

4. Standard of Service

4.1 The contractor shall exercise all reasonable care, diligence, and skill in performing its obligations under the agreement. The Contractor shall carry out the services in conformity with JW Policy and sound professional practices and standards.

4.2 The Contractor shall notify JW if it appears that:

- 4.2.1 in view of the information that has come to light that the services required revision for any reason whatsoever.

4.2.2 that the customer has tampered or is tampering with the meters.

4.3 If for any reason the Contractor finds it incapable of completing the services as described, it will notify JW immediately, stating in full its reason.

4.3.1 The Contractor shall accept the responsibility for any breach of professional duty by reason of any error, omission or neglect occurring or committed by the Contractor in connection with the service performed by it.

4.4 Reports, Documents, and Information

4.4.1 The Contractor shall not publish documents, make statements, or distribute information related to the services without JW's consent.

4.4.2 The Contractor shall provide JW monthly with an activity report with the following information:

- I. A report on the routes of the meters that have been read.
- II. The number of meters read per route, the number of meters not read, all flag, status, "cannot be read" and "read" codes.
- III. A separate report indicating which meters were read in previous month and were not read in current month and the reason thereof,
- IIII. Any other relevant information as stipulated by JW.

4.5 Record

The Contractor will provide to JW on the day specified with the text file that includes the following report:

- 1) Number of meters read and where required the "Read code".
- 2) Number of meters not read with the "no read code".
- 3) The average reading-time

4.6 JW's Property

Anything supplied or paid for by JW for the use of by the Contractor shall be the property of JW and where practical shall be so marked. When the services are completed or terminated, the Contractor shall furnish inventories to JW of what has not been consumed in the performance of the services and shall deliver it as directed by JW.

4.7 Conflict of Interest

4.7.1 Unless otherwise agreed to in writing by JW, the Contractor, its personnel, and staff shall not during the currency of this agreement have any interest in nor receive remuneration in connection with the rendering of the service except as provided for in this agreement, nor will it render advice nor render any service to any other party other than JW in respect of the services.

4.7.2 Neither the Contractor nor any of its personnel or any of its staff shall knowingly engage, either directly or indirectly, in any business or professional activities in the Republic of South Africa which may conflict with the rendering of the service pursuant to this agreement.

5. Transport, Equipment and Facilities

JW shall not be responsible to provide or place at the disposal of the Contractor any transport, vehicles, technical equipment, accommodation or services or anything else required for the proper execution of its duties in terms of this agreement. The Contractor must arrange and provide for everything necessary for the rendering of the service in terms of this agreement, including the purchase and use of reliable Meter Reading Handheld devices.

6. Methods of Reading Meters

6.1 Meter Reading Regions

6.1.1 The meter reading shall be performed on a date specified by JW for a given region as and when required.

6.1.2 The Contractor shall perform the meter reading process according to the reading schedule. JW shall not later than 30 days prior to the reading date of the region, provide the Reading Schedule to the Contractor.

6.1.3 The Read Schedule will indicate for each working day of the month, the days region to be read.

6.1.4 In the event the contractor encounters difficulties to read the meters on a specific day, the contractor may propose amendments to the reading schedule not later than 8 working days before the meter reading starts. The amendments cannot exceed 2

days compared to the scheduled day. Amendments must be approved by JW not later than 4 working days before the meter reading portion starts. Should approval not be given within the aforesaid 2 working days, the amendments shall be deemed not approved.

6.2 Meter Reading Routes and Sequence

6.2.1 JW shall provide the Contractor with the text file containing the meters to be read as well as the stand numbers and townships at which such meters are situated.

6.2.2 The Contractor shall determine the sequence and route of each meter to be read in a specific area in the most efficient and cost-effective manner.

6.2.3 The Contractor shall record the abovementioned reading sequence and route in the upload file and maintain such route. The Contractor shall deliver such reading sequence and route with the updates to JW with every billing region submitted to JW.

6.3 Verification and Error Report

Before the Contractor uploads any meter reading information onto JW's system all exceptions, clock overs, readings yielding consumptions higher or lower than specific values set as parameters by the Contractor, shall be verified by the Contractor's supervisory staff.

Where no meter reading could be obtained or where conditions existed preventing the meter reading being obtained, then the "can't read" code or "reading" code as specified by JW must be supplied by the Contractor in the text file to JW.

7. Control of the Contractor

7.1 Payment of Invoice/s for Meter Readings

JW only pays for actual meter readings and certain "no read codes" where a meter site was visited but no reading could be obtained.

7.1.1 The "No Read Codes" correlating to the reasons below are the codes that JW does not pay for:

- a) Property Locked
- b) Entry refused.
- c) Meter Obstructed by vehicle.

- d) Presence of Dogs preventing access to property
- e) Meter Obstructed by Street Vendor
- f) Unable to Locate Meter
- g) Meter not Read.
- h) Meter covered/obstructed.
- i) Unable to locate property/address.

7.1.2 Payment of invoices on the contract will be made as follows:

- a) Payment will be effected within 30 days on receipt of invoice received from the Contractor by JW on condition that:
- b) Invoice(s) are correct.
- c) The services rendered were acceptable to JW.
- d) The price reflected on the invoice(s) corresponds with the tendered price.
- e) JW agrees with the number of meters downloaded, the number of meters on the upload file, number of meters read, number of meters not read with the reason provided and applicable penalties, if any, are reflected on invoice.
- f) Photographic evidence, GPS co-ordinates and Change meter information is furnished to JW as specified in the "Scope of service".
- g) The Particulars of the Contractor on the invoice corresponds with the particulars of the Contractor contained in this Agreement.
- h) Information related to Audit Readings as specified by JW is submitted to JW in accordance with the "Scope of Work".

7.2 Disputed Invoices

- 7.2.1 If any item or part of an item in an invoice submitted by the Contractor is disputed by JW, JW shall give prompt notice with reasons and shall not delay payment on the remainder of the invoice, provided the Contractor provides JW with a new invoice for

the remainder. The disputed part of the invoice will only be paid once the dispute is resolved and upon receipt of rectified invoice.

8. Penalties

8.1 Incomplete Text Files/submission

A text file is complete when all the information required to upload the system of JW is supplied by the Contractor. Such information shall include the same records as the download file with the reading and or the fault codes, the meter reading date, the meter reading time and the meter reading code. A text file is also regarded as incomplete if the file format is not correct. JW shall not accept incomplete text files and would disregard such files and thus would regard the text file as being not delivered.

Late or non-submission of complimenting information/data such as photographic evidence, GPS co-ordinates and change meter data shall also be deemed as an incomplete submission. This data shall be held to the same standard as the text file in terms of quality and applicable penalties.

8.2 Late Delivery

The text file containing the information to be uploaded by JW onto its system and being complete in terms of 8.1 above, should be delivered to JW no later than 12H00 on the due date as stipulated on the approved Billing schedule. The actual delivered date and time refers to the date and time that JW indicates the file was received.

The Contractor must get confirmation from JW, of the delivery of the file within 30 minutes of issue. If delivery of the file cannot be confirmed, the Contractor must hand deliver a soft copy of said file to JW within 2 (two) hours after the delivery deadline as per the Billing schedule of said file. The Contractor needs to ensure that contingency measures are in place in times of power failures, IT related problems, staffing problems, etc, so that the deadline is adhered to.

If a text file is delivered after the delivery date and time, JW may institute poor performance action, which may result in a penalty being applied to such file being:

- I. 5% non-payment of such file for every hour after 12h00 the file is delayed where file is delivered on same date as delivery date,
- II. 50% non-payment of such file if delivered the day after the delivery date,



Johannesburg Water

Registration No: 2000/029271/30

**JOHANNESBURG WATER (SOC) LIMITED
BID SPECIFICATION COMMITTEE**

19 MARCH 2025

- III. 100% non-payment of such file if delivered two (2) days after the delivery date.

8.3 Erroneous Readings

JW reserves the rights to audit the Contractor. A penalty will apply on the monthly invoice submitted by the Contractor in the following cases:

- Incorrect Reading provided.
- A covered meter code is used by the Contractor, yet JW received a meter reading for the same property and meter as stipulated on the download file within 2 (two) weeks, before or after the read date provided by the Contractor.
- Not reporting an anomaly that leads to non-registered water consumption.
- Incorrect or inconsistent use of no read codes.
- Providing a “no read” code when meter could be read.
- Transposing of meter readings or meter numbers

For such proven error/s a penalty will apply as follows:

- I. 25 times the service fee per identified error
- II. 100 % of the meters on a download file should be read. If less than 98% of the meters in the issued population are read, JW shall pay 85% of the invoice price for that specific download file.
- III. At least 100% of the meters on an Audit Reading list should be read. If less than 95% of the meters in the check reading are read, JW shall pay 85% of the invoice price for that specific list.

JW views the falsifying of readings in a serious light. JW reserves the right to summarily terminate the Agreement if such action is detected. The application of penalties is for both conventional and pre-paid meter types.

The amount of the penalty and the percentage of acceptable unread meters will be revised every year for the duration of the contract. In the event of events beyond the control of the contractor, exceptions will be considered regarding penalties by Senior Management.

9. Incentive

If more than 97% of the meters in an “Upload file” are returned with billable actual reading, JW will pay an incentive of 10% of the invoice price.

If 95% of the meters in an Audit Reading File are returned with billable actual reading, JW will pay an incentive of 10% of the invoice price.

10. Personnel

10.1 The Contractor shall appoint only competent, experienced, and reliable staff for the execution of the service, meaning staff with years of experience as set out in the evaluation criteria.

10.2 JW reserves the right to require the Contractor to recall any of the latter staff members whose services do not meet JW requirements. Such requirements shall be stated in writing together with the reasons thereof. In the case of illness and absence from work of any contractor's staff members more than one month, the contractor shall replace him/ her with another staff member of at least an equivalent qualification and relevant experience.

10.3 Should the Contractor have to replace or withdraw any of its staff during the contract period for any reason whatsoever, any cost related thereto shall be borne by the Contractor and JW will not accept any drop in performance due to this.

10.4 The Contractor's staff will be required to conduct themselves in a proper manner when dealing with JW's customers and shall not solicit compensation nor accept any favours, bribes, or compensation of any kind whatsoever from any JW's customers. The Contractor's staff shall under no circumstances tamper with any of the JW's meters or meter installations. Any staff member of the Contractor who is found guilty of any misconduct in terms of this agreement shall be withdrawn from performing the service and criminal charges will be laid against him/her.

10.5 The personnel and staff employed by the Contractor shall always carry identification cards authenticating them as employees of the Contractor which is rendering a service to JW when executing its duties in terms of this agreement. Such identification must be presented to any customer of the client on demand.

10.6 The Contractor must have established business premises within the City of Johannesburg or closest neighbouring Cities, from which it operates and the necessary management skills with experience in managing a labour-intensive operation. The Contractor shall ensure that all Meters are read using appropriate handheld devices, linked to an applicable software management system that is able to validate all meter readings, providing the Contractor appropriate exception reports that will be attended to and validated by

Contractor's supervisory staff before sending meter reading file to JW, thus ensuring quality in information sent.

10.7 The Contractor must provide adequate on-site supervision of meter readers.

10.8 The contractor shall only use trained and experienced staff in the execution of its duties in terms of this contract and in meter reading work.

10.9 The contractor must have the necessary infrastructure and enough experienced staff to be in position to deal with JW's queries relating to meter readings.

10.10 The Contractor warrants that it has the capacity in terms of personnel and staff to daily read the volume of meters as specified in terms of this agreement.

11. CONFIDENTIALITY

Under no circumstances shall any information pertaining to JW's customer database be sold, made available, divulged or in any manner whatsoever be communicated to any third party without the written approval of the Managing Director of JW.

The terms of this agreement and any information or data obtained by the Contractor arising out of this agreement, or from the performance of the services in terms of this agreement, shall be treated as strictly confidential and shall not be divulged by the Contractor to any person not being a party to this agreement.

12. LAIBILITY AND INSURANCE

The Contractor shall obtain third party insurance cover for a minimum of R3 000 000.00 to indemnify JW against any claim for death, injury, damage, or loss which, may arise out of or in consequence of the execution of this contract and against all claims, demands, proceedings, damages, costs, charges, and expenses whatsoever in respect thereof.

The Contractor shall be liable for any loss or damage, whether special, direct, or indirect and whether arising in contract, indirect or otherwise to JW for or in connection with the services to the extent that it has arisen from any negligent or wilful wrongful act of the Contractor or its personnel or staff in the performance of the service.

13. INDEMNITIES BY THE CONTRACTOR

13.1 The Tenderer /Contractor acknowledges that certain areas in which conventional or prepayment water meters are to be read are known as hazardous areas. In these areas the Tenderer / Contractor is required to undertake reasonable, adequate and safety precautions



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to prevent foreseeable personal injury to persons and property encountering the hazardous areas.

13.2 Johannesburg Water shall not be liable to the Tenderer / Contractor for loss of profit, loss of any contract or for any indirect loss or damage which may be suffered by it in connection with the services rendered in terms of the Tender / Contract. Indirect loss shall include, but not limited to, for the purpose of this clause loss of profits, loss of use, loss of production, loss of business or loss of business opportunity.

13.3 The Contractor shall indemnify and hold harmless Johannesburg Water, Johannesburg Water 's Personnel, and their respective agents, against and from all claims, damages, losses, and expenses (including legal fees and expenses) in respect of:

(a) bodily injury, sickness, disease, or death of any person whatsoever employed on or in connection with the Contract and the rendering of the services; and

(b) damage to or loss of any property real or personal, arising out of or during or by reason of the Tenderer / Contractor rendering the service, the execution and completion of the services and the remedying of any defects, unless attributable to any negligence, wilful act or breach of the Contract by Johannesburg Water, Johannesburg Water 's Personnel, or any of their respective agents

13.4 It is specifically recorded that nothing contained in this agreement shall be deemed to constitute the Contractor as the partner or agent or employee of JW and the Contractor shall not be entitled to hold himself out as such or to bind JW to any obligation with third parties or to pledge the credit of JW and the contractor shall be obliged to notify a third party such, as and the Contractor accordingly indemnifies JW against any loss, damages or expense suffered by JW arising from or caused by such actions of the Contractor. This provision shall survive the termination of this agreement for any reason.

14. BREACH

If any party breaches any material term of this agreement (other than those which contain their own remedies or limit the remedies in the event of a breach thereof) and fails to remedy such breach within 14 days of receipt of written notice requiring it to do so (or if not reasonably in the circumstances, provided that the party in breach furnishes evidence within the period of 14 days reasonably satisfactory to the other party, that it has taken whatever steps are

available to it to commence remedying the breach) then the aggrieved party shall be entitled, without notice and in addition to any other remedy available to it in law or under this agreement, including obtaining an interdict, to cancel this agreement or to claim specific performance of any obligation whether or not the due date for performance has arrived, in either event without prejudice to the aggrieved party's right to claim damages.

15. ARBITRATION

15.1 The parties shall make every effort to settle any dispute or difference arising out of his agreement amicably between themselves.

15.2 Save in respect of those provisions of the agreement which provide for their own remedies which would be incompatible with arbitration, a dispute which arises with regard to this agreement, or out of pursuant to this agreement or any matter which in terms of this agreement requires agreement by the parties, (other than where an interdict is sought or urgent relief may be obtained from a competent court of jurisdiction) may with the written consent of both parties be submitted to and decided by arbitration.

15.3 Such arbitration shall be subject to the Arbitration Act No.42 of 1995 as amended, and any legislation substituting same.

15.4 Such arbitration shall be held in Johannesburg at the registered head office of JW with only the parties and their representatives present thereat and in accordance with the Rules of Arbitration Foundation of South Africa.

15.5 It is the intention of the parties that such arbitration shall, where possible, be held and concluded within 42 days after same has been demanded. The parties shall use their best endeavours to procure the expeditions completion of the arbitration.

15.6 The arbitrator shall in the case of:

- I. An accounting dispute be an impartial accountant practicing in Johannesburg of not less than 10 years standing, appointed by the parties, and failing agreement between the parties within three days after the arbitration has been demanded, the arbitrator shall be nominated by the institute of accountants of South Africa (or its successor in title)
- II. Primarily a legal dispute an impartial attorney practicing in Johannesburg of not less than 10 years standing appointed by the parties, and failing agreement between the

parties within 3 days after the arbitration has been demanded, the arbitrator shall be nominated by the President for the time being of the Law Society of the Gauteng (or its successor in title)

- III. Any other matter, an independent person appointed by the parties to the dispute and failing to agreement between the parties within 3 days after the arbitration has been demanded, the arbitrator shall be nominated by the Rules of Arbitration Foundation of South Africa and whose appointment shall be final and binding on the parties.

15.7 The Arbitration shall be held in accordance with the formalities and/ or procedures to be settled by the arbitrator and may be held in an informal and summary manner, on the basis that it shall not be necessary to observe or carry out the usual formalities of procedure, pleading and/or discovery or the strict rules of evidence.

15.8 The parties shall keep the evidence in the arbitration proceedings and any order made by any arbitrator confidential unless otherwise contemplated herein.

15.9 The arbitrator shall be obliged to give his/her award in writing fully supported by reason. The award of the arbitrator shall be final and binding and will be carried into effect; any may be made an order of any court to whose jurisdiction the parties to the dispute are subject.

15.10 The provisions of this clause are severable from the rest of this agreement and shall remain in effect even if this agreement is terminated for any reason.

15.11 The arbitrator shall have the power to give default judgment if any party fails to make submission on due date and/or fails to appear at the arbitration.

15.12 The arbitration shall be held within 14 days after it has been requested.

16. JURISDICTION OF THE COURTS

16.1 Notwithstanding the provisions of clause 15 JW shall have the option to institute any action or proceedings arising out of this agreement in a Magistrate's Court of competent jurisdiction notwithstanding the fact that the amount involved in such action or proceeding may be beyond the jurisdiction of a Magistrate's court. The Contractor hereby consents to the said jurisdiction, such consent being regarded as an ad hoc consent regarding any proceedings brought by JW in such court, or to Institute such action or proceedings in a High Court of competent jurisdiction.

17. DOMICILIA

17.1 The parties choose as their *domicilium citandi et executandi* for all purpose under this agreement, whether in respect of court process, notice or other documents or communications of whatsoever nature (including the exercise of any option) the following addresses:

17.2 any party may be notice to the other party change the physical address chosen *domicilium citandi et executandi vis á-vis* that party to another physical address where postal delivery occurs in the city of Johannesburg or its postal address or its telefax number, provided that the change shall become effective *vis – á -vis* that addresses on the 7th business day from the receipt of the notice by the addressee as per our clause 17 below.

18. NOTICE

18.1. A notice or communication required or permitted to be given in terms of this agreement shall be valid and effective only if in writing and may be given in one or more of the following manners:

18.1.1. Sent by prepaid registered post (airmail if appropriate) in an envelope correctly addressed to it at an address chosen as its *domicilium citandi et executandi* to which post it is delivered in which event such notice shall be deemed to have been received on the 7th business day after posting (unless the contrary is proved); or

18.1.2. Delivered by hand to a responsible person during ordinary business hours at the physical address chosen as its *domicilium citandi et executandi*, in which event such notice shall be deemed to have been received on the day of delivery; or

18.1.3. Sent by Telefax to its chosen telefax number stipulated in 16.1 in which event such notice shall be deemed received on the date of dispatch (unless the contrary is provided)

19. GENERAL PROVISIONS

Good Faith

The parties shall display good faith in their dealings with each other.

Whole Agreement, No Amendment & Waiver

19.2.1. These conditions constitute the agreement that may arise in the event the tender is accepted, and a contract is concluded between the parties.

19.2.2 No amendments or consensual cancellations of this agreement or any provision term hereof or of any, agreement bill of exchange or other document issued or executed pursuant to or in terms of this agreement and no settlement of any dispute arising under this agreement and no extension of the time., waiver or relaxation or suspension of any of the provisions or terms of this agreement or of any agreement, bill of exchange or other document issued pursuant to or in terms of this agreement shall be binding unless recorded in a written document signed by the parties. Any such extension, waiver or relaxation or suspension, which is so given or made, shall be strictly construed as relating to the matter in respect whereof it was made or given.

SPECIAL CONDITIONS

19.2.3 No extension of time or waiver or relaxation of any of the provisions or terms of this agreement or any agreement, bill of exchange or other document issued or executed pursuant to or in terms of this agreement, shall operate as an estoppel against any party in respect of its rights under this agreement, nor shall it operate so as to preclude such party from exercising its rights strictly in accordance with this agreement.

19.2.4. No Party shall be bound by any express or implied term, representation, or warranty, promise or the like not recorded herein, whether it included the contract and/or whether it was negligent or not.

19.2.5. Should circumstances arise which call for the modifications or amendments of the contract, same shall only be made by mutual consent given in writing.

20. PARTIAL INVALIDITY

The invalidity of one provision of the contract shall not affect the validity of the other provisions. Any discrepancy resulting consequently shall be filled by a provision consistent with the purpose of the contract, as agreed to in writing by the parties.

21. ASSIGNMENT

The Contractor shall not have the right to assign, cede or to transfer the benefits and the obligations of the contract or any parts thereof to any party without the prior written consent of JW.

22 General Conditions of Contract

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1. Definitions 1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the goods are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the goods covered by the bid will be

manufactured.

1.17 “Local content” means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.

1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 “Project site,” where applicable, means the place indicated in bidding documents.

1.21 “Purchaser” means the organization purchasing the goods.

1.22 “Republic” means the Republic of South Africa.

1.23 “SCC” means the Special Conditions of Contract.

1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 “Supplier” means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.

1.26 “Tort” means Delict

1.27 “Turnkey” means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.

1.28 “Written” or “in writing” means hand-written in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific goods, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 Invitations to bid are usually published in locally distributed news media and on the municipality/municipal entity website.

4. Standards 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

GENERAL CONDITIONS OF CONTRACT

5. Use of contract documents and information inspection

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent Rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

6.2 When a supplier develops documentation / projects for the municipal owned entity (MOE), the MOE shall retain ownership of any written opinion, advice, presentation or other deliverable that the supplier produces for the MOE in its tangible form on payment of all fees due, owing and payable to the supplier. The ownership of the intellectual property rights in the services, products of the services and the methodology and technology used to perform the services and all its working papers shall be retained by the supplier.

7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
- (b) a cashier's or certified cheque.

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that goods to be produced or services to be rendered should at any stage be subject to inspections, tests and analyses, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or organization acting on behalf of the purchaser.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall

GENERAL CONDITIONS OF CONTRACT

itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Goods and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods, which do comply with the requirements of the contract. Failing such removal the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods and arrangements for shipping and clearance obligations, shall be made by the supplier in accordance with the terms specified in the contract.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified.

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed

GENERAL CONDITIONS OF CONTRACT

by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;

(b) in the event of termination of production of the spare parts:

(i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payment shall be made within 30 days of receipt of the supplier statement, provided the statement submitted is correct and submitted to Johannesburg Water before the end of the month. The invoice for which payment is required must be correct, must be reflected on the statement referred to above and also be submitted by no later than the end of the month.

16.4 Payment will be made in Rands unless otherwise stipulated.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.

18. Variation in contractual hours

18.1 In the event that work to be performed in terms of this contract be completed in less than the envisaged time, or in the event that the duration of such work exceeds the envisaged time pursuant to the approval by JW of an exception report referred to in clause 8 of the Scope of Work, the rate per hour payable to the contractor shall remain the same.

19. Assignment 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the goods are required, or the supplier's services are not readily available.

21.4 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of penalties.

21.5 Upon any delay beyond the delivery period in the case of a goods contract, the purchaser shall, without cancelling the contract, be entitled to purchase goods of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC

GENERAL CONDITIONS OF CONTRACT

Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to

GCC Clause 21.2;

(b) if the supplier fails to perform any other obligation(s) under the contract; or

(c) if the supplier, in the judgement of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner, as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.

23.5 . Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 . If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters.

When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of

restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website

24. Antidumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect

GENERAL CONDITIONS OF CONTRACT

of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the supplier to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the supplier in regard to goods or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier for goods delivered and / or services rendered according to the prescripts of the contract.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

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29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

31. Notices 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

32.4 No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

33. Transfer of contracts

33.1 The contractor shall not abandon, transfer, cede assign or sublet a contract or part thereof without the written permission of the purchaser

34. Amendment of contracts

34.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

35. Prohibition of restrictive practices

35.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding.

35.2 If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.

35.3 If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Revised May 2013

23 Banking Details for Electronic Funds Transfer

Requirements

- All fields below must be completed and only **the completed original authorised form will be accepted**. (Faxed and emailed copies are not accepted).
- This form must be accompanied by an original **cancelled cheque** or an **original signed and stamped letter from your bank** (date must be not older than 3 months). Alternatively this form can be stamped by your bank.

Supplier Name	
Contact Person	
Email Address	
Telephone Number	
Fax Number	

Bank Information

Name of Payee (Must be the same as your supplier name)	
Name of Bank	
Account Number	
Branch Code -(to be confirmed with your bank for EFT payments)	
Branch Name	
Reference (if applicable)	

In the event my tender is successful, I hereby authorize Johannesburg Water SOC Ltd, to make all payments by EFT into the above bank account and I have attached the required documents as requested. I have the authority to provide and authorize the above information on behalf of the corporation/organization/payee.

Authorized representative of supplier

Name & Surname: _____ **Date:** _____

Signature : _____ **Designation** _____

24 JW POPIA Privacy Statement.

In terms of the Protection of Personal Information Act, 213 (Act 4 of 2013), also called the POPI Act or POPIA, Johannesburg Water SOC Limited, undertakes all reasonable measures to protect personal information and to keep it private and confidential.

1. Privacy Notice applies to:

Suppliers, vendors, contractors, service providers, etc whether appointed or prospective.

2. Definitions of personal information

According to the Act “personal information” means information relating to an identifiable living, natural person, and where it is applicable, an identifiable, existing juristic person. All addresses including residential, postal and email addresses.

3. About the Public Entity

Johannesburg Water (SOC) Limited, registration number 2000/029271/30

3.1 The information we collect

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

3.2 How Johannesburg Water use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. For example: to gather contact information, to confirm and verify your identity, for the evaluation and adjudication of bids and quotations for tenders, request for quotations, and other personal information for the procurement of goods and services by the Entity.

3.3 Disclosure of information

We may disclose your personal information to our Shareholder, the City of Johannesburg, and other Government agencies such as National Treasury, and the Auditor-General of South Africa. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law;
- Where we believe it is necessary to protect our rights.

3.4 Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept

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secure. We will ensure that anyone whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

3.5 Your rights: Access to Information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at informationofficer@jwater.co.za, and specify what information you require.

3.6 Correction of your personal information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your identification document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate and up to date.

3.7 How to contact us

If you have any queries about this document; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers listed on our website or send an email to informationofficer@jwater.co.za.