



## **REQUEST FOR QUOTATION – OPS 01/2023**

### **PARKING MANAGEMENT SERVICES FOR A PERIOD OF SIX (6) 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 six (6) 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. Compulsory Pricing Schedule (official form of offer)**

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 only requested for by the Durban ICC, as and when required.

Designation	Shift	Estimated Quantity	Monthly cost per designation	Total cost for 6 x months per designation
Controllers – Day Shift (ICC)	6am – 6pm	1	R	R
Controllers – Night Shift (ICC)	6pm – 6am	1	R	R
<b>Total cost (VAT excl.)</b>				R
<b>VAT at 15%</b>				R
<b>Total cost (VAT incl.)</b>				R

Estimated cost of 1200 hours of additional work, as and when required, by the Durban ICC:

Labour Rate Per Hour (VAT exclusive)	
Controllers – Day Shift (ICC) per hour	R
Controllers – Night Shift (ICC) per hour	R



5. **Mandatory Requirements**

Does the service provider comply with the mandatory requirements? Please acknowledge as illustrated.	YES	NO
	✓	X
<p><b>5.1 The service provider must have at least three years (3) requisite experience providing parking management services for at least Three (3) establishments, within the last 5 years, which accommodated for a minimum of seven hundred (700) parking bays.</b></p> <p><i>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.</i></p> <ul style="list-style-type: none"> <li>• <i>Details of client (name, contact email and telephone) for third party confirmation purposes</i></li> <li>• <i>Size and location of the establishment where these services were rendered</i></li> <li>• <i>Contract amount and duration</i></li> <li>• <i>Detailed scope of parking management services rendered for the client</i></li> <li>• <i>Adherence to the service level agreement and non-conformances issues identified</i></li> <li>• <i>Parking equipment on site</i></li> </ul>		
<p><b>5.2 The service provider must pay their staff in accordance with the Motor Industry Bargaining Council (MIBCO). Please attach proof of compliance.</b></p>		
<p><b>5.3 Please attach CV Site Manager and Support Staff.</b></p>		



## 6. Functionality

- The minimum number of evaluation points for Functionality is 70 to be eligible for price and empowerment.
- The Functionality Criteria score in respect of each of the Criteria are as follows:

Criteria	Maximum Points
Bidder experience	30
Key Personnel – Expertise and Experience	40
Methodology	30
<b>Maximum possible score for FUNCTIONALITY (M<sub>c</sub>)</b>	<b>100</b>

- Each Criteria will be assessed in terms of five indicators – no response, poor, satisfactory, good and very good. Scores of 0, 40, 70, 90 or 100 will be allocated to no response, poor, satisfactory, good and very good, respectively.

## **BIDDER EXPERIENCE**

The scoring of the bidder's experience will be as follows:

Score	Prompts for Judgement
<b>(score 0)</b>	No response/ no evidence of experience submitted.
<b>Poor (score 40)</b>	References submitted by the service provider <b>are not sufficiently detailed</b> to determine (but not limited to) requisite experience, quality of service rendered, competency and performance or failure to perform adequately in key areas. In addition to the above, the service provider has handled less than <u>two (2) contracts</u> (as evidenced by the references submitted) servicing entities having similar size and complexity as the Durban ICC.
<b>Satisfactory (score 70)</b>	References submitted by the service provider indicate (but not limited to) an <b>acceptable</b> level of requisite experience, quality of service rendered, satisfactory performance, efficient after sales service and the successful execution of two (2) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
<b>Good (score 90)</b>	References submitted by the service provider indicate <b>good</b> performance in all key areas including sufficient requisite experience, quality of service rendered, good performance and efficient aftersales service. In addition to the above, the service provider has successfully executed more than three (3) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
<b>Very good (score 100)</b>	References submitted by the service provider indicate <b>excellent</b> performance in all key areas including sufficient requisite experience, quality of service rendered, excellent performance and efficiency in dealing with non-compliance issues identified during the service including aftersales service. In addition to the above, the service provider has successfully executed more than four (4) contracts, servicing entities having similar size and complexity as the Durban ICC.



## **EXPERIENCE OF KEY STAFF**

The scoring of the experience of key staff will be as follows (for each of the indicated (required) key staff):

Score	Prompts for Judgement
(score 0)	No response/ no documents submitted.
Poor (score 40)	Key staff have less than the minimum levels of relevant qualification/training experience and/or post professional registration. (Number of years of experience and qualifications are <b>less than</b> the minimum specified in the schedule below)
Satisfactory (score 70)	Key staff have reasonable levels of relevant qualification/training experience and/or post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)
Good (score 90)	Key staff have extensive levels of relevant qualification/training experience and/or general post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)
Very good (score 100)	Key staff have outstanding levels of relevant qualification/training experience and/or general post professional registration. (Number of years of experience and qualifications are at least equal to the preferred specified in the schedule below)

## **SCHEDULE: APPROACH PAPER / METHODOLOGY / PROGRAMME**

The scoring of the approach paper will be as follows:

SCORE	PROMPTS FOR JUDGEMENT
(score 0)	No response/ no documents submitted
Poor (score 40)	The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project. The programme is poor and has missed critical aspects.
Satisfactory (score 70)	The approach is tailored to address the specific project objectives and methodology. The approach adequately deals with the critical characteristics of the project. The project plan/programme is sequenced well and not only identifies project related risks but also proposes project specific risk mitigation measures.
Good (score 90)	Over and above meeting the "Satisfactory" rating, the approach is tailored to address the specific project objectives and methodology and is sufficiently flexible to accommodate changes that may occur during project lifecycle. The project plan and approach to managing risk is tailored to the critical characteristics of the project. The programme is good and has allowed for all critical aspects.
Very good (score 100)	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the tenderer has outstanding knowledge of state-of-the- art approaches. The programme is well thought out and makes allowance for all the key risk areas. The approach paper details ways to improve the project outcomes and the quality of the outputs.



**7. Additional condition of request for quotation**

**7.1 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. Tenderers not so registered, at time of closing of tenders, will not be eligible to submit tenders.

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

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

**8. Special / Additional Conditions of Contract**

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

**8.2 PRICES**

Variable monthly cost based on business demand for the duration of the contract.

**9. Additional Conditions Of Contract**

**9.1 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.

**9.2 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.

### 9.3 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

### 9.4 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 have clean records. These criminal checks must be handed over to Durban ICC management for record purposes.

#### 9.5 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.

#### 10. Preconditions

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

10.1 Full name

10.2 Identification or company or other registration number

10.3 Tax reference number and VAT number, if any

10.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order

10.5 Valid BBBEE Certificate

10.6 MBD 4 Declaration of Interest form must be completed

10.7 The service provider must be registered on the CSD database and EThekwini 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>

**EThekwini Vendor Portal registration:** <https://ethekwinivendor.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)





11. **Contact Person**

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

12. **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 17<sup>th</sup> January 2023**.

13. Request approved by:

	06 January 2023
<b>Acting Operations Executive</b> Mncedisi Dlamini	
	06 January 2023
<b>SCM Compliance Officer</b> Adwoa Milumba	
	10/01/2023
<b>Finance Executive</b> Thenashree Naidoo	
	10/01/2023
<b>Chief Financial Officer</b> Melanie Rambally	
PP 	11/01/2023
<b>Chief Executive Officer</b> Lindiwe Rakharebe	



**14. 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: \_

**15. Declaration of Municipals Fees**

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

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

(hereinafter referred to as the TENDERER) 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 TENDERER:

<u>Account</u>	<u>Account Number:</u> to be completed by tenderer.
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>

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 TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni 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 Tenderer)

**16. MBD4 Declaration of Interest**

16.1 No bid will be accepted from persons in the service of the state<sup>1</sup>.

16.2 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.

16.3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

16.3.1 Full name of bidder or his/her representative .....

16.3.2 Identity number: .....

16.3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):  
.....

16.3.4 Company Registration Number: .....

16.3.5 Tax Reference Number: .....

16.3.6 VAT Registration Number: .....

16.3.7 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.*

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

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

YES	NO
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16.3.10 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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16.3.11 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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16.3.12 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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16.3.13 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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16.3.14 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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17. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Capacity

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