



**small business
development**

Department:
Small Business Development
REPUBLIC OF SOUTH AFRICA

TENDER / CALL FOR PROPOSALS

TERMS OF REFERENCE / SPECIFICATIONS

REQUEST FOR PROPOSALS FOR:	APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AN INTEGRATED RESULTS MONITORING AND EVALUATION (M&E) SYSTEM FOR DSBD PROGRAMS AND ALL PROGRAMS BEING SUPPORTED (OR RECEIVING FUNDING) UNDER THE DSBD.
SCM REFERENCE NUMBER:	DSBD IKM 001 (2021/2022)
COMPULSORY VIRTUAL BRIEFING SESSION AND TIME:	20th JANUARY 2022 11:00- 12:00 AM
CLOSING DATE AND TIME:	21st FEBRUARY 2022 11:00 AM
SUBMISSION ADDRESS	77 MEINTJIES STREET, SUNNYSIDE WITH PROVISION OF ONE ELECTRONIC AND SIX HARD COPIES OF THE PROPOSAL
BID VALIDITY PERIOD	120 days

SUBMISSION ADDRESS (BY ARRANGEMENT):

In compliance to COVID-19 Regulations, submission of hard copies before the closing date and time must be made on arrangement with the SCM Office via email dsbdtenders@dsbd.gov.za

SUBMISSION ADDRESS:

TENDER BOX ADDRESS:

Supply Chain Management

77 MEINTJIES STREET

3rd FLOOR, BLOCK G

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SUNNYSIDE

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1. Introduction & Background

The DSBD was promulgated in July 2014 and *mandated to lead and coordinate an integrated approach to the promotion and development of entrepreneurship, small enterprise and co-operatives, and ensure an enabling legislative environment to support their growth and sustainability*. In order for DSBD to deliver on this mandate, it requires access to regular up-to-date information, data and learning and a monitoring and evaluation approach and system that can assist the DSBD and its partners to respond to this mandate. As a relatively a new department, is still building its internal M&E capacity to support the implementation of its mandate. Therefore, additional M&E support and capacity is required to assist the internal M&E unit to operationalise the approved M&E framework and its application in all existing and proposed DSBD programmes.

EDSE (Ecosystem Development for Small Enterprise) Programme through its budget support is assisting DSBD to come up with a comprehensive and integrated monitoring and evaluation system. Hence this request for a service to develop an integrated monitoring and evaluation (M&E) system with its corresponding integrated information system for all DSBD programs and all programs being supported or receiving funding under the DSBD). It is approximated that a total of twenty-one (21) programmes are to be included in the scope of the project and ranked according to priority, urgency, and rationale.

2. Scope of the project

2.1 Service required

The DSBD requires the services of an M&E service provider to develop an integrated results monitoring and evaluation (M&E) systems for DSBD programs and all programs being supported (or receiving funding) under the DSBD. In this context an **M&E system refers to all indicators, tools and processes that are employed to measure if a program has been implemented to the plan (monitoring) and is having the desired results (evaluation)**. An M&E system is expected for each program and these results -based M&E system will culminate with an overall DSBD M&E plan that will be developed by the service provider with inputs from program staff involved in designing and implementing programs. The outcome of this process will inform the development of an integrated information system to support M&E processes and activities in the DSBD.

2.2 Scope of work

For the DSBD to account for its contribution developmental priorities a robust monitoring and evaluation system, which provides disaggregated information and tracks performances at input, activity, output, and outcome levels, is needed for better managerial performance and accountability. Monitoring and Evaluation (M&E) is a powerful public-management tool that can be used to improve that way government and or organisations achieve results. Just as governments need financial, human resources, and accountability, governments also need good performance feedback systems. *“It is not enough to simply implement health programs and assume that successful implementation is equivalent to actual improvements in public health”*, Kusek and Rist, 2004.

With this contextual background, the DSBD has noted that a lack of current, timeous, and relevant information, data, and evidence to inform decision making is a key challenge. Therefore, the introduction of a results-based M&E system assist decision makers in assessing whether and how impact/ goals are being achieved over time and how to improve the performance of program by generating evidence that allows for course-correction. Furthermore, a M&E system can help policymakers answer the fundamental questions of whether promises were kept, and outcomes achieved. DSBD has committed to achieve improvements in key policy areas for the SMME sector, there needs to be some means of demonstrating that such improvements have or have not occurred, i.e., there is a need for measurement. There is a general need, both to document and demonstrate government's own performance to its stakeholders, public at large as well as use the performance information to continually improve.

By and large, the overall purpose of this project is therefore to support the DSBD to implement and operationalise the M&E framework by developing a comprehensive result -based monitoring and evaluation (M&E) system for DSBD programs and all programs being supported (or receiving funding) under the DSBD.

These specific terms of reference scope require the following

Support to develop an integrated monitoring and evaluation systems for each DSBD and DSBD-supported programme and the corresponding overarching monitoring and evaluation system for the DSBD. This will include

- i. The development and or reconstruction of the programme theory of change to address the problem or opportunity, explaining the causal mechanism of how activities and outputs (such as SMME Participation in quality testing or certification processes is increased) will result in the anticipated outcomes (e.g., SMMEs Products are certified with industry standard), and impacts (e.g., Increase in sales revenue of SMMEs supported by the program) and the assumptions involved. The relationship to specific sub outputs and activities in relevant delivery agreements should be indicated, and the sub-programme linkages in departmental strategic plans, Annual Performance Plan (APP) and SMME Support plan and the National Integrated Small Enterprise Development (NISED) masterplan and other applicable strategies.
- ii. The expression of the theory of change in the form of a log frame. An example or template for the structure of logical framework to be used will be provided.
- iii. The development of the programme indicator framework, mapping and developing the set of supporting indicators flowing from the afore-mentioned theory of change. The indicator framework for each system should:
 - Meet Specific, Measurable, Achievable, Realistic, and Timely (SMART) criteria.
 - Cover any gaps to measure the contributions to the overall priorities of the DSBD as contained in the Strategic Plan and APP.
 - Have clearly defined targets.
 - Specify data sources and required data collection and reporting processes.
 - Define and report the baseline for each indicator.
 - Collect and report data on progress for each indicator as of end 2022 financial year.
- iv. The development of a data collection and management plan based on the elements of the theory of change and the indicator framework. This plan should include protocols for data quality control.

- v. The development of an evaluation plan that specifies the combination of evaluations that are recommended for the programme (including periodic self-evaluations as well as strategic performance and impact evaluations to be carried out by a third party)
- vi. The development of M&E reporting templates.
- vii. The development of an “Information Use Plan” informed by the various results levels.

In addition to the elements described above for each M&E system, the Service Provider should develop the basis for an integrated information system that aggregates data entry at the project level into programme level results and aggregates programme level results into the DSBD level results. This entails developing data entry forms along with corresponding formulas.

The project will be managed and lead by the DSBD, and cross functional team consisting of program managers and other role players will be set-up to provide support, guidance, and oversight of progress. Consultation processes will be required at key project milestones with identified and affected stakeholders in the project. The project proposals need to indicate and provide for this.

Proposals for this project need to indicate the following in the proposal documentation:

1. Understanding the requirements of the scope of the project and methodology or technical approach
2. Team proposed and team composition including team structure, roles, and responsibilities
3. Experience and contributions of the team proposed for the project, including team member CVs
4. Value-added services and contributions that can be made to the project
5. A detailed description of how the project will be carried out and expected outputs.
6. Any risks and assumptions / conditions need to be specified as well as risk mitigation measures and critical success factors for the project implementation and completion
7. Reference letters with Portfolio of Evidence (PoE) for similar projects, with contact details for each reference

2.3 Deliverables

The following deliverables are expected from this contract, pending the date of appointment, specific delivery dates can be agreed on inception of the contract:

1. Inception report for the project including key milestones outlined
2. M&E system for each program as well for the whole DSBD (MUST include key elements such as the theory of change, the indicator framework, the data collection and management plan, the evaluation plans, and the information use. This could be in a form of Excel, Word, and PowerPoint files.
3. M&E reporting templates
4. Basis for the integrated information system, including data entry forms with corresponding formulas.
5. A demo visual of an integrated M&E system using three programs as case studies to demonstrate the system in practice. These case studies will be selected by the department together with the service provider.
6. Closure report

1. Duration of the contract

The contract will be for the duration of 12 months from the date of appointment in 2022.

2. Fees

The service provider is requested to provide an all-inclusive cost for the project. Daily rates with anticipated days per team member / expert need to be provided. Any anticipated travel and disbursements also need to be detailed.

The project will be awarded on the total project cost over the project period, and not based on hourly or daily rates. The service provider will need to ensure the delivery of the project deliverables and outcomes within the required time stipulated in this Terms of reference.

3. Evaluation Criteria and Process

3.1 Phase 1: Preliminary Evaluation (Compliance Evaluation)

- To be conducted by SCM to confirm compliance and completeness of documents, i.e., Tax compliance, complete SBD forms (SBD 1; SBD 4; SBD 6; SBD 8 and SBD 9) and other documentation that might have been required for the tender (e.g., certification of professional bodies).
- DSBD may request clarification or further information regarding any aspect of the bid, e.g., update of the Tax Compliance status where a bidder is non-tax compliant on the closure of the tender or incomplete). The bidder must supply the requested information **within 7 days (tax compliance) or within 3 days (Incomplete SBD Forms)** after the request has been made otherwise the bid will be disqualified.
- Only those proposals whose compliance is in order will move to phase 2

3.2 Phase 2: Functional Proposal Evaluation

- The second phase will be the evaluation to determine the capability of the service provider to deliver on the specified requirements. The following key score shall be applied for the evaluation on functionality. Only service providers that score 70% out of 80 points (56 points) and above on functionality will go through to Phase 3.

0	1.	2.	3.	4.	5.
Nonresponsive	Poor (significantly below requirements)	Inadequate (below requirements)	Good (meets requirements)	Very good (above requirements)	Excellent (significantly above requirements)

For **Phase 2** Evaluation, the bidder should meet the following requirements:

- Research, Information, and data management expertise of at least 5 years
- Monitoring and evaluation expertise of at least 5 years
- Experience with similar M&E result-based project/s
- Experience conducting various types of evaluations

Table 1:

Functionality criteria	Sub-criteria	Weighting / points
1. Understanding of the scope of this project		
Addressing the TOR and Requirements: 1=The requirements of the TOR not addressed and or adhered to at all. 2=Requirements of the TOR partially addressed but not convincing. 3=Requirements of the TOR addressed well and convincingly. 4=Requirements of the TOR addressed well, and convincingly and additional value added. 5=Requirements of the TOR addressed satisfactorily with clear and detailed understanding of project scope, planning and implementation in context as well as value added services and contribution to the project.		20
2. Research, Information, and data management expertise of at least 5 years		
Information and or data management specialist with expertise in data mapping, processes, and quality assurance. (Examples and references to be provided) He/she must also have a relevant post-graduate qualification in Statistics and or extensive (five (5) to ten (10) working experience in data management. He/she must produce a verifiable portfolio of evidence of data management project/s undertaken and or led. 1 = 1 year experience in the team proposed 2 = 2 years' experience in the team proposed 3 = 3 to 4 years' experience in the team proposed 4 = 5 years' experience in the team proposed 5 = 6 or more years' experience in the team proposed		20
3. Monitoring and evaluation expertise of at least 5 years		
Project and lead manager must have at least ten (10) years working experience in M&E and advanced training in M&E. He/she must also have a relevant post-graduate qualification, preferably a master's degree or/and a PhD.		20

4. Experience with similar M&E result-based project/s with recent references		
Verifiable references and Portfolio of Evidence (PoE) to be provided. 1 = Organisation has taken 1-2 similar projects 2 = Organisation has taken 2-3 similar projects 3 = Organisation has taken 3-4 similar projects 4 = Organisation has taken 4-5 similar projects 5 = Organisation has taken 6 or more similar projects		10
5. Experience conducting various types of evaluations		
Evaluation specialist has experience of successfully undertaking various types of evaluations. Valid recent reference letters on evaluations undertaken. 1 = 1 reference letter 2 = 2 reference letters 3 = 3 reference letters 4 = 4 reference letters 5 = 5 reference letters or more		30
Total		100

3.3 Phase 4: Price and BEE Status Level of Contribution

Only bidders that score a combined 70% out of 100 points on Functionality i.e., 70 points and above will be considered on this phase which will determine the bidder (s) to be recommended for approval by the delegated authority. The 80/20 Preference points system will be applied using the below formula to calculate price:

The following formula will be used to calculate the points for price: Criteria	Points
Price Evaluation $P_s 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

Where,

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table as set out in the Preference Points Claim Form (SBD 6).

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

4. Condition of Contract

Please note that the General Conditions of Contract (GCC) shall be applicable.
The bid must be signed by authorised official in your consultancy firm.

5. Special Conditions

- Service providers are expected to attend a compulsory virtual briefing session. Please find details on the cover page of this document. **Important Special Condition in respect to the compulsory briefing session:** Failure of the prospective bidders to attend the compulsory briefing session will invalidate the prospective bidders bid.
- Shortlisted candidates/ organisations will be required to present their proposal to the evaluation committee as part of the selection process. The service provider should provide a proposal following the structure above. Tenders should be submitted with electronic copy and six (6) hard copies.
- DSBD reserves the right to reject any proposal found to be inadequate or non-compliant to the Terms of Reference.
- The Bidder may not intend to assign, in whole or in part, any of its obligations to perform in terms of the contract to any third party, unless disclosed and prior consent is obtained in writing.
- A bidder may not intend to cede his right to payment in terms of a contract to a third party without prior written consent.
- DSBD may reject a bid if doesn't comply with the instruction of submission of the proposal referred to above.

6. Additional Terms and Conditions

- A bidder shall not assume that information and/or documents supplied to DSBD, at any time prior to this request, are still available to DSBD, and shall consequently not make any reference to such information document in its response to this request.

- (ii) Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- (iii) In case of proposal from a joint venture, the following must be submitted together with the proposal:
 - a) Joint Venture Agreement including split of work signed by both parties.
 - b) A valid B-BBEE certificate of the joint venture.
 - c) Proof of ownership/shareholder certificates/copies of Identity document; and
 - d) Company registration certificates.
- (iv) An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

7. Form of Contract

The DSBD and the successful Bidder will enter a written contract and/or Service Level Agreement in respect of the products and services detailed in this Invitation to Tender. The form of contract and/or Service Level Agreement will be as agreed between the DSBD and the successful Bidder.

8. Contact Details and Enquiries

8.1 Tender enquiries

- 8.1.1 The email address to which tender and/or related questions of clarity must be submitted is dsbdtenders@dsbd.gov.za

8.2 Technical Enquiries (Programme Manager):

Name: Ms Ramadumetja Langa

Director: Monitoring and Evaluation Unit

Telephone Number: 064 771 8540

Email: PLanga@dsbd.gov.za

Name: Ms Nthambeleni Seshibedi

Deputy Director: Monitoring and Evaluation Unit

Telephone Number: 060 969 5807

Email: NDSeshibedi@dsbd.gov.za

ANNEXURE A

Please note this checklist must be completed and submitted together with the **Financial Proposal** (Envelope 2)

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – SBD 1	YES/NO	Complete and sign the supplied pro forma document
Tax Status	YES/NO	i. Proof of Registration on the Central Supplier Database (Refer Section 4.1.5) ii. Vendor number iii. In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.
Pricing Schedule-SBD 3.3	YES/NO	Complete and sign the supplied pro forma document
Declaration of Interest – SBD 4	YES/NO	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	YES/NO	Non-declaration and non-submission of the Sworn Affidavit and a valid BEE Certificate issued by a SANAS Accredited supplier will lead to a zero (0) score on BBBEE
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	YES/NO	Complete and sign the supplied pro forma document
Certificate of Independent Bid Determination – SBD 9	YES	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	NO	The Service Provider must be registered on the CSD. If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
Functional Proposal including Mandatory documents (Envelope 1)	YES	Submit a functional proposal in line with the Terms of Reference including the SBD documents above.
Pricing Schedule (Envelope 2)	YES	Submit full details of the pricing proposal

The below checklist must be completed and submitted together with the functional proposal (Envelope 1)

CRITERIA	YES	NO	N/A
Did the service provider include the cover page with company name, address and contact person(s) and contact details?			
Did the service provider indicate company background i.e., history, strengths, experience, size, and client list?			
Did the service provider include Proof of accreditation certification?			
Did the service provider included information or data management specialist with expertise in data mapping, processes, and quality assurance and must produce portfolio of evidence of data management projects undertaken?			
Did the service provider include CV, profile and relevant qualification(s) in statistics and extensive working experience in data management of the proposed Data Management Specialist (s)?			
Did the service provider included at least Ten (10) years working experience in M&E and advanced training in M&E Project lead Manager (s) qualification post-graduate qualification preferred a master's degree or a PhD			
Did the service provider include at list Three (3) similar M&E verifiable references and portfolio of evidence (PoE) results-based project performed by the organisation?			
Did the service provider include a detailed project plan in their proposal?			
Did the service provide included at least Three (3) references of the evaluation specialist experience of successful undertaken various types of evaluations			

ToR Approved

YES

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NO

☐

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JEFFERY NDUMO

ADDG: SECTOR AND MARKET DEVELOPMENT

DATE: