



**APPOINTMENT OF SERVICE PROVIDER/S
TO CONDUCT ASSESSMENT AND
INSPECTIONS OF DRIVER LICENSING
TESTING CENTRES AND VEHICLE TESTING
STATIONS (PUBLIC AND PRIVATE)**

RTMC BID NO:05/2017/18

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

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1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal which is provided to the bidder to be proprietary to RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channeled to the email below, however such enquiries will be entertained until last ten days of publication on tender bulletin and National Treasury tender portal

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

5. Instructions on submission of Bids

- 5.1 Bids should be submitted in **Five (5) copies** and one all bound in a sealed envelope endorsed, **RTMC BID 03/2017/18: Appointment Of Service Provider/s to onduct assessment and inspections of Driver Licensing Testing Centres and Vehicle Testing Stations (Public and Private)**
- 5.2 The sealed envelope must be placed in the bid box at the Main Reception area of the RTMC Building, Boardwalk Office Park, Boardwalk Boulevard, Phase 5, Faerie Glen, Pretoria East by no later than **11:00 AM on 12 June 2017**.
- 5.3 **Compulsory site briefing session** will be held on the **26 May 2017, 10h00 AM** at the above physical address, wherein a briefing session certificate will be issued to bidders who would have attended the briefing session.
NB: The mentioned briefing certificate must be attached on the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)
- 5.4 A valid tax clearance certificate must be included in the bid response, or proof of application endorsed by SARS in this regard.
- 5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.
- 5.6 All bids submitted must be signed by a person or persons duly authorised thereto.
- 5.7 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.
- 5.8 Bid received by telegram, telex, email, facsimile or similar medium will not be considered.
- 5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.10 Amended bids may be sent in an envelope marked “**Amendment to Bid**” and should be placed in the bid box before the closing time.

5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.

6.2 The bidder hereby offer to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).

6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.

6.4 The successful bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.

6.5 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk

7. RTMC's Rights

7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.

- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

8. Supplier Development and Promotion of Emerging Black Owned Service Provider

- 8.1 The RTMC promotes enterprise development In this regard, successful bidders are encouraged to mentor SMME's and/or Youth owned businesses. The implications of such arrangement will be be subject to negotiations between the RTMC and the successful bidder.
- 8.2 It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.
- 8.3 To give effect to this requirement, bidders are required to submit a partnership/ subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

9. Bidders Details and Contact Person

DETAILS OF BIDDERS			
Name of your Company (in block letters)			
Signature(s) of the Bidder or assignee(s)		Date	
Name of person signing (in block letters)			
Capacity			
Are you duly authorized to sign this Bid?			
Company Registration Number			
VAT Registration Number			
Postal address (in block letters)			
Physical address (in block letters)			
Domicilium citandi et executandi in the RSA (full street address) (in block letters)			

DETAILS OF THE CONTACT PERSON	
Name of Contact Person	
Telephone Number	
Fax Number	
Cellphone Number	
E-Mail Address	

10. RESPONSE FORMAT

Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

10.1 Cover Page:

10.1.1 The cover page must clearly indicate the bid reference number, bid description and the bidder's name

10.1.2 **Annexure 1** Invitation to Bid (SBD 1 - duly completed and signed)

10.2 Schedule 1:

10.2.1 Executive summary of the bidder's Company/Joint Venture/Partnership/Close

Corporation.(Agreements/ supporting documentation must be attached and any amendments post award should be approved by RTMC)

10.2.2 **Annexure 2** of this bid document (Duly completed and Signed)

10.3 Schedule 2:

10.3.1 Original and Valid Tax clearance certificate(s); please refer to annexure below:

Annexure 3 Tax Clearance Certificate Requirements

- 10.3.2 Certified copies of your CIPC company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;
- 10.3.3 B-BBEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor. In case where a Joint Venture/Consortium is formed a combined B-BBEE Certificate must be provided.
- 10.3.4 **Annexure 4** Declaration of Interest (SDB 4)
- 10.3.5 **Annexure 5** Declaration of Bidders Past SCM Practices (SBD 8)
- 10.3.6 **Annexure 6** Certificate of Independent Bid Determination (SBD 9)
- 10.3.7 **Annexure 7** Joint Venture/Consortium Agreement (In case of Consortium or Joint Venture)

Note: Where bidders form a Consortium or a Joint Venture, bidders must submit all documents as listed under Schedule 2 above for each party to the Consortium or Joint Venture.

10.4 Schedule 3:

- 10.4.1 Responses to **Section Two** of this document, in line with the format indicated in this bid document.

10.5 Schedule 4:

- 10.5.1 A detailed pricing schedule breakdown for the bid including any supporting schedules on price determination. **The price schedule must be submitted on a separate sealed envelope.**
- 10.5.2 **Annexure 7** Price Schedule Summary (SBD 3.3)
- 10.5.3 **Annexure 8** Preferential Point Claim (SBD 6.1) and B-BBEE Certificate

11. **SPECIAL INSTRUCTIONS TO BIDDERS**

- 11.1** Bidders shall provide full and accurate answers to the questions posed in this document.
- 11.2** Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.
- 11.3** RTMC reserves the right to appoint more than one service provider in order to ensure prompt delivery and efficiency of the service.
- 11.4** Should a need arise, RTMC reserves the right to negotiate a flat/ standard rate with appointed service providers.
- 11.5** Bidders must be registered on centralised supplier database(CSD).
- 11.6** Bidders must adhere to the following legislations but not limited :
- Protection of personal information (POPI),
 - Promotion of Access to Information Act (PAIA),
 - Data protection Act,
 - Human Rights Act,
 - Or any other applicable legislation.
- 11.7** Bidders are not allowed to share any information except with the RTMC.

12. **EVALUATION CRITERIA**

The bid will be evaluated in **three** stage process which will include Stage 1(Mandatory Evaluation), Stage 2 (Functionality Evaluation) and Stage 3 (Price and Preference Points Evaluation).

(a) Stage 1 – Mandatory Evaluation

Bidder's who fail to comply to or meet the mandatory requirement(s) will be disqualified from further evaluation.

(b) Stage 2 – Functionality Evaluation

A two (2) step process will be used which will include responses to functionality criteria requirements.

- Step1 comprises of 70 points and Step 2 comprises of 30 points.
- For the bidder to proceed to the next step, the bidder should attain a minimum of 50 points.
- Step 2 will be a presentation where in the bidder is expected to score at least 20 points.
- Bidder/s who fail to meet the minimum threshold of 70 points will be disqualified from further evaluation.

(c) Stage 3 – Price and Preference Points Evaluation

This stage will be evaluated on a 90/10 Preference Point System (i.e. 90 points on Price and 10 points on B-BBEE).

12.1 STAGE 1 – MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT (1)	Comply (Yes / No)
Bidders must be registered on CSD (CSD supplier number to be provided)	
Bidders must sign all SBD bidding forms attached	

NOTE: A BIDDER WHO FAILS TO MEET THE ABOVE MANDATORY REQUIREMENT WILL BE DISQUALIFIED FROM FURTHER EVALUATION

12.2 STAGE TWO – FUNCTIONALITY EVALUATION CRITERIA

12.2.1 STEP 1 : RESPONSES (70 POINTS):

A. Bidder Individual / Firm relevant experience, Competency to execute assignment	30
Bidder / Individual team members relevant experience in the functioning of DLTC and VTS	

<p>(a) Experience of team members</p> <p>The bidder / individual team members must demonstrate their experience and knowledge in relation to the functioning of the following;</p> <p>DLTC (Examiner / Trainer and or subject matter expert)</p> <ul style="list-style-type: none"> • 8 to 10 years of experience in the field = 3 points • 11 years of experience and above in the field =5 points <p>VTs (Examiner/Trainer and or subject matter expert)</p> <ul style="list-style-type: none"> • 8 to 10 years experience in the field = 3 points • 11 years and above = 5 points <p>To qualify for the above points an indication of the specific DLTC/VTs period the roles and responsibilities must be provided and reflect in the CV.</p>	10
<p>(b) Skills composition of the team (Expertise, Experience and Knowledge of team members)</p> <p>(i) Project Management</p> <ul style="list-style-type: none"> • 5 years and above = 2 points <p>(ii) General Managerial Skills (finance, human resource, communication skills, etc.)</p> <ul style="list-style-type: none"> • 10 years and above = 3 points <p>(iii) IT practitioner specializing in systems audit</p> <ul style="list-style-type: none"> • 10 years and above = 5 points <p>(iv) Legal Practitioner</p> <ul style="list-style-type: none"> • 10 years and above = 5 points <p>(v) Forensic audit/investigation</p> <ul style="list-style-type: none"> • 10 years and above = 5 points <p>In order to qualify for the above points, bidders must submit relevant qualifications, CV's must include the roles responsibilities, institutions where services were rendered, the level at which the bidder/ team members have operated and reference letters confirming the above.</p>	20

B Bidders Capacity to Execute/Deliver the Service	10
<p>In order for the bidder to fulfil the requirements of this bid, the following resources must be available;</p> <p>(a) Physical Resources/Tools of Trade (Tangible and intangible Assets) Bidder/s are required to have access to the resources listed below;</p> <ul style="list-style-type: none"> • Vehicles (proof of ownership/rental agreement) 1 point • Secured Office space (municipal rates & Tax account/lease agreement/ Title deed) = 1 point • Computers / Laptops / Printer/photocopier machines/telecoms devices (Assets register with Bar code number/serial number of each asset listed/Insurance letter = 1 point • Office furniture (inventory list) = 1 point • IT systems, Software, Licence, programme and Technology in use (give full decription and supporting documentation) = 1 point <p>Proof/ Evidence of the above must be provided.</p> <p>(b) Company profile (The company profile must corroborate / correlate with the scope of work as reflected in section 2 of the bid document) = 5 points</p>	<p>5</p> <p>5</p>
C Financial Capacity	5
<p>C1 Bidders must demonstrate financial capacity to provide or deliver the services as required.</p> <p>Bidders must provide the following as proof of Financial Capacity:</p> <ul style="list-style-type: none"> • A bank statement not older than 3 months showing at least a debit balance not less than R250, 000-00. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> • Letter of commitment (specific to this bid) from a reputable financial service provider or any third party indicating commitment to fund the bidder should they be successful. <p>The purpose of this requirement is to assess financial capability to deliver this type of service / sustain contract</p>	

D. Approach and Methodology		25
<p>Provide a detailed approach and methodology on how to assess, audit and review systems (proceses,procedures and IT systems) of DLTC and VTS. The methodology must amongst other things include the following:-</p> <p>➤ Work (Audit) plan, methodology and processes(All environments including IT) = 25 points</p> <p>The Audit Plan, methodology and processes must be in line with the following:-</p> <ul style="list-style-type: none"> • Minimum requirements of DLTC and VTS (List all) = 5 points • SABS prescripts / guidelines (list them) = 5 points • National Road Traffic Act (Grading)= 5 points • Standard operating procedures =5 points • Project Plan with deliverables, milestones and timelines= 5 points <p>(Please give full description of the entire process i.e audit plan,methodology,processes , report compilation until presentation of the final report, also outline how the recommmendations emanating from the findings should be dealt with and possible risks, legal implications thereto should be mitigated against).</p>		
TOTAL FOR FUNCTIONALITY:		70

NB : The minimum qualifying score for step 1 is 50 points. All bidders that fail to achieve the minimum qualifying score on the above shall not be considered for the next step.

12.2.2 STEP 2 – PRESENTATION REQUIREMENTS (30 POINTS)

This step will be based on presentations being made to the RTMC and will be evaluated on the following parameters(minimum of 20 points must be attained on this step)

A. Knowledge Of The Subject Matter	30
<p>1. Outline summary by displaying extensive knowledge and experience in the functioning of VTS/DLTC by outlining contents of the relevant legislative framework and other prescripts.</p>	15

2. Demonstrate the understanding of the brief by highlighting how you will address the challenges and risks that may be experienced taking into account the implications of routine investigations conducted by Inspectorates of the Department of Transport, socio economic and political factors, conflict of interest and breach of confidentiality.	15
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Functionality will be evaluated at the following scales:

VALUE	DESCRIPTION
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non Compliant	Does not comply to the requirements

12.3 STAGE THREE – PRICE AND PREFERENCE POINTS EVALUATION

This stage will be evaluated on a 90/10 Preference Point System (i.e. 90 points on Price and 10 points on B-BBEE

CRITERIA	MAXIMUM POINTS
Price	90
B-BBEE Rating	10
Grand Total	100

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE OF THE PROJECT

- 1.1 To procure the services of a service provider to conduct assessments and inspections of Driver Licensing Testing Centers –DLTC’s and Vehicle Testing Stations- VTS’s for compliance with the relevant standards and legislative requirements.

2. PROBLEM STATEMENT

Lack of compliance to prescribed norms and standards of DLTC and VTS contributes negatively to Road Safety in the country.

3. SCOPE OF WORK

To assess and verify whether proper procedures were adhered to by the Driver Testing Centers and Vehicle Testing Stations in all provinces.

3.1 Objectives

The objective of the exercise is to:

- 3.1.1 Enhance road safety holistic approach by including all vehicle and driver fitness business cycle improvement;
- 3.1.2 Identify the weakness within the road safety business chains
- 3.1.3 Establish a new Methodology in the auditing of road safety effectiveness analysis
- 3.1.4 Test and review the current standards operating procedures within the DLTC’s and VTS’s and
- 3.1.5 Test the strength of control measures in place within the DLTC’s and VTS’s

3.2 Project Deliverables

- 3.2.1 audit to be divided into four areas namely, resources including machinery and budget, administration covering legal requirements, calibrations records, documents management and quality management systems, operations how daily business is carried out in line with compliance requirements and service delivery performance including complaints register, opening times, queuing time to be serviced etc.
- 3.2.2 physical visitation of the identified stations, Centers and inspectorate both at department of transport and provincial level;
- 3.2.3 take a random selection of documents or information from a data set;
- 3.2.4 tested for evidence of compliance;

- 3.2.5 determine how many documents need to be tested and the chance of an error in the data set;
- 3.2.6 each document is then compared against company policy for compliance;
- 3.2.7 review the original data to determine the level of procedural compliance;
- 3.2.8 review the procedures themselves;
- 3.2.9 audit the effectiveness, sustainability and capacity of the provincial inspectorates
- 3.2.10 provide examiner qualifications, training college attended, rank, experience, age, appointment date, station grading, staff compliment, testing capacity, average pass rate, individual pass rate, average failure rate, driving schools linked to the stations, driving school pass rate, average rate of license grade issued, average time taken for individual tests, tests performed during lunch, average test postponed, average leave days taken by individual examiner, Learner license age before testing appointment, compare number of applicants from outside the testing area especially those from areas with facilities of the same grade, establish existence of block booking, establish allocation of supervision during the testing day, indicate testing days, indicate where traffic officers are used as examiners, record physical testing activity, establish the number of foreign licenses transferred to SA drivers licenses, establish the procedure followed, establish bilateral agreements between the respective countries, establish procedures in the country of origin and compare compliance, inspect testing prescribed routes, establish role and business of people within and immediate boundaries of the testing premises, establish number of licenses issued at stations where test was not carried out and compare with test sheet at original testing centre, note the item which made the vehicle to fail on the roadworthy test sheet and check the retest date and results, check the test starting time and roadworthy certificate issue time etc; check individual last test time and next test time laps, compare appointment pay date stamp and actual test date,
- 3.2.11 Establish a pattern between the examiner and the driving school, examiner and admin officers issuing the license, examiner and high rate or low rate pass etc.;
- 3.2.12 Compare the vehicle number plate used for the test with the license issued and route followed during the test;
- 3.2.13 Conduct interviews to clarify assumptions, doubts, find more facts, get explanations, challenges and recommendations from personnel and management involved
- 3.2.14 Weigh rate of compliance against the data set size and the degrees of compliance failure.
- 3.2.15 Provide detailed risk value of audit error and
- 3.2.16 identify the procedures used, the scope of the audit, and the results of the test

3.3 Audit duration period

The contract will be for a period of three years.

NB: No service will be rendered without issuing an order/instruction. The project will be assignment based. RTMC is not obliged to utilise the service for the entire three years.

4.4 Presentation of the final product/ report

The service provider is expected to present the final report of the assignment undertaken within the prescribed period as follows:

- 4.4.1 Ten hard cover documents and 10 CD's copies of DLTC and VTS audit report with pictures of the different stations, equipments used, work stations, testing operating layout both inside and outside, state of the learner license books used etc for each province;
- 4.2.2 Ten DVD's for interviews conducted with officers and or supervisors, managers etc, for each province and
- 4.2.3 Supporting evidence for each case cited as not procedural.

NB: THE COSTING STRUCTURE MUST BE ON A SEPARATE ENVELOPE

COSTING STRUCTURE

Bidders are required to complete the below costing structure

Item A DLTC's	Description	Hourly rate	
1			
2			

Item B VTS	Description	Hourly rate	
1			
2			

NB: ALL PRICES MUST BE INCLUSIVE OF OVERHEADS AND OTHER COSTS INCLUSIVE OF VAT.

NB: CLAIMS FOR TRAVELLING AND ACCOMODATION COSTS MUST BE EXCLUDED FROM THE ABOVE HOWEVER THEY WILL BE ALIGNED TO THE APPROVED GOVERNMENT/ TARRIFS COST CONTAINMENT MEASURES.

SECTION: 3
ANNEXURE AND STANDARD
BIDDING DOCUMENTS

**(Bidders must sign and submit
ALL sbd forms attached as
Annexure A)**

ANNEXURE AND STANDARD BIDDING DOCUMENTS

DOCUMENT	DESCRIPTION
Annexure 1	Invitation to Bid (SBD 1)
Annexure 2	Acceptance of Bid Conditions and Bidder's Structure
Annexure 3	Tax Clearance Requirements (SBD 2)
Annexure 4	Declaration of Interest (SBD 4)
Annexure 5	Declaration of Bidder's Past Supply Chain Management Practices (SBD 8)
Annexure 6	Certificate of Independent Bid Determination (SBD 9)
Annexure 7	Pricing Schedule (SBD 3.3)
Annexure 8	Preference Points Claim Forms (SBD 6)