

<b>RFQ NUMBER</b>	<b>RFQ/MICT/16/2025</b>
<b>RFQ DESCRIPTION</b>	<b>APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT RESEARCH ON STAKEHOLDER SATISFACTION ACROSS KEY ORGANISATIONAL AREAS FOR A CONTRACT PERIOD OF 24 MONTHS.</b>
<b>RFQ ISSUE DATE</b>	<b>28 May 2025</b>
<b>BRIEFING SESSION</b>	<b>N/A</b>
<b>CLOSING DATE &amp; TIME</b>	<b>3 June 2025 @ 11:00 AM South African Time, RFQ submitted after the stipulated closing date and time will not be considered.</b>
<b>LOCATION FOR SUBMISSIONS</b>	<a href="mailto:rfqs@mict.org.za">rfqs@mict.org.za</a>
<b>NO: OF DOCUMENTS</b>	<b>1 SOFT COPY</b>

For queries, please contact [rfqs@mict.org.za](mailto:rfqs@mict.org.za) before the closing date of this RFQ.

The MICT SETA requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: \_\_\_\_\_

NATIONAL TREASURY (CSD) SUPPLIER NUMBER: \_\_\_\_\_

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

TELEPHONE NO: \_\_\_\_\_

E MAIL ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

CELL NO: \_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_

**SUPPLIER REGISTRATION ON CSD:** Prospective suppliers must register on the National Treasury Central Supplier database in terms of National Treasury circular no 4A of 2016/17. The bidder shall register prior submitting a proposal/bid.

## MICT SETA –QUOTATION CONDITIONS

### MICT SETA: CHECKLIST INFORMATION

#### RETURNABLE DOCUMENTS CHECKLIST

**Request For Quotation invitation document must be completed, signed and submitted as a whole** by the authorised Company representative. All forms must be properly completed, list below serve as a checklist of your RFQ submission.

**(Tick in the relevant block below)**

DESCRIPTION	YES	NO
<b>CSD</b> Central Supplier Database (CSD) Registration Report		
Pricing Schedule		
Valid Tax Clearance Certificate (S) and or proof of application endorsed by <b>SARS</b> and/or <b>SARS-issued</b> verification pin		
<b>SBD 4 – Bidder's Disclosure</b>		
<b>SBD 6.1 - Preferential Procurement Claim Form</b>		
Certified Copy of director(s) ID(s) not older than (six) 6 months		
CIPC Document		
Shareholding Certificate		
<b>Bidder's eligibility: Form A</b>		

**Note: This RFQ must be completed by the authorised company representative**

#### 1. QUOTATION CONDITIONS

NOTE: Quotation for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of **RFQ/MICT/16/2025 APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT RESEARCH ON STAKEHOLDER SATISFACTION ACROSS KEY ORGANISATIONAL AREAS FOR A CONTRACT PERIOD OF 24 MONTHS**

Contract available for download from  
<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>

- a. **MICT SETA** does not bind itself to accept the lowest or any RFQ, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFQ.
- b. No RFQ shall be deemed to have been accepted unless and until a formal contract/letter of intent is prepared and executed.

**1.1 MICT SETA reserves the right to:**

- a. Not evaluate and award RFQ that do not comply strictly with the requirements of this RFQ.
- b. Make a selection solely on the information received in the RFQs and Enter into negotiations with any one or more of the preferred bidder(s) based on the criteria specified in the evaluation of this RFQ.
- c. Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders, and no change in the content of the RFQ shall be sought, offered, or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw the RFQ at any stage
- f. Accept a separate RFQ or any RFQ in part or full at its own discretion.
- g. Cancel this RFQ or any part thereof at any stage as prescribed in the PPPFA regulation.
- h. Select the bidder(s) for further negotiations based on the greatest benefit to MICT SETA and not necessarily on the basis of the lowest costs

**2. COST OF BIDDING**

The bidder shall bear all costs and expenses associated with the preparation and submission of its RFQ or RFQ, and the MICT SETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection processes.

## FORM A: BIDDER'S ELIGIBILITY FORM

Name of Bidder:

RFQ Number:

We, the undersigned, offer to provide the required services in accordance with the above Request for quotation and hereby declare that our firm, persons, or its directors, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by National Treasury, *from doing business with the public sector,"*
- b) have not declared bankruptcy, are not involved in bankruptcy or engaged in corrupt / fraudulent practices, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- c) undertake not to engage in prescribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the MICT SETA or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the MICT SETA.
- d) *We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this RFQ submission may lead to elimination of our RFQ submission.*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## **ANNEXURE A: TERMS OF REFERENCE**

### **REQUIREMENT DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT RESEARCH ON STAKEHOLDER SATISFACTION ACROSS KEY ORGANISATIONAL AREAS FOR A CONTRACT PERIOD OF 24 MONTHS.**

#### **1. INTRODUCTION**

The Media, Information and Communication Technologies Sector Education and Training Authority ("MICT SETA") is established in terms of section 9(1) of the Skills Development Act, 1998 (Act No. 97 of 1998), and is responsible for achieving South Africa's skills development and economic growth within the following five sub-sectors: advertising, film and electronic media, electronics, information technology and telecommunications.

This specification outlines the requirements for implementing a comprehensive stakeholder satisfaction survey for the Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA). Drawing on best practices and structured methodologies, the survey will evaluate internal and external stakeholder satisfaction across key areas such as marketing, service delivery, communication, and product/service offerings. The findings will inform strategic improvements to enhance stakeholder engagement, align with MICT SETA's skills development mandate, and ensure the organisation remains responsive to stakeholder needs.

#### **2. OBJECTIVES**

The survey will achieve the following objectives, based on structured and best-practice approaches:

- 2.1 **Assess Stakeholder Awareness and Suitability:** Evaluate stakeholder awareness of MICT SETA and its relevance to their needs, ensuring alignment with their expectations.
- 2.2 **Evaluate Understanding of MICT SETA's Mandate:** Gauge stakeholder understanding of MICT SETA's role, activities, and value proposition.
- 2.3 **Measure Communication Effectiveness:** Assess satisfaction with communication channels, frequency, and responsiveness, ensuring clarity and consistency.
- 2.4 **Evaluate Brand Perception and Promotion:** Determine stakeholder perceptions of MICT SETA's brand and its promotion, benchmarking against industry standards.
- 2.5 **Identify Perceptions and Gaps:** Ascertain stakeholder perceptions and identify gaps in service delivery, using data-driven insights to prioritise improvements.

- 2.6 **Develop a Roadmap for Improvement:** Provide actionable, strategic recommendations to improve stakeholder satisfaction and loyalty.

### 3. SCOPE OF WORK

The service provider will deliver the following, incorporating best practices and structured methodologies:

#### 3.1. Research Methodology:

- 3.1.1. **Customised Survey Design:** Develop a stakeholder satisfaction survey aligned with best practices, ensuring it is tailored to MICT SETA's unique context and objectives. The survey should include a mix of closed ended (quantitative) and open-ended (qualitative) questions.
- 3.1.2. **Structured Frameworks:** Use internationally accepted frameworks such as Net Promoter Score (NPS), Customer Satisfaction Score (CSAT), or Stakeholder Sentiment Analysis to ensure comprehensive insights and benchmarking.
- 3.1.3. **Qualitative and Quantitative Analysis:** Combine qualitative methods (e.g., in-depth interviews, focus groups, and sentiment analysis) with quantitative data collection (e.g., online surveys, mobile surveys, and email surveys) for a holistic view.
- 3.1.4. **Composite Satisfaction Measure:** Develop a composite index (e.g., Stakeholder Satisfaction Index) to measure overall stakeholder satisfaction, incorporating weighted scores for key attributes.
- 3.1.5. **Key Attributes for Measurement:**
  - 3.1.5.1. **Image and Reputation:** Perceptions of MICT SETA's credibility and trustworthiness.
  - 3.1.5.2. **Leadership and Vision:** Stakeholder confidence in MICT SETA's strategic direction.
  - 3.1.5.3. **Systems and Processes:** Efficiency and effectiveness of internal processes.
  - 3.1.5.4. **Communication Channels and Responsiveness:** Satisfaction with communication methods and response times.
  - 3.1.5.5. **Service Delivery and Excellence:** Quality and reliability of services provided.
  - 3.1.5.6. **Brand Perception:** Awareness and perception of MICT SETA's brand.

- 3.1.5.7. **Product/Service Offerings:** Relevance and quality of MICT SETA's offerings.
- 3.1.5.8. **Service Quality Assessment:** Evaluate perceived service quality using frameworks such as SERVQUAL (Service Quality Model) to identify gaps.
- 3.1.5.9. **Future Intentions:** Assess stakeholder intentions for future engagement with MICT SETA, including likelihood to recommend (NPS).
- 3.1.5.10. **Complaint Analysis:** Identify sources of dissatisfaction and areas for improvement, using root cause analysis techniques.
- 3.1.5.11. **Internal Stakeholder Survey:** Conduct an internal survey to assess employee satisfaction and incorporate findings into the analysis, ensuring alignment between internal and external perceptions.
- 3.1.5.12. **Service Improvement Proposals:** Provide actionable, data-driven recommendations for service enhancement, prioritising initiatives based on impact and feasibility.

### 3.1.6. Sampling

- 3.1.6.1. **Sample Size:** Survey a representative sample of 45% of MICT SETA's stakeholder database (31,839 companies across sub-sectors), ensuring statistical significance and reliability.
- 3.1.6.2. **Geographical Coverage:** Ensure national coverage, proportionately representing all regions where MICT SETA operates, including rural and urban areas.
- 3.1.6.3. **Triangulation Process:** Use a triangulation approach to validate findings through multiple data sources (e.g., surveys, interviews, and secondary data) and methods.
- 3.1.6.4. **Stakeholder Representation:** Include diverse stakeholder groups such as employers, Skills Development Providers, SMMEs, government partners, industry bodies, learners, and suppliers, ensuring a balanced representation of all key segments.

## 3.2. Reporting

- 3.2.1. **Comprehensive Report:** Deliver a detailed report outlining methodology, findings, challenges, and recommendations, using visualisations (e.g., dashboards, heatmaps, and trend analysis) to present data effectively.

- 3.2.2. **Comprehensive Report:** Deliver a detailed report outlining methodology, findings, challenges, and recommendations, using visualisations (e.g., dashboards, heatmaps, and trend analysis) to present data effectively.
- 3.2.3. **Draft and Final Reports:** Submit a draft report for MICT SETA feedback and a final report incorporating comments, ensuring alignment with organisational priorities.
- 3.2.4. **Presentation:** Provide a PowerPoint summary of results and recommendations for stakeholder engagement, using storytelling techniques to highlight key insights.
- 3.2.5. **High-Level Report:** Publish a concise report for stakeholder feedback and public reporting, ensuring clarity and accessibility for diverse audiences.

### 3.3. Reporting

- 3.3.1. **Comprehensive Report:** Deliver a detailed report outlining methodology, findings, challenges, and recommendations, using visualisations (e.g., dashboards, heatmaps, and trend analysis) to present data effectively.
- 3.3.2. **Draft and Final Reports:** Submit a draft report for MICT SETA feedback and a final report incorporating comments, ensuring alignment with organisational priorities.
- 3.3.3. **Presentation:** Provide a PowerPoint summary of results and recommendations for stakeholder engagement, using storytelling techniques to highlight key insights.
- 3.3.4. **High-Level Report:** Publish a concise report for stakeholder feedback and public reporting, ensuring clarity and accessibility for diverse audiences.

**NB: Successful Bidder may be expected to present the Report to the MICT SETA Management Committee and the Board/Accounting Authority in person or virtually.**

## 4. Project Plan

The service provider must submit a detailed project plan, including:

- 4.1 **Timeline:** Clear milestones and deadlines for survey design, data collection, analysis, and reporting, ensuring timely delivery.
- 4.2 **Deliverables:** Specific outputs at each stage of the project, including interim reports and progress updates.
- 4.3 **Costing:** Transparent breakdown of costs, including survey design, data collection, analysis, and reporting, ensuring value for money.



## 5. Key Performance Indicators (KPIs)

- 5.1 **Survey Completion Rate:** Achieve a minimum response rate of 45% of the stakeholder database, ensuring statistical significance.
- 5.2 **Data Accuracy:** Ensure data is accurate, reliable, and representative of the stakeholder population, using validation techniques.
- 5.3 **Timeliness:** Deliver all outputs within the agreed timeline, ensuring alignment with organisational priorities.
- 5.4 **Stakeholder Engagement:** Present findings to MICT SETA and key stakeholders effectively, using storytelling and data visualisations to enhance engagement.
- 5.5 **Actionable Recommendations:** Provide clear, practical recommendations for improving stakeholder satisfaction, prioritising initiatives based on impact and feasibility.

## 6. Assumptions

- 6.1 The service provider has the necessary expertise and resources to conduct the survey, including access to structured tools and methodologies.
- 6.2 MICT SETA will provide access to stakeholder data and support for survey implementation, ensuring alignment with organisational priorities.
- 6.3 The survey will adhere to ethical research practices, including confidentiality and data protection, ensuring compliance with relevant regulations.

## 7. Areas to Survey for Internal Stakeholders

To ensure a comprehensive assessment of internal stakeholder satisfaction, the survey should include the following areas:

### 7.1 Organisational Culture and Values:

- 7.1.1 Alignment with MICT SETA's mission, vision, and values.
- 7.1.2 Perceptions of inclusivity, diversity, and workplace ethics.

### 7.2 Leadership and Management:

- 7.2.1 Confidence in leadership's vision and decision-making.
- 7.2.2 Effectiveness of communication from management.
- 7.2.3 Support and guidance provided by supervisors.

### **7.3 Employee Engagement and Morale:**

- 7.3.1 Level of job satisfaction and motivation.
- 7.3.2 Opportunities for professional growth and development.
- 7.3.3 Recognition and rewards for performance.

### **7.4 Work Environment and Resources:**

- 7.4.1 Adequacy of tools, technology, and resources to perform tasks.
- 7.4.2 Physical work environment and facilities.
- 7.4.3 Work-life balance and flexibility.

### **7.5 Communication and Collaboration:**

- 7.5.1 Effectiveness of internal communication channels.
- 7.5.2 Collaboration across departments and teams.
- 7.5.3 Transparency in sharing organisational updates and decisions.

### **7.6 Training and Development:**

- 7.6.1 Access to training programs and skill development opportunities.
- 7.6.2 Relevance and quality of training provided.
- 7.6.3 Support for career advancement.

### **7.7 Performance Management:**

- 7.7.1 Fairness and clarity of performance evaluation processes.
- 7.7.2 Feedback mechanisms and their effectiveness.
- 7.7.3 Alignment of individual goals with organisational objectives.

### **7.8 Employee Well-being:**

- 7.8.1 Support for mental and physical health.
- 7.8.2 Availability of wellness programs and initiatives.
- 7.8.3 Handling of workplace stress and workload.

### **7.9 Innovation and Creativity:**

- 7.9.1 Opportunities to contribute ideas and innovations.

7.9.2 Organisational support for creative problem-solving.

7.9.3 Willingness to adopt new approaches and technologies.

#### **7.10 Change Management:**

7.10.1 Effectiveness of managing organisational changes.

7.10.2 Employee involvement in change initiatives.

7.10.3 Communication and support during transitions.

#### **7.11 Compensation and Benefits:**

7.11.1 Fairness and competitiveness of compensation packages.

7.11.2 Satisfaction with benefits (e.g., healthcare, leave policies).

7.11.3 Clarity and accessibility of information about benefits.

#### **7.12 Employee Retention and Loyalty:**

7.12.1 Likelihood of recommending MICT SETA as a workplace.

7.12.2 Factors influencing long-term commitment to the organisation.

7.12.3 Perceptions of job security and stability

### **8. Deliverables**

8.1 A report outlining the methodology and tools used.

8.2 A draft report on survey findings, challenges, and recommendations.

8.3 A final report incorporating MICT SETA's feedback on the draft.

8.4 A PowerPoint presentation summarising key findings and recommendations.

8.5 Three hard copies of the final report and a digital version.

8.6 A high-level research finding report for stakeholder feedback and reporting

### **9. Timeframes**

**The project should be completed within a period of three (3) months from the date of appointment.**

## 10. PRICING SCHEDULE

Name of bidder \_\_\_\_\_

RFQ number: \_\_\_\_\_

Closing date \_\_\_\_\_

RFQ shall remain valid for acceptance for a period of **90 days** counted from the closing date.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall RFQ price (Total) should be included. The below table is for illustration only:

Item	Requirement Description	Quantity	Unit Price (Excl. VAT)	Total Cost (Excl. VAT)
	Appointment of a service provider to conduct research on stakeholder satisfaction across key organisational areas for a contract period of twenty- four (24) months			
1.	Stakeholder survey reports	1 report each year	R	R
Sub-Total		R		
VAT@15%		R		
TOTAL PRICE (INCLUDING VAT)		R		

Complete below:

1. Delivery Address: **MICT SETA Head office**  
**Level 3 West wing, Gallagher House**  
**19 Richards Drive, Halfway House**  
**Midrand**

2. Indicate Delivery period after order receipt.....
3. Is delivery period fixed? **Yes/No**
4. Is the price(s) fixed? **Yes/No**
5. Is the quote strictly to specification? **Yes/No**

I/We, the undersigned, agree that this bidding price shall remain binding on me/us and open for acceptance for the period stipulated above.

Authorised Company Representative: \_\_\_\_\_

Capacity under which this quote is signed: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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OF 24 MONTHS**

## 11. EVALUATION CRITERIA

MICT SETA complies with the provisions of the Public Finance Management Act, Act No. 1 of 1999 as amended; Treasury Regulations of 2005; the Preferential Procurement Policy Framework Act, Act No. 5 of 2000; Preferential Procurement Regulations of 2022; and the MICT SETA Supply Chain Management (SCM) Policy. RFQs received will be evaluated on meeting functionality and Price & Specific Goals comparison.

RFQ proposals submitted will be evaluated on technical functionality out of a maximum of **100 points**. A threshold of **70 points** out of **100 points** has been set. Note: All bidders achieving less than the set threshold of 70 points will not move to the next stage of evaluations.

**Note:** All bidders achieving less than the set threshold of **70 points** will not move to the next stage of evaluations.

### 11.1. STAGE 1: FUNCTIONALITY CRITERIA

Assessment of evaluation of the functional/ technical criteria will be based on the table below:

No	Criteria	Deliverable / Description	Weight
1	<b>Research Methodology</b>	<p><b>a. Survey Design:</b> Bidder must showcase their knowledge and understanding by providing a survey design proposal that demonstrates the following:</p> <ol style="list-style-type: none"> <li>1. A clear, structured, and customised survey design,</li> <li>2. Survey Design aligned with the MICT SETA's objectives,</li> <li>3. Survey Design that covers use of internationally accepted frameworks (e.g., NPS, CSAT, SERVQUAL) as highlighted in the scope of work</li> <li>4. Survey design that includes Bias Mitigation of data collection.</li> </ol> <p><b>Points on submission of Survey Design proposal will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Bidder submitted Survey Design proposal meeting all (04) elements = <b>20 points</b>.</li> <li>• Bidder submitted Survey Design proposal meeting three (03) elements covered = <b>15 points</b></li> <li>• Bidder submitted Survey Design proposal meeting two (02) elements = <b>10 points</b></li> <li>• Bidder submitted Survey Design proposal meeting one (01) element = <b>05 points</b></li> <li>• Bidder submitted Survey Design proposal that does not meet required elements = <b>0 point</b></li> </ul> <p><b>b. Sampling Strategy:</b> Bidder must showcase their knowledge and understanding by providing a sampling strategy proposal covering 45% of MICT SETA's stakeholder database that includes the following:</p>	<b>40</b>

		<ol style="list-style-type: none"> <li>1. Ensures national coverage (urban and rural)</li> <li>2. Diverse stakeholder groups (employers, SMMEs, government, skills development providers, learners etc.).</li> </ol> <p><b>Points on submission of Sampling Strategy proposal will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Bidder submitted Sampling Strategy proposal meeting all (02) elements = <b>05 points.</b></li> <li>• Bidder submitted Sampling Strategy proposal meeting (01) element = <b>03 points</b></li> <li>• Bidder submitted Sampling Strategy proposal that does not meeting required elements = <b>0 point</b></li> </ul> <p><b>c. Data collection Analysis (With Ethical and Compliance Considerations):</b> Bidder must submit Data Collection Analysis proposal that details a clear plan for data collection (online, mobile, email surveys) and demonstrate adherence to ethical research practices (confidentiality, data protection) covering the following:</p> <ol style="list-style-type: none"> <li>1. Qualitative methods (interviews, focus groups).</li> <li>2. Quantitative methods (surveys, questionnaires)</li> <li>3. Composite satisfaction index.</li> <li>4. Compliance Considerations</li> </ol> <p><b>Points on submission of Data collection Analysis will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Bidder submitted Data Collection Analysis proposal meeting all (04) elements = <b>15 points.</b></li> <li>• Bidder submitted Data Collection Analysis proposal meeting three (03) elements covered = <b>10 points</b></li> <li>• Bidder submitted Data Collection Analysis proposal meeting two (02) elements = <b>05 points</b></li> <li>• Bidder did not submit Data Collection Analysis proposal required elements = <b>0 points</b></li> </ul>	
2	<b>Sample of work</b>	<p><b>Sample of work:</b> Bidder must provide three (3) client signed reports from previous projects reporting the results of the survey produced.</p> <p><b>Points on submission of Sample of work signed reports will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Bidder submitted all three (03) Sample of work signed reports= <b>15 points.</b></li> <li>• Bidder submitted all two (02) Sample of work signed reports = <b>10 points.</b></li> <li>• Bidder submitted one (01) Sample of work signed reports = <b>05 points.</b></li> <li>• Bidder did not submit Sample of work signed reports = <b>0 points.</b></li> </ul>	<b>15</b>

<b>3 Capacity and Resources</b>	<p>The bidder must provide verifiable evidence of capacity to deliver on the project, including certified copies of qualifications and detailed CV of relevant personnel indicating proven track record in leading research projects for educational institutions or purposes, and/or lecturing in disciplines involving research, development, monitoring and evaluation. Experience in project cycle management is also preferred.</p> <p><b>Team leader/Project Manager /Technical Lead</b></p> <p>Must have master's degree in the disciplines of Development Studies, Statistics, Research, monitoring and evaluation, and Social Sciences. A doctoral degree in any one of the above disciplines will be added as an advantage, as well as a proven track record in leading research projects for educational institutions or purposes, and/or lecturing in disciplines involving research, development, monitoring and evaluation. Experience in project cycle management is also preferred. <b>**Please note: (Certified copies must not be older than six (06) months).</b></p> <p><b>Points on submission of Team leader/Project Manager /Technical Lead' CV with experience and copies qualifications will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>• Team Leader/Project Manager /Technical lead has required qualifications and 3 – 4 years of experience in the required field = <b>10 Points</b></li> <li>• Team Leader/Project Manager /Technical lead has required qualifications and 1 – 2 years of experience in the required field = <b>05 Points</b></li> <li>• Team Leader/Project Manager /Technical lead has no (both) required qualifications and experience = <b>0 Point</b></li> </ul> <p><b>Supporting staff (Researcher(s):</b></p> <p>Must have Diploma/Degree in any discipline related to education and training statistics, commerce, previous experience as enumerator/data collector for social science, demographic, or similar surveys, as well as user level skills in Microsoft office suites. <b>**Please note: (Certified copies must not be older than six (06) months).</b></p> <p><b>Points on submission of Supporting staff (Researcher(s) CV with experience and copies qualifications will be allocated as follows</b></p> <ul style="list-style-type: none"> <li>• Supporting staff (Researcher(s) has required qualifications and 3 – 4 years of experience in the required field = <b>10 Points</b></li> <li>• Supporting staff (Researcher(s) has required qualifications and 1 – 2 years of experience in the required field = <b>05 Points</b></li> <li>• Supporting staff (Researcher(s) has no (both) required qualifications and experience = <b>0 Point</b></li> </ul>	<b>20</b>
<b>4 Reference Letters</b>	<p>Bidder must submit at least 3 contactable references from different clients for providing annual stakeholders satisfaction surveys or similar research projects. Reference letters should demonstrate successful completion of stakeholder satisfaction surveys or research projects or similar.</p>	<b>10</b>

		<p>1. Reference letters should highlight the bidder's ability to deliver on time, and within client's scope of work and contact details for verification.</p> <p><b>Points on submission of reference letters indicating inexperience in providing annual stakeholders satisfaction surveys or similar research projects will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>Bidder submitted three (3) reference letters from different clients highlighting their ability to deliver on time, and within client's scope of work = <b>10 points</b></li> <li>Bidder submitted two (2) reference letters from different clients highlighting their ability to deliver on time, and within client's scope of work = <b>05 points</b></li> <li>Bidder submitted one (01) reference letter highlighting their ability to deliver on time, and within client's scope of work=<b>03 points</b></li> <li>Bidder did not submit reference letter / s highlighting their ability to deliver on time, and within client's scope of work=<b>0 point</b></li> </ul>	
<b>5</b>	<b>Project Plan and Timelines</b>	<p>Bidder must submit a clear project plan and timeline with milestones for the following:</p> <p>(1) Survey design, (2) Data collection, analysis, and (3) Reporting. (Ensures completion within 3 months).</p> <p><b>Points on submission of clear project plan and timeline with milestones will be allocated as follows:</b></p> <ul style="list-style-type: none"> <li>Bidder provided a project plan and timeline with milestones highlighting all three (3) elements = <b>15 Points</b></li> <li>Bidder provided a project plan and timeline with milestones highlighting two (2) elements = <b>10 Points</b></li> <li>Bidder provided a project plan and timeline with milestones highlighting one (01) elements = <b>5 Points</b></li> <li>Bidder did not provide project plan and timeline with milestones = <b>0 points</b></li> </ul>	<b>15</b>
<b>TOTAL</b>			<b>100</b>
<b>MINIMUM SCORE</b>			<b>70</b>

**N.B: Only applicants who meet the threshold of 70 points out of 100 points on functional criteria will be further evaluated for price & specific goals.**



## 11.2. PRICE AND SPECIFIC GOALS

Only bidder/s or RFQ submissions that have met the requirements of evaluation criteria will qualify for further evaluation on Price and Specific Goals according to the 80/20 preference point system in terms of the Preferential Procurement Regulations 2022, where 80 points will be for Price and 20 points will be for Specific Goals. RFQ will be awarded to the bidder scoring the highest points.

Specific Goal to be evaluated out of **20 Points**:

Criteria	Points
Enterprise owned by historically disadvantaged persons.	10
Enterprise owned by historically disadvantaged women.	5
Enterprise owned by historically disadvantaged youth.	5
<b>Total</b>	<b>20</b>

**\*\* Enterprises that are not owned by historically disadvantaged persons will be allocated 0 points.**

### **Bidder must submit the following documents:**

- Certified ID copies of the company's directors as per the CIPC documents. (Certified copies must not be older than six (06) months).
- CIPC Documents and/or share certificate (for companies with more than one (01) Director).

**Failure on the part of a service provider to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed**

## 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 interest<sup>1</sup> 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

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<sup>1</sup> 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.

2.1.2. Do you, or any person connected with the bidder, have a relationship 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 consortium<sup>2</sup> 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,

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<sup>2</sup> 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.

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 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 PROCUREMENT CLAIM FORM

### 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

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) 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:

<b>80/20</b>	<b>or</b>	<b>90/10</b>	
$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$	<b>or</b>	$P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$	

**Where:**

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{min}$  = 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:

**80/20**

**or**

**90/10**

$$P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

or

$$P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

**Where:**

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{max}$  = 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 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)
Enterprise owned by historically disadvantaged persons.	10	
Enterprise owned by historically disadvantaged women.	05	
Enterprise owned by historically disadvantaged youth.	05	

#### 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:** .....

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.....

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