

ANNEXURE A

A BID TO APPOINT A SUITABLE SERVICE PROVIDER TO PROVIDE, ADMINISTER, CONDUCT AND MANAGE A 360 DEGREE ONLINE ASSESSMENT ANNUALLY FOR ICASA FOR A PERIOD OF THREE (3) YEARS

The Independent Communications Authority of South Africa (ICASA) invites suitable service providers to submit proposals based on the technical requirements specified within the terms of reference of this bid, for a period of three (3) years.

1. Terms of Reference

ICASA requires the suitable service provider to commence with this project, as per the requirements set out below.

Project Support

Dedicated project support team (submission of CV of team members required), including technical support, to attend to email enquiries and system support in respect of facilitating the 360-degree online assessment process through various stages, namely:

- Nomination of Raters.
- Line Manager verification/approval.
- Randomised selection of peers and direct reports.
- Evaluation.
- Reporting – Ratee and Management.
- Provide Raters and Ratee's access to the system.
- Assistance to Raters, Ratees and the Assessment team with nomination of peers, direct reports and late nominations.
- Assistance to rectify assessment mistakes during the process, also incorrect nominations and change requests.
- Redistribution of reports when requested, also updated email addresses.
- Email updated management information at the end of each day to report the progress achieved and any issues that may be affecting the milestones on every stage of the project.

Functionality system requirement (communication)

Provide a communication system that will ensure the following integrated functionality:

- Generate emails to approximately 365 employees in the 1st year and approximately 380 in year 2 and year 3 to communicate the purpose of the assessment and its timelines;
- Generate email to explain the multi stage 360-degree assessment process to follow, i.e. nomination, verification, evaluation and reporting;
- Email invitation for nominations to approximately 365 Ratees in the 1st year and approximately 380 in year 2 and 380 in year 3. Provide notification for verification to managers, invitation to evaluation to the population of Raters, and reports to approximately 365 Ratees in year 1, 380 in year 2 and 380 in year 3; and
- Email reminders to Raters and Ratees to complete different stages.

Automation of the 360 Degree Questionnaire to enable online assessment

Provide a system that will ensure the following integrated functionality:

- Allow Ratees to nominate peers.
- Select direct manager (compulsory Ratee) for each Ratee from a predetermined list.
- Allow Ratees (compulsory Ratee) to select direct reports from a predetermined list.
- Allow direct manager to verify Ratees selected Raters as appropriate, or to propose different peers, or direct reports.
- Invite direct managers, peers, and direct reports to rate Ratees on the 360 Degree Questionnaire to obtain a 360-degree assessment for each Ratee.
- Make provision for a maximum of 15 Raters per Ratee.
- The population in which these Raters will be identified is approximately 380 and Raters may be selected more than once to participate in more than one 360 assessment, as managers, peers, and/or direct reports.

Ratee Reporting

ICASA expects the successful bidder to adhere to the Ratee reporting requirements as detailed below:

- Approximately 365 Ratees in year 1, 380 in year 2 and 380 in year 3, to receive a full colour, customised Ratee report via email.
- Explanatory page providing instructions, interpretation of scores, rating scale, comparisons to previous year's data if available, scale and dimension description.
- Bar chart with overall score, and comparison to previous year's score if available.
- Comparison to this year's overall score, and divisional score.
- Page with bar charts for each dimension's overall, and question items, reflecting scores of overall, self-rating, manager rating items providing dimensional score and each dimension.
- Reports to be distributed and redistributed to Ratees during May for inclusion in year-end performance appraisal.
- All Ratee reports to be handed over to ICASA Human Resources Division, in soft copy as backup following distribution of reports.
- Reports are the only form of feedback the Ratees will receive from the Service Provider.

Organisational report

- ICASA overall organisational scores relating to "Living the ICASA Values" and "Leadership Effectiveness" KPAs should be presented, per division, in a comprehensive management report.
- Comparison of the overall and divisional 360 Degree Questionnaire from the previous year/s should be presented.
- Raw assessment results, scores calculated for Divisions and all other relevant assessment data to be handed to the Human Resources Division in an Excel format.

2. Period of Assignment

The service provider will be appointed for a period of three (3) years.

3. Bid evaluation

The bid will be evaluated in four (4) phases as outlined below:

Phase 1: Administrative Compliance

Phase 2: Functional evaluation (Only service providers who meet the cut-off score of **80 points** out of 100 points will be considered further for live demonstration evaluation).

Phase 3: Live Demonstration

Phase 4: Price and Specific Goals Evaluation

Phase 1: Administrative Compliance

Bidders must ensure that they complete and sign documents as indicated below, and the documents must be submitted as part of the bid document.

- SBD 1 – Invitation to Bid
- SBD 2 - Tax Clearance Certificate Requirements
- SBD 3.1 - Pricing schedule
- SBD 4 - Declaration of Interest
- SBD 5- The National Industrial Participation Programme
- SDB 6.1 - Preference Points claim form
- SBD 7.1 – Contract form (rendering of services)
- SBD 8- Declaration of Bidder’s Past Supply Chain Management Practices
- SBD 9- Certificate of Independent Bid Determination
- Declaration in terms of Fronting

Phase 2: Functional evaluation

Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders should take note of the Criterion, Weighting & Scoring when responding to this bid.

FUNCTIONALITY EVALUATION WEIGHTS		
1. EXPERIENCE OF PROJECT SUPPORT PERSONNEL		35 (WEIGHT)
Bidder must provide CVs for the two key personnel who will be responsible for the administering of 360 Degree assessments and system support (Key information on the CVs should include number of years of experience and degree of responsibility in the administering of 360 Degree assessments projects). For evaluation purposes, both CVs will be reviewed; however, the score allocated for this criterion will be based on the key personnel member with the lowest (minimum) number of years of relevant experience.		
Number of Years’ Experience		
<ul style="list-style-type: none"> • CVs submitted of the two key personnel who will be responsible for the administering of 360 Degree assessments and system support, each indicating eight (8) or more years of experience in administering of 360 Degree assessments and system support respectively. 		= 5
<ul style="list-style-type: none"> • CVs submitted of the two key personnel who will be responsible for the administering of 360 Degree assessments and system support, each indicating Seven (7) years of experience in administering of 360 Degree assessments and system support respectively. 		= 4

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<ul style="list-style-type: none"> CVs submitted of the two key personnel who will be responsible for the administering of 360 Degree assessments and system support, each indicating six (6) years of experience in administering of 360 Degree assessments and system support respectively. 	= 3	
<ul style="list-style-type: none"> CVs submitted of the two key personnel who will be responsible for the administering of 360 Degree assessments and system support, each indicating less than six (6) years of experience in administering of 360 Degree assessments and system support respectively. 	= 2	
<ul style="list-style-type: none"> CVs not submitted of the two key personnel who will be responsible for the administering of 360 Degree assessments and system support respectively. CVs does not indicate the years of experience in administering 360 Degree assessments and system support respectively. Only one (1) CV submitted. 	= 1	
<p>2. REPORTS</p> <p>The bidder must provide sample reports in accordance with ICASA requirements:</p> <ul style="list-style-type: none"> Comprehensive individual report of a ratee that shows an explanatory page with instructions, interpretation of scores, rating scales, scale and dimension descriptions and a comparative analysis between different years data. Overall organisational report that shows an explanatory page with instructions, interpretation of scores, rating scales, scale and dimension descriptions and a comparative analysis between different years data. 	35 (WEIGHT) = 5	
<ul style="list-style-type: none"> The bidder has provided sample reports not in accordance with ICASA requirements. No sample reports provided. Only one report (either individual or organisational) is submitted. 	= 1	
<p>3. REFERENCES</p> <p>Bidder must submit signed verifiable reference letters for which 360 assessment assignments were undertaken during the past five (5) years. (References to be contacted by ICASA)</p> <p>This shall include the following information:</p> <ul style="list-style-type: none"> a) Client name; b) Contact name and telephone number; c) Successful completion date of the project; and d) Detailed description of services delivered. <p>Reference Letters must be submitted on a letterhead of the previous client.</p>	30 (WEIGHT)	
Five (5) or more references provided.	= 5	
Four (4) references provided.	= 4	
Three (3) references provided.	= 3	
Two (2) references provided.	= 2	
One (1) or none references provided.	= 1	
Total:		100

Only bidders who meet the cut-off score of **80 points** out of 100 points will be considered further for Live demonstration.

Phase 3: Live Demonstration

Demonstration of the system as per the requirements indicated below:

Demonstration Scenario	Points
1. The nomination process to which ratees nominates their raters from a predetermined list is done on an online platform within the system.	1
2. The line managers are able to verify the ratees' nominations on an online platform within the system during the verification process.	1
3. The ratees' nomination can be amended by the removal or addition of raters by request of the line manager on an online platform within the system during the verification process.	1
4. The evaluation process of 360 assessment is done on an online platform within the system.	1
5. The system should be interactive and prompt ratees/raters on the stages of the 360 assessments or if information is completed/not completed.	1
6. The system should generate emails to ratees/raters in terms of the nomination, verification and evaluation stages of the 360 assessment.	1
7. The system should send reminders to ratees/raters in instances where evaluations are outstanding.	1
8. The system should generate updated management information at every stage of the 360 assessment stage.	1
9. The assessment is accessible via a Laptop.	1
10. Generate individual and organisational reports.	1
Total Score	

Bidders will receive a score of zero (0) if they fail to fully demonstrate the system's ability to perform the required functions. Any bidder who does not meet all of the live demonstration criteria will be disqualified.

Only bidders who meet all live demonstration requirements in Phase 3 will be evaluated further for price and preferential points.

Phase 4: Price and Specific Goals Evaluation

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000.

The maximum points for this bid are allocated as follows:

No	Category	Weight
A.	Price	80
B.	Specific goals	20
	TOTAL	100