

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE					
BID NUMBER:	RFQ017-2026R	CLOSING DATE:	10 March 2026	CLOSING TIME:	12:00 PM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.				
BID RESPONSE DOCUMENTS MAY BE EMAILED TO THE BELOW (EMAIL ADDRESS)					
quotations2@csos.org.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Nonkululeko Mthethwa		CONTACT PERSON	Vincent Mobe	
TELEPHONE NUMBER	(010) 593 0533		TELEPHONE NUMBER	010 593 0533	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	quotations2@csos.org.za		E-MAIL ADDRESS	vincent.mobe@csos.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A DETIALED CSD REPORT REFLECTING EME OR QSE 51% OR MORE BLACK OWNERSHIP FOR AT LEAST ONE OF THE DESIGNATED GROUPS MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR SPECIFIC GOALS]					

<p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No [IF YES ENCLOSE PROOF]</p>	<p>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No [IF YES, ANSWER PART B:3]</p>
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?
 YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?
 YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
 YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
 YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?
 YES 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.

**PART B
TERMS AND CONDITIONS FOR BIDDING**

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.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

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 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:

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.



REQUEST FOR QUOTATIONS (RFQ)

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

MARCH 2026

1. TERMS AND CONDITIONS

This Request for Quotation (RFQ) has been compiled by the CSOS and is made available to Bidders subject to the following terms and conditions, which Bidders are deemed to acknowledge and accept:

- 1.1 A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the CSOS.
- 1.2 Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted, and no agreement will be deemed to be reached with any Bidder.
- 1.3 The CSOS reserves the right to amend, modify, withdraw, or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.
- 1.4 Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.
- 1.5 It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.
- 1.6 The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.
- 1.7 The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

- 1.8 This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.9 Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.
- 1.10 No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in the disqualification of both entities.
- 1.11 Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management (“SCM”) Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may, in its sole discretion, disqualify the Bidder from any further participation in the bid process.
- 1.12 Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.
- 1.13 The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.14 All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.
- 1.15 A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization, provided that any such waiver shall be applied consistently across all Bidders.

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- 1.16 The CSOS reserves the right to accept or reject in part or whole any submitted Bid submitted.
- 1.17 The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.
- 1.18 In this RFP, the words “service provider” and “supplier” will be used interchangeably to refer to the Bidder.
- 1.19 All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.
- 1.20 All Bids must be formulated and submitted in accordance with the requirements of this RFP.
- 1.21 Bids received after the closing date and time as specified in this RFP shall be rejected.
- 1.22 The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken.
- 1.23 In this regard, CSOS may appoint the second-ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded.

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

2. INTRODUCTION

- 2.1 The Community Schemes Ombud Services (CSOS) is established in terms of the Community Schemes Ombud Services Act 2011 (Act 9 of 2011), to regulate the conduct of parties within community schemes and to ensure good governance within community schemes. To deliver on its mandate, key amongst the priorities of the organisation is:
- 2.1.1 To establish a world-class dispute resolution service within community schemes characterised by organisational excellence and a conducive organisational culture.
 - 2.1.2 To promote good governance of community schemes by developing and implementing appropriate guidelines to enhance stability and harmonious relations amongst the parties.
 - 2.1.3 To roll-out massive educational campaigns to educate and train stakeholders within community schemes and the public at large.
 - 2.1.4 To enhance community schemes as an alternative tenure option.
 - 2.1.5 To develop and implement appropriate organisational systems, controls, and measures to enhance financial, economic, and organisational efficiency.

3 PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).

- 3.1 The purpose of this bid is to invite detailed proposals for quality assurance services for a period of 12 months.

4 PROJECT BACKGROUND.

- 4.1 Systems being developed are to be tested to assure the CSOS that they meet quality standards.
- 4.2 The service provider to be appointed shall perform Quality Management services (“QA”) for CSOS in relation to systems being developed or maintained at the CSOS for the period of twelve (12) months.

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- 4.3 The purpose of the service providers work is to assure that appropriate levels of Quality Management activities are performed throughout the Project lifecycle and/or for a specific portion of the Projects lifecycle.
- 4.4 The major project currently underway is for the development of the CSOS core operations system, CSOS Connect.
- 4.5 The testers would be requested as and when required and would be afforded sufficient time prior to the services being needed.

CHALLENGES

- 4.6 CSOS Connect project is currently underway, with certain modules of the solution already in production and others still under development. The approach undertaken by the CSOS is a phased approach, which sees completed modules being released into production for instate utilization.
- 4.7 An external service provider has been appointed to develop, implement, and maintain the CSOS Connect system and to ensure the system is delivered on time, within budget, and qualitatively.
- 4.8 CSOS does not have internal capacity to evaluate the quality purported by the external service provider, and therefore resolved to outsource such service, hence this bid.

5 SCOPE OF WORK

- 5.1 CSOS seeks to appoint a service provider for rendering external independent Quality Assurance services as follows:
 - 5.1.1 The QA service provider will work with the Information and Communication Technology (ICT) unit and, where applicable 3rd parties to produce and/ or implement a Quality Management Plan (QMP), including all requisite quality standards, checklists, report templates, and processes.
 - 5.1.2 The QA Service Provider must develop and workshop a Business Analysis Framework and related Standard Operating Procedure/s (QA) that takes into consideration issues of quality assurance in a systems development project/s not limited to testing.

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- 5.1.3 The QA Service provider's work must adhere to generally accepted industry practices for project management and system development life cycle (SDLC) management principles. In addition, the QA Service provider will utilize the Project's Quality Management Guide as a reference.
- 5.1.4 Deliverables, unless otherwise noted, shall conform to the Project Management Institute's (PMI) Standard as described in the PMBOK and International Standards Organization standard ISO12207 for software development life cycle management.
- 5.1.5 Based on the QMP, the QA Service provider shall define the Baseline Project Plan and subsequent Project management-related deliverables.
- 5.1.6 The QA Service provider will ensure that the Project plans, standards, processes, and work tasks fit the Project's needs and verify that they will be usable for performing quality control reviews, inspections, and uncovering quality risks throughout the life cycle of the Project.
- 5.1.7 The emphasis of this task is to confirm that quality is planned into the Project versus a reactive quality approach that measures quality through audits completed after the work is done.
- 5.1.8 The QA Service Provider must build capacity within the ICT unit by means of developing and implementing a skills transfer plan.
- 5.1.9 Additionally – at the end of each Project phase and/or at the Project's completion, the QA Service provider will facilitate a meeting to identify the lessons learned and record the results in the lessons learned produce a Project evaluation report.
- 5.1.10 The bidder must demonstrate an understanding of the scope of work by outlining innovative and creative ways of undertaking the work, as well as including activities over and above those outlined in the scope of work, that will show the depth of understanding and experience in undertaking a scope of work of the same or similar nature.

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5.2 DELIVERABLES

- 5.2.1 Develop a Quality Assurance Plan (QAP) for each project to be undertaken across all the various stages of SDLC, functional and non-functional systems, or unit testing.
- 5.2.2 Perform Project Quality Assurance against the QAP for each project not limited to the to the following identified projects: CSOS Connect, Enterprise Resource Planning and Enterprise Document, Records and Content Management Solution (whatever name it may be called), to ensure or determine compliance with stated Projects' requirements and/or specifications. Project results include both work product results, notably deliverables, and project management results, notably schedule and cost performance.
- 5.2.3 Independent Verification and Validation (IV&V) Testing: This task ensures that the system and its components, as delivered by 3rd Parties, are functional, stable, and secured as defined by approved CSOS requirements.
- 5.2.4 The QA Service Provider shall perform IV&V testing independent of the Developing service provider and, when required, perform vetting of the test kits developed or provided by the service provider.
- 5.2.5 Review Project activities and inspect CSOS and 3rd parties provider work product deliverables throughout the life of the Projects in terms of their ability to meet the performance requirements for scope, schedule, and cost. This evaluation shall be done at the level of a specific work product deliverable, as well as its impact on subsequent deliverables, to verify compliance and provide the CSOS Project Manager, Project Team, and others in CSOS management with visibility as to whether the Project is adhering to its established plans, process, and product standards, and work tasks.
- 5.2.6 Review work product compliance with CSOS security standards, especially in relation to system access.
- 5.2.7 Review the deliverables from 3rd parties for completeness and accuracy, as well as identify and assess issues and risks at the work product level. In ascertaining whether the work products of 3rd parties meet CSOS requirements, the QA Service provider shall pay particular attention to the scope, execution, and results of the 3rd parties' test Plan.

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- 5.2.8 Address issues within the Projects for resolution, if possible. Issues unresolved within the Projects will be escalated to the Project's Steering Committee or, in accordance with the Project's governance processes.
- 5.2.9 Quality Assurance (QA): The QA Service provider shall provide an overall Projects quality review, periodically examine quality control review results, checklists, change requests, and tracking, and summarize the results for executive review and oversight throughout the life of the Project.
- 5.2.10 The QA Service provider will create and deliver Quality Assurance Status and Improvements Reports and Presentations summarizing the overall Projects status, performance, risks, and recommendations for process improvement to the CSOS Project Manager, the Project's Steering Committee, and other relevant governance bodies.

6 SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

Documents required	Submitted Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME representative, and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide a full detailed CSD report or CSD number)	
Valid tax pin number/letter from SARS	
Fully completed SBD documents (SBD 1, 3.3, 4 & 6.1)	

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7 MANDATORY REQUIREMENTS

7.1 Bidders must COMPLY with the below mandatory requirements to be further evaluated on price and specific goals.

TABLE 1

No	MANDATORY REQUIREMENTS
1.	<p>Three (3) contactable reference letters pertaining to similar service, not older than five (5) years of proof of the company's relevant experience in ICT software development, quality assurance, or ICT systems testing.</p> <p>The letters must be on a company letterhead of a client, dated, signed and with contactable details.</p> <p>CSOS reserves the right to verify the authenticity of the reference letters submitted.</p>
2.	<p>Company's capacity to meet the demand and workload of the CSOS.</p> <p>Proof of the team's competence in software testing as accredited by the Southern African Software Testing Qualifications Board (SASTQB) or International Software Testing Qualifications Board (ISTQB).</p> <p>Bidders are required to indicate, on the organogram below, the composition of the proposed delegated team. In addition, bidders must submit one (1) detailed CV per proposed team member, together with certified copies of the relevant qualifications.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> <div style="border: 1px solid orange; padding: 5px; text-align: center;"> Test Manger (Insert name and Surname) </div> <div style="border: 1px solid orange; padding: 5px; text-align: center;"> Test Analyst (Insert name and Surname) </div> <div style="border: 1px solid orange; padding: 5px; text-align: center;"> Agile Technical Tester (Insert name and Surname) </div> </div> <p>2.1 Test Manager: Provide a CV accompanied by a copy of the qualification of ISTQB Certified Test Manager (CTAL-TM) with at least 5 years or more in Software Testing.</p> <p>2.2 Test Analyst: Provide a CV accompanied by a copy of ISTQB Advanced Level Test Analyst (CTAL-TA) or ISTQB Advanced Level Agile Technical Tester (CTAL-ATT) with at least 3 years or more in Software Testing.</p> <p>2.3 Agile Technical Tester: Provide a CV accompanied by a copy of ISTQB Advanced Level Agile Technical Tester (CTAL-ATT) or ISTQB Advanced Level Test Analyst (CTAL-TA) with at least 3 years or more in Software Testing.</p>

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3.	Submit a methodology plan demonstrating resource allocation and the ability to provide backup and replacement of resources to ensure business continuity.
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8 PRICING INSTRUCTIONS

- 8.1 In order to facilitate a transparent selection process that allows equal opportunity to all bidders. Proposals will be evaluated using the 80/20 formulae (preference points system) for Price and specific goals as per the 2022 PPPFA Regulations and CSOS preferential procurement policy.
- 8.2 All pricing must be in SA Rands and fixed for the duration of the contract. Bidders must specify the items that are subject to exchange rate fluctuations.

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER.	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE ORGAN OF STATE.	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE TENDERER.
EME or QSE owned by 51% or more black person women; EME or QSE owned by 51% or more black person youth; EME or QSE owned by 51% or more black persons living with a disability; EME or QSE owned by 51% or more black person who is military veteran.	17	
EME or QSE owned by 51% or more black people living in rural or underdeveloped areas or townships.	1	
EME or QSE Co-operative owned by 51% or more black people	1	
EME or QSE is owned by 51% or more black people in general, with a focus in order of priority on Africans, Indians, and Coloureds.	1	
Total Points for Price and Specific Goals		

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

TABLE 1: VARIABLE COSTS - PRICING FOR RECOURCES (RATE CARD)

	Description	(Estimated Hours per Resource)	Total
	Rate-Based Pricing per resource		
1.	Test Manager	200	
2.	Test Analyst	200	
3.	Agile Technical Testers	200	
4.	Other (Bidder to specify)		
5.	Subtotal		
6.	VAT @ 15% (if applicable)		
7.	Total inclusive of VAT		

***NB: The quantity of hours is indicative and supplied for the purpose of standard pricing and can be subtracted, added, or re-allocated during the project.**

TABLE 2 : FIXED COSTS OF ONCE-OFF IMPLEMENTATION

	Description	Qty	Unit Price (Fixed)	Total
	FIXED PRICE PER MILESTONE			
1.	Development and Workshop of Business Analysis Framework and related Standard Operating Procedure/s (QA).	1	R	R
2.	Capacity Building (Skills Transfer Plan and Training)	1	R	R
3.	Other (Bidder to specify)			
4.	Subtotal		R	R
	VAT @ 15% (if applicable)		R	R
	Total inclusive of VAT		R	R

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Table 3

SERVICE	GRAND TOTAL COST (INCL. VAT)
Variable costs	R
Fixed costs	R
Other (Bidders to specify)	R
TOTAL BID PRICE (INCL. VAT and CPI)	R

The pricing items in the table above are a guide for pricing the solution. The bidder must include all items pertinent to the delivery of the solution per the scope of work and remove any items that are not.

Signature (Bidder)

Date

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

9 TIMELINE OF THE BID PROCESS

- 9.1 The validity period of RFQ's and the withdrawal of offers, after the closing date and time, is ninety (90) days.

10 DURATION OF THE CONTRACT

- 10.1 The appointed service provider/consultant will be contracted for a period of twelve (12) months.
- 10.2 The bidder **MUST** ensure that they have the resources to complete the project in this timeframe.

11 PROJECT MANAGER RESPONSIBILITIES

- 11.1 The CSOS Project Manager's responsibilities will include:
- 11.2 Providing the service provider with all appropriate advice and information pertinent to the success of this project, as well as assisting in setting up meetings with key management staff.

12 SERVICE PROVIDER RESPONSIBILITIES

- 12.1 The specialist service provider will, after signing an agreement, conduct the full scope of work for the CSOS and provide a line-item budget detailing each cost.
- 12.2 The service provider will sign a Service Level Agreement, which will assure confidentiality of CSOS information and intellectual property.
- 12.3 The service provider undertakes to abide by the CSOS's policies and procedures and Code of Conduct whilst conducting work on behalf of the CSOS.

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

13 SUPPLIER DUE DILIGENCE

- 13.1 CSOS reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include requests for additional information.

14 RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

- 14.1 The proposals must be submitted in the prescribed format. Standard bidding documents attached with Terms of Reference must be completed in full.
- 14.2 Failure to comply with the mandatory requirements will result in your RFQ being disqualified

15 COUNTER CONDITIONS

- 15.1 Bidders' attention is drawn to the fact that amendments to any of the conditions or setting of counter conditions by Bidders or qualifying any Conditions will result in the invalidation of such proposals.

16 FRONTING

- 16.1 Government supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background, the Government condemns any form of fronting.
- 16.2 The Government, in ensuring that bidders conduct themselves in an honest manner, will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist.

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

- 16.3 Failure to do so within a period of 14 days from the date of the notification may invalidate the bid/contract and may also result in the restriction of the Bidder /contractor to conducting business with the public sector for a period not exceeding ten years, in addition to any other remedies CSOS may have against the Bidder/contractor concerned.

17 CONTACT AND COMMUNICATION

- 17.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Vincent Mobe, via email: vincent.mobe@csos.org.za or Tel: 010 593 0533
- 17.2 Further information regarding Supply Chain Management matters can be sent via email to Ms. Nonkululeko Mthethwa: nonkululeko.mthethwa@csos.org.za or at Tel: 010 593 0533
- 17.3 The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 17.4 Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 17.5 All communication between the Bidder(s) and CSOS must be done in writing.
- 17.6 Whilst all due care has been taken in connection with the preparation of this bid, CSOS makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current, or complete. CSOS, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current, or complete.
- 17.7 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).
- 17.8 Any actual discrepancy, ambiguity, error, or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS.

- 17.9 All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

18 PROPOSAL SUBMISSION REQUIREMENTS

- 18.1 The service provider must present CSOS management with a comprehensive proposal and model outlining how they intend to address our specific needs and a line-item budget thereof, together with a detailed project plan.

19 SUBMISSION OF PROPOSALS

- 19.1 Proposal documents should be submitted to the following email address: quotations2@csos.org.za on or before the closing date and time.
- 19.2 Proposal documents will only be considered if received by the CSOS at 12h00 on 10 March 2026.

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:

BIDNO: RFQ017-2026R: APPOINTMENT OF A SERVICE PROVIDER TO ASSIST THE COMMUNITY SCHEMES OMBUD SERVICE WITH QUALITY ASSURANCE AND TESTING SERVICES FOR A PERIOD OF 12 MONTHS

CLOSING TIME 12:00PM ON 10 MARCH 2026

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

ITEM NO <u>TAX</u>	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED</u>
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1. Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

PRICING SCHEDULE

TABLE 1: VARIABLE COSTS - PRICING FOR RECOURCES (RATE CARD)

	Description	(Estimated Hours per Resource)	Total
	Rate-Based Pricing per resource		
1.	Test Manager	200	
2.	Test Analyst	200	
3.	Agile Technical Testers	200	
4.	Other (Bidder to specify)		
5.	Subtotal		
6.	VAT @ 15% (if applicable)		
7.	Total inclusive of VAT		

***NB: The quantity of hours is indicative and supplied for the purpose of standard pricing and can be subtracted, added, or re-allocated during the project.**

TABLE 2 : FIXED COSTS OF ONCE-OFF IMPLEMENTATION

	Description	Qty	Unit Price (Fixed)	Total
	FIXED PRICE PER MILESTONE			
1.	Development and Workshop of Business Analysis Framework and related Standard Operating Procedure/s (QA).	1	R	R
2.	Capacity Building (Skills Transfer Plan and Training)	1	R	R
3.	Other (Bidder to specify)			
4.	Subtotal		R	R
	VAT @ 15% (if applicable)		R	R
	Total inclusive of VAT		R	R

TABLE 3.

SERVICE	GRAND TOTAL COST (INCL. VAT)
Variable costs	R
Fixed costs	R
Other (Bidders to specify)	R
TOTAL BID PRICE (INCL. VAT and CPI)	R

The pricing items in the table above are a guide for pricing the solution. The bidder must include all items pertinent to the delivery of the solution per the scope of work and remove any items that are not.

Signature (Bidder)

Date

The financial proposal for this assignment should cover for all assignment activities as per terms of reference

2. Period required for commencement with project after acceptance of bid _____

3. Are the rates quoted firm for the full period? Yes/No

4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:

Vincent Mobe

Tell: 010 593 0533

E-mail address: Vincent.Mobe@csos.org.za

Supply Chain queries may be directed to:

Nonkululeko Mthethwa

Tell: (010) 593 0533

Email: quotations2@csos.org.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned,
(name).....in
submitting the accompanying bid, do hereby make the following
statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 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 consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² 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.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature Date
..... Position Name of bidder

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

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) Either the **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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	80
SPECIFIC GOALS	20
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.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \quad \text{or} \quad Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points Allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1. EME or QSE owned by 51 % or more black woman; or more black person who are youth; or more black person living with disabilities; or more black person who is a military veteran	17	
2. EME or QSE owned by 51 % black people living in rural or underdeveloped areas or township	1	
3. EME or QSE Co-operative owned by 51% or more black people	1	
4. EME or QSE owned by 51% or more black people in general, with focus in order of priority on africans, Indians and coloureds.	1	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:
