

**REQUEST FOR PROPOSAL**  
**FOR**  
**THE PROVISION OF CITY IMPROVEMENT DISTRICT MANAGEMENT SERVICES ON A**  
**FIXED TERM CONTRACT**  
**TO THE**  
**TYGERVALLEY IMPROVEMENT DISTRICT (TVID) NPC**  
**MAY 2023**



**NOTE TO ALL PROPOSERS**

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## INTRODUCTION

The Tygervalley Improvement District (TVID) was formally established in 2016 providing supplementary public safety, urban maintenance, and urban cleaning services in partnership with the City of Cape Town.

## MISSION AND VISION OF THE TVID

It is the mission of the TVID to implement a strategy to counter urban degeneration of the area by creating a safe and attractive Business District.

The vision of the TVID is to establish and maintain a safe, clean, well-managed Business District that attracts and retains business investment and activities in the area.

## GOALS OF THE TVID

- Improve Public Safety significantly by proactive visible patrolling and cooperation with existing SAPS and City of Cape Town Law Enforcement efforts as well as other security service providers in the area.
- Creating a safe and clean public environment by addressing issues of maintenance and cleaning of streets, pavements and public spaces.
- Manage existing and new public infrastructure for the future benefit of all the users of the area.
- Protect property values.
- Attract new investment to the area.
- Support and promote social responsibility in the area.
- The sustained and effective management of the TVID area.

## TVID AREA OF RESPONSIBILITY



## 1 SECTION 1: NOTES TO PROPOSERS

The Board of the Tygervalley Improvement District (TVID) invites suitably qualified and experienced service providers to submit proposals for the Management of the TVID.

### 1.1 THE SITE AND APPLICATIONS

1.1.1. The address from where CID Management Services are required is:

1.1.1.1. Within the Boundary of the Tygervalley Improvement District

1.1.2. The Proposers shall view the area and ensure they are thoroughly acquainted with all aspects that fall within the scope of managing the TVID, including but not limited to the nature of the area and all general matters which may influence the Proposers.

1.1.3. The Proposers are also required to confirm if the TVID requested manpower and equipment is sufficient, inadequate or excessive. A motivation for additional manpower and/or equipment should be included if the current requirements are deemed inadequate. Costing for additional manpower and/or equipment should be included in the Proposal submitted as an additional annexure.

1.1.4. The Proposers are required to only provide proposals for the services as set out in Sections 5 of the Request for Proposal.

1.1.5. Section 5 covers the required management services for the TVID

1.1.6. No claims for any extras in connection with the location, conditions, or nature of the services, will be entertained for the duration of the contract.

### 1.2 SCOPE OF CONTRACT

1.2.1. The Proposal is for the provision of management services for a period of 36 months, commencing 1 July 2023 until 30 June 2026. The successful Proposer will be required to conduct handover from 1 July 2023 at no cost to the TVID.

1.2.2. This Proposal comprises the provision and maintenance of physical management services as defined under section 5 (five) hereof, including all aspects required for the effective management of the TVID which shall be defined and signed by both parties.

### 1.3 PROPOSALS

1.3.1. All proposals must be submitted via email to [rfp@tvid.co.za](mailto:rfp@tvid.co.za) with the subject: **“Proposal for Management Services – TVID**, by no later than 12h00 on Monday, 22 May 2023. Proposers are referred to the FORM FOR PROPOSERS, included in this document.

1.3.2. **The lowest, or any, or portion of any Proposal will not necessarily be accepted and the TVID does not bind itself to assign any reason for the rejection, or acceptance of a Proposal. Any addition, omission or condition added to the FORM FOR PROPOSERS could result in the Proposal being disqualified.**

- 1.3.3. All costs related to the submission of this proposal must be borne by the relevant applicants/companies/service providers and they shall have no claim for cost recovery to the Board or its representatives whatsoever.
- 1.3.4. The Proposal shall remain valid and open for acceptance for a period of sixty days (60) days from 22 May 2023.
- 1.3.5. **The TVID Board decision on the appointment of the preferred management service provider will be final and no negotiations will be entered into.**

#### **1.4 CONTRACT PRICE ADJUSTMENT PROVISIONS**

- 1.4.1. The contract price, excluding VAT, will remain fixed and firm for the duration of 12 (twelve) months of the contract period.
- 1.4.2. The contract price shall be increased at the end of each 12 (Twelve) months period in line with the approved TVID budget. It must be noted that no increase beyond the City of Cape Town approved TVID budget for Administration and Management (and related line items) will be considered.
- 1.4.3. The current TVID Budget and Business Plan for 2021 to 2026 is available on the TVID website.

#### **1.5 PROGRAMME**

- 1.5.1. The Proposers attention is drawn to the contract dates as contained herein.

### **2 SECTION 2: CONDITIONS OF CONTRACT**

#### **2.1 STANDARD CONTRACT**

- 2.1.1. The standard Contract or Service Level Agreement of each Proposer shall be submitted together with the Proposal documents. Proposers are advised that standard clauses such as those disclaiming any and all liability, automatically renewing the contract for additional periods and building-in increases shall not be accepted.
- 2.1.2. A final contract will be negotiated in detail with the successful Proposer. The award of the whole or any part of the Proposal to any service provider shall be based on the successful completion of the principal contract prior to such award having any effect.
- 2.1.3. The contract for the provision of CID Management Services is for a period of 36 (thirty-six) months, commencing 1 July 2023 until 30 June 2026. However, a clause shall be drafted into the contract which gives the TVID Board the option to cancel the contract:
  - 2.1.3.1. if the appointed service provider does not perform satisfactorily.
  - 2.1.3.2. if the TVID is dissolved in accordance with Chapter 4 of the SRA by-law of the City of Cape Town.
  - 2.1.3.3. if the TVID Term and Business Plan is not renewed by the City of Cape Town should a renewal application be submitted during the contract period.

### **3 SECTION 3: SPECIAL CONDITIONS OF CONTRACT**

#### **3.1 REQUIREMENTS FOR PROPOSALS**

##### **GENERAL**

- 3.1.1. Proposers should note that prior to award of this contract, the TVID will require the Proposer to provide satisfactory assurances regarding availability and suitability of managerial and supervisory personnel and other resources, and methods of deployment, to demonstrate that the required level of service **and supervision** can be attained and maintained.
- 3.1.2. Submission of a Proposal shall be deemed to be the Proposers acknowledgement and acceptance of the detailed specification (Section 5) of the Proposal. Prior to formal award of this contract the successful Proposers will be required to provide proof of current and valid professional indemnity insurance.
- 3.1.3. Notwithstanding this being an invited request for Proposal, the formal employment of the successful Proposers will only be made where the Proposer has complied with the foregoing requirements.
- 3.1.4. **Service providers with proven City Improvement District management experience are preferred and Proposers should provide substantive proof thereof in their proposal.**

##### **CONDITIONS OF EMPLOYMENT**

- 3.1.5. Under no circumstances will the appointed contractor be entitled to sub-contract the awarded work or any portion thereof without the prior agreement in writing of the TVID Board who may refuse such agreement without the need to furnish any reason.

##### **DOCUMENTATION**

- 3.1.6. Any special conditions of offer forming part of the Proposers Proposal submission, which are at variance with the provisions of the Request for Proposal, are superseded by such provisions.

##### **INSURANCE**

- 3.1.7. The Proposers are required to maintain their own insurance in respect of Public Liability claims with a limit of indemnity of not less than R5 000 000 (Five million Rand) for any one incident. The Proposers are required to maintain their own insurance in respect of Professional Indemnity claims with a limit of indemnity of not less than R2 000 000 (Two Million Rand) per event.
- 3.1.8. The Proposers are required to effect insurances in respect of the C.O.I.D. Act 1993 and Employer's Liability claims. Proof of such insurances will be required prior to your appointment in terms of this Proposal. The Proposers are reminded that they are responsible for insurance of their own equipment and vehicles etc.

##### **FINANCIAL**

- 3.1.9. It is the Proposers responsibility to ensure that their statement of account is timeously submitted to the Financial Director for approval. A detailed Tax Invoice must substantiate each item on the

statement of account. This documentation should reach the TVID by the 20th of each month. Payment will be in arrears and be paid by the last day of each month of service delivery.

- 3.1.10. The Proposers will be required to provide the necessary resources in order that their services are rendered in accordance with the terms of the Request for Proposal and any variations that may be agreed to by both parties at any time within the duration of the contract. No claims will be recognised for overtime working, disruption, out of sequence activities, or additional supervision and/or personnel unless same has been authorised by the TVID Board in writing prior to commencement of such activities.
- 3.1.11. High Standards of efficiency are the essence of this contract, and it is essential that the Proposers services be executed in the most efficient manner. The Proposers will be required to fully supervise their personnel and to be represented by senior management level employees (Contract Manager) at regular progress, coordination, and Board meetings as necessary. The Contract Manager must be available to the TVID Board at all reasonable times to address operational and management issues. The Contract Manager will report directly to the TVID Board.
- 3.1.12. The Proposers will be obliged to fully comply with the agreed Site Procedures on site and in each function to give effect to their obligations in terms of the service to be rendered.
- 3.1.13. The following are mandatory requirements that must be included and considered by the Proposers in formulating their Proposal. It must expressly be dealt with in the Proposal document:
- Signed request for Proposal document.
  - List of contactable CID references.
  - Company profile.
- 3.1.14. The following documents must be made available at request during the evaluation process and/or prior to the commencement of the contract:
- Copy of company registration document.
  - Copy of company public liability insurance cover.
  - Bank letter.
  - Letter of good standing from COIDA.
  - Tax clearance certificate.
  - Copy of the company's standard contract regarding the provision of management services and all relevant annexures thereto.

## **4 SECTION 4: PROGRAMME**

### **4.1 Issue of request for Proposal documentation:**

Friday, 12 May 2023

### **4.2 Proposal to be submitted:**

Strictly by 12h00 on Monday, 22 May 2023

### **4.3 Proposers adjudication:**

Monday, 22 May 2023 to Friday, 26 May 2023

#### **4.4 Optional presentation by at most 2 selected companies to TVID Board:**

TBD if required.

#### **4.5 Awarding of contract by TVID Board:**

31 May 2023

#### **4.6 First Deployment:**

Friday 30 June 2023 or as agreed upon with the Board.

#### **4.7 End of Contract: 30 June 2026**

### **5 SECTION 5: DETAILED SPECIFICATIONS – CID MANAGEMENT SERVICE**

The Board of the TVID is set on succeeding in its mandate to make the area a safe, secure and pleasant working environment for the property owners, businesses and customers that work, visit and shop in the area every day. In order to address these needs the TVID management must address six main focus areas namely:

- The management of the TVID operations;
- Manage, in conjunction with the appointed service provider, the provision of public safety and security measures in the public areas;
- Manage, in conjunction with the appointed service provider, the cleaning, greening and maintenance of the public spaces in the area;
- In co-operation with the relevant City of Cape Town departments, take actions to address and monitor urban management issues related to the public infrastructure in the TVID;
- Through constructive partnerships with all the role-players in the TVID, initiate a recycling initiative to improve the sustainability of the businesses and potentially create employment opportunities and social upliftment in the area; and
- Manage and perform marketing and promotional activities to promote the TVID as a well-managed and functioning node.

#### **5.1 Fundamental Requirements**

- The Management Company is responsible for the execution of the TVID Business Plan as approved by the City of Cape Town and in accordance with the City of Cape Town Special Ratings Area By-Law and Policy.
- Provide all administrative and operational functions to effectively manage the TVID in accordance with its mandate and as directed by the Board of the TVID apart from the accounting and auditing requirements for which allowance is made in the TVID budget.
- Execute urban management inspections on an on-going basis as part of the management work of all public infrastructure defects in the area. These urban management inspections will include the reporting of each defect for correction through the City of Cape Town.
- Provide a management system to record and monitor all CID issues so that formal reports on management activities and statistics can be provided.
- Demonstrate and intimate knowledge of the various regulatory frameworks including, but not limited to, The Companies Act, the regulations pertaining to Special Rating Areas and/or City Improvement Districts including By-Laws and Policies, Section 22 of the Municipal Property Rates Act (MPRA), the Municipal Finance Management Act (MFMA), and The Constitution.
- Provide detailed information on their existing infrastructure (e.g. vehicles, staff, equipment) and economies of scale that will support the management of the TVID.



- Be experienced in running and administrating City Improvement Districts (CID's) and Special Rating Areas (SRA's). Track record to be submitted.
- Demonstrate experience in Public Safety, Urban Cleaning and Maintenance and dealing with the complex social problems prevalent in the area.
- Have a working knowledge of all applicable By-Laws and Policies if the City of Cape Town relevant to the operations and management of City Improvement Districts

## **5.2 Proposers must provide for:**

- The deployment of a full-time CID manager to the TVID operating from the TVID offices on the permanent basis.
- The CID manager is responsible for all the operational tasks of the TVID and should attend office hours from 08:30 to 16:30 on weekdays excluding public holidays.
- Provide a CID management vehicle for the sole use of the CID manager to perform his management functions. Such vehicle should be suitable to assist with urban maintenance tasks and supporting the cleaning operations within the CID.
- All computer, electronic and office equipment required to perform the management function.
- All communication facilities including internet connectivity, cell phone, data and airtime.
- Proposers should have a contingency plan for the periods when the appointed CID manager is on annual leave or on sick leave for an extended period of time.

All proposals must be submitted via email to [rfp@tvid.co.za](mailto:rfp@tvid.co.za) with the subject: "Proposal for Management Services – TVID, by no later than 12h00 on Monday, 22 May 2023.

Although all the relevant information is contained in the Business Plan of the TVID, proposers are free to request further information which may be useful in informing the proposal process by sending one email to [rfp@tvid.co.za](mailto:rfp@tvid.co.za) no later than 16 May 2023.

**PROPOSALS RECEIVED AFTER THE CLOSING TIME (12H00 ON MONDAY, 22 MAY 2023) WILL NOT BE CONSIDERED.**

**6 SECTION 6: FORMS FOR PROPOSERS**

**PROVISION AND MANAGEMENT SERVICES TO THE TVID**

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a physical security guarding service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R \_\_\_\_\_ per month without VAT

(Words) \_\_\_\_\_ per month without VAT

The following documentation is attached:

- 1. A detailed and full CID Management Services Proposal as per request for PROPOSAL document.
- 2. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: \_\_\_\_\_  
(Printed Name)

SIGNATURE: \_\_\_\_\_

IN THE CAPACITY: \_\_\_\_\_  
OF (Designation)

ON BEHALF OF: \_\_\_\_\_

ADDRESS : \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NO. : \_\_\_\_\_ DATE: \_\_\_\_\_