



**RE-ADVERTISEMENT: REQUEST FOR QUOTATION – OPS 03/2021**

**PARKING MANAGEMENT SERVICES FOR A PERIOD OF FIVE (5) MONTHS**

**1. Background**

The Durban ICC is one of the most advanced conferencing facilities in the world, having been voted Africa's Leading Conference Centre by World Travel Awards for 17 years. The Centre is graded 5-star by the South African Tourism Grading Council. It has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 22000 (Food Safety) and ISO 18001 (Occupational Health and Safety).

**2. Purpose**

The Durban ICC requires an experienced service provider to manage the parking, revenue collection and the automated parking equipment, for a period of five (5) months.

The revenue generation of the Durban ICC and its clientele has significantly reduced due to the effects of the Coronavirus Pandemic.

Due to the significant decrease in the flow of patrons within the ICC complex, the Durban ICC is essentially looking for approximately two (2) experienced staff members (controller / rover) who will be positioned on site performing the services, as per the specifications listed below.

**3. Specifications**

- Manage traffic flow at all times throughout the ICC and DEC.
- The provision of uniformed staff to oversee the entire management of the parking facility as well as a dedicated parking site.
- Maintain all parking signage and ensure that it, along with road markings is visible at all times and correctly placed to enhance traffic flow within the parking.
- Provide office equipment, coin counters and computers to perform the required services.
- Provide and manage a cash float of approximately thirty five thousand rand (R35, 000.00) for the Pay-on-foot machines

**4. Evaluation Criteria**

- Service providers must meet all the mandatory requirements in order to be considered for the first evaluation stage.
- Service providers who do not meet the stipulated mandatory requirements will not be considered and thus will not be evaluated any further.
- The first evaluation stage is based on quality.
- The scoring will be undertaken by three (3) independent officials of the Durban ICC.



- The scores allocated by these officials will be totaled thereafter averaged to obtain the final score for quality.
- A minimum criteria score of 70 must be obtained in order for the bidder to be deemed responsive and evaluated for price and empowerment based on 80/20.

**The quality criteria and maximum score are as follows:**

<b>Quality Criteria</b>	<b>Weight</b>
• Service providers experience	50
• Experience of key staff	50
<b>Maximum possible score for quality</b>	<b>100</b>

***A bidder, who does not meet the minimum quality criteria score of 70, will be deemed non-responsive and not further evaluated.***

**5. The service providers experience**

- The Letters of reference are to be on the client's letterhead (not the service providers) and should adhere to the mandatory requirements (point number 8 on page 6).
- Non-adherence to the mandatory requirements will result in lack of transparency / Insufficient information provided and will affect the scores allocated.

**5.1 The scoring of the service providers experience will be as follows:**

<b>Score</b>	<b>Justification (not limited to the following)</b>
<b>No Response (score 0)</b>	<b>No documentations submitted / insufficient information to evaluate</b>
<b>Poor (score 40)</b>	<b>References not sufficiently detailed to determine the requisite experience of the service provider in relation to the references received or failed to perform adequately in key areas,</b>
<b>Satisfactory (score 70)</b>	<b>References received are acceptable in all key areas including quality of service and quality of management.</b>
<b>Good (score 90)</b>	<b>References received indicate good performance across all key areas including quality of service and quality of management.</b>
<b>Very good (score 100)</b>	<b>References indicate excellent performance across all key areas including quality of service and quality of management. Service Provider also implemented innovations that resulted in either cost saving / improved service delivery or both.</b>

**6. Key staff**

Key Staff for the Provision of Parking Management Services to the Durban ICC include a minimum of two (2) Controllers/ Rovers who will be positioned on site.

The bidder shall submit a schedule of the key staff listed above, plus relief staff clearly indicating the experience of such staff. The schedule shall include;

- Proposed Position (In respect of this RFQ).
- Name & surname
- Years of experience within the Parking Services Maintenance Industry
- Years of experience working on sites that fall within the hospitality industry
- As supporting documentation, CV of the above staff must be submitted.
- CV's are not to be longer than 2 pages.

Each CV should be structured under the following headings:

- Personal particulars
- Qualifications specific to their role and responsibility.
- Experience and skills specific to their role and responsibility.
- Name of current Employer and current position within the enterprise.
- Outline of recent assignments and key role over the past 12 months.

**Controllers/Rovers**

For Controllers/Rovers; the service provider must provide a list of minimum criteria that will be applied when employing said personnel specific to the Durban ICC.

The scoring of key staff will be as follows:

Score	Justification (not limited to the following)
No Response (score 0)	No document submitted / Insufficient information to evaluate
Poor (score 40)	Less than half of the proposed key staff has the required three (3) years' experience specific to parking management. The criteria for appointing Controllers and Rovers are unlikely to meet minimum service standard requirements.
Satisfactory (score 70)	Most of the proposed key staff has the required three (3) years' experience specific to parking management. Criteria for appointing Controllers and Rovers is likely to meet minimum service standard requirements
Good (score 90)	All key staff have more than three (3) years' experience specific to parking management. Criteria for appointing Criteria for appointing Controllers and Rovers should ensure high quality service standards



Very good (score 100)	All key staff have more than five (5) years' experience specific to parking management. Criteria for appointing Controllers and Rovers should result in excellent service standards
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**7. Compulsory Pricing Schedule:**

The quantities of staff required for the designations as illustrated in the pricing schedule below, are for evaluation purposes only and may be subject to change based on the needs of the Durban ICC.

As a result the final recommendation will be based on the cost per staff designation, and will only be requested for by the Durban ICC, as and when required.

Description	Monthly cost	Total cost
To provide parking management services for the Durban ICC	R	R
	<b>Total monthly cost (VAT excl.)</b>	R
	<b>VAT at 15%</b>	R
	<b>Total monthly cost (VAT Incl.)</b>	R
<b>Annual cost (monthly cost (VAT Incl.) x 05 months)</b>		R



**8. Mandatory Requirements**

Does the service provider comply with the mandatory requirements? Please acknowledge as illustrated.	YES	NO
	✓	X
<p>8.1 The service provider must have at least three years (3) requisite experience providing parking management services for at least one (1) establishment, within the last 5 years, which accommodated for a minimum of five hundred (500) parking bays.</p> <p><u>The elements of an acceptable reference are detailed below. It is advisable to ensure that the references submitted are in line with the below requirements.</u></p> <ul style="list-style-type: none"> <li>- Details of client (name, contact email and telephone ) for third party confirmation purposes</li> <li>- Size and location of the establishment where these services were rendered</li> <li>- Contract amount and duration</li> <li>- Detailed scope of parking management services rendered for the client</li> <li>- Adherence to the service level agreement and non-conformances issues identified</li> <li>- Parking equipment on site</li> </ul>		
<p>8.2 The service provider must pay their staff in accordance with the Motor Industry Bargaining Council (MIBCO). Please attach proof of compliance</p>		

**Supporting documentation must be attached as proof that the above mandatory requirements have been met. Failure to submit the required proof will render the bidder non-responsive.**

**Only if the bidder meets the above mandatory requirements will it be considered eligible for Stage 1 Evaluation: Quality Criteria.**

**9. Additional condition of RFQ**

**9.1 Eligibility – CSD Registration**

Bidders are required to be registered on the National Treasury Central Supplier Database (CSD) as a service provider. In the case of a Joint Venture, this requirement will apply individually to each party in the Joint Venture. Bidders not so registered, at time of closing of the RFQ, will not be eligible to submit RFQ's.

The Tenderer's CSD Supplier Number (starting with "MAAA") is to be provided in the relevant portions of the tender submission.



Bidder who wishes to register on the CSD may do so via web address <https://secure.csd.gov.za>.

## **10. Special / Additional Conditions Of Contract**

### **10.1 PAYMENT**

The Contractor shall submit to the Department concerned a detailed account which shall reflect the identifying number of each item / service. Payment will be made on this account when checked and substantiated by the authorised official.

Payment for goods received and accepted by the Durban ICC shall be made no later than 30 days after submission of invoice or claim, provided however that all the terms of the contract are duly complied with.

Payment will be made only to the supplier. Factoring arrangements will not be accepted.

### **10.2 PRICES**

The monthly cost is variable for the duration of the contract will be based on personnel requisitioned.

## **11. Additional Conditions Of Contract**

### **11.1 QUALITY OF PRODUCTS**

No inferior products will be accepted under this enquiry.

Should there be any cause for complaint against the standard of service or quality of products offered which is not resolved within a period of 10 working days, the Durban ICC reserves the right to cancel the contract after serving one month's notice, in writing, to the supplier involved. Should such notice be given, the supplier shall nevertheless be obliged to perform the duties covered by the contract up to the date of expiration of the period of notice.

### **11.2 SATISFACTORY PERFORMANCE**

The supplier shall employ for the purpose of this contract only such personnel as are careful and competent and the Durban ICC shall be at liberty to object to and require the supplier to remove from the job forthwith any person, including supervisory staff, employed by the supplier who, in the opinion of the Durban ICC, misconducts himself/herself or is incompetent or negligent in the proper performance of his/her duties and such person shall not again be employed upon this contract

without the permission of the Durban ICC.

### **11.3 OCCUPATIONAL INJURIES AND DISEASES ACT**

**This act replaces the Workmen's Compensation Act:**

**The supplier shall, before commencement of work, produce documentary proof to the Deputy Municipal Manager, Treasury: Finance that he has complied in all respects with the provisions of the Occupational Injuries and Diseases Act. The supplier undertakes that he/she will perform and comply with all provisions of the Occupational Injuries and Diseases Act and more particularly that he/she will render all returns and pay all assessments for which he/she is liable in terms of such Act.**

### **11.4 DAMAGE TO PERSONS AND PROPERTY**

- (1) The supplier shall indemnify and keep indemnified the Council against any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.**
- (2) The supplier enters into this contract as an independent contractor and shall be solely liable in respect of any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.**

### **11.5 ESTIMATED QUANTITIES**

**The quantities stated in the compulsory pricing schedule are applicable for evaluation purposes only. The final quantity of goods and services required shall vary, depending on the total number of actual instances a service/goods will be required over the Contract Period. The rates tendered shall be applicable, irrespective of the total quantity of goods and services procured over the contract duration.**

### **11.6 AD-HOC PARKING**

- ☞ In addition to the parking areas located at the Durban ICC and the Durban Exhibition Centre (ICC & DEC) management of the Centrum site situated on the corner of Bram Fischer and Samora Michal, may be required, on an ad hoc basis.**
- ☞ Centrum parking accommodates for approximately one thousand (1000) vehicles.**

### **11.7 REVENUE COLLECTION AND EQUIPMENT ON SITE**

- The parking revenue generated is collected by the service provider, reconciled to the system generated report and handed over to the Durban ICC, on a daily basis.**
- ☞ The appointed service provider will be paid a set monthly service fee, in accordance with the required scope of works.**





- **The Durban ICC has the following equipment on site:**

- 8 x Pay Stations
- 5 x Entry dispensers with Intercoms
- 5 x Exit Stations with intercoms
- 1 x Computer Alarm screen with Sensor
- 1 x UPS
- 1 x Large CCTV monitor with all entries, exits and pay stations
- 1 x Black and white printer
- 16 X Note and coin safes
- 2 X Answering intercoms

**11.8 STAFF**

- All staff must be fully conversant (both verbally and written) in the English language and able to do basic mathematics (addition, subtraction, multiplication, division).
- Staff must wear branded uniforms whilst on shift and must be well groomed and presentable at all times, (this includes hygiene, posture & attire).
- All designated staff must be on site at all times during their allocated shifts.
- Should staff be absent for any reason a suitable replacement must be provided within 2hrs of the start of a shift.
- All staffs are to be photographed and documented with Durban ICC branded identity cards which need to be worn at all times while on site. (Current cost: R50 per card, for the service provider's account).
- Staff with criminal records will not be permitted to work at the Durban ICC under any circumstances.
- Yearly criminal checks must be done by the service provider to ensure that all staff on site has clean records. These criminal checks must be handed over to Durban ICC management for record purposes.

**11.9 OFFICE SPACE**

- The service provider will be allocated an office situated at the entrance to the basement parking of the Durban ICC complex, measuring approximately 25m<sup>2</sup>.
- The office will be provided free of charge for the duration of the contract.

- The upkeep of the office will be the responsibility of the appointed service provider.

**11.10 PENALTIES**

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 penalty of R500 per day for each day service is delayed.

Details	Penalty
1. Daily revenue collection (cash handed over to the Durban ICC) is less in comparison to the system generated report	The service provider will be liable for the cash difference
2. Damage to Durban ICC owned parking equipment due to negligence / mishandling by the appointed service provider (staff)	The service provider will be liable for the cost of repair / replacement
3. Minimum staff accomplishment per shift (day shift / night shift) not adhered to	The total shift cost allocated for that staff designation will be deducted from the invoice for that period.
4. Failure to replace absent staff within two (2) hours from start of shift (day / night)	35% of the shift cost allocated for that staff designation will be deducted from the invoice for that period
5. Damages to the Durban ICC office space provided to the service provider	The service provider will be liable for the cost of repair

**12. Preconditions**

*A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:*

- 12.1 Full name
- 12.2 Identification or company or other registration number
- 12.3 Tax reference number and VAT number, if any
- 12.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 12.5 Valid BBBEE Certificate
- 12.6 MBD 4 Declaration of interest form must be completed



12.7 The service provider must be registered on the CSD database and EThekwinl Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

CSD registration website: <https://secure.csd.gov.za>

EThekwinl Vendor Portal registration: <https://ethekwinlvendor.durban.gov.za>

Or contact 031 322 7011 / 7154

[Fatima.milazi@durban.gov.za](mailto:Fatima.milazi@durban.gov.za) / [phumla.mdabe@durban.gov.za](mailto:phumla.mdabe@durban.gov.za)






### 13. Contact Person

Mncedisi Dlamini – Acting Operations Director  
Tel: 031 360 1201  
Email: [mncedisd@icc.co.za](mailto:mncedisd@icc.co.za)

### 14. Closing Date

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before 12h00 on 11<sup>th</sup> June 2021.

15. Request approved by:

	
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<b>Acting Operations Director</b> <b>Mncedisi</b>	
	31/05/2021
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<b>Acting SCM Compliance Officer</b> <b>Sibusiso Mngadi</b>	
	31/05/2021
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<b>SCM Manager</b> <b>Thenashree Naidoo</b>	
	01/06/2021
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<b>Chief Financial Officer</b> <b>Melanie Rambally</b>	
	01/06/2021
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<b>Chief Executive Officer</b> <b>Lindiwe Rakharebe</b>	

**16. Past experience in similar assignments**

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto by .....do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

**Name: (Block Capitals)** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**17. Declaration of Municipals Fees**

I, the undersigned, do hereby declare that the Municipal fees of

.....  
 (Full name of Company / Coops Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the BIDDER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said BIDDER:

<u>Account</u>	<u>Account Number: to be completed by tenderer.</u>																				
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I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Service provider by the Municipality shall be first set off against such arrears.

- Where the BIDDER'S place of business or business interests are outside the jurisdiction of eThekwin Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : ..... (Block Capitals)

SIGNATURE ..... DATE: .....  
 (of person authorised to sign on behalf of the Bidder).

**18. MBD4 Declaration of Interest**

- 15.1 No bid will be accepted from persons in the service of the state<sup>1</sup>.
- 15.2 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.
- 15.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
  - 15.3.1 Full name of bidder or his/her representative .....
  - 15.3.2 Identity number: .....
  - 15.3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):  
.....
  - 15.3.4 Company Registration Number: .....
  - 15.3.5 Tax Reference Number: .....
  - 15.3.6 VAT Registration Number: .....
  - 15.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

**References:**

<sup>1</sup> *MSCM Regulations: "in the service of the state" means to be –*

- (a) *a member of –*
  - *any municipal council*
  - *any provincial legislature*
  - *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;*
- (f) *an employee of parliament or a provincial legislature.*

<sup>2</sup> *"Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.*

15.3.8 Are you presently in the service of the state?  
If yes, furnish particulars: 

YES	NO
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15.3.9 Have you been in the service of the state for the past twelve months?  
If yes, furnish particulars: 

YES	NO
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15.3.10 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?  
If yes, furnish particulars: 

YES	NO
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15.3.11 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? If yes, furnish particulars: 

YES	NO
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15.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?  
If yes, furnish particulars: 

YES	NO
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15.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars: 

YES	NO
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15.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars: 

YES	NO
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**19. Full details of directors / trustees / members / shareholders**

<b>Full Name</b>	<b>Identity Number</b>	<b>State Employee No.</b>

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Capacity**

\_\_\_\_\_  
**Name of Bidder**

