



REQUEST FOR QUOTATIONS (RFQ)

Description of Services: Request for Quotations for the Provision of various employee surveys for the NHFC

RFQ Number: NHFC/HO/02/23

Request date: 16 February 2023

Closing date: 03 March 2023 (No late submissions will be considered)

Closing Time: 11H00am

COMPULSORY REQUIREMENTS

The following copies must be attached when returning the RFQ:

1. Valid SARS TCS Pin Certificate
2. Copy B-BBEE Certificate/ Sworn Affidavit (Non -submission will render the bidder as non-compliant for B-BBEE points)
3. Copy of CSD Report
4. Submission of the following Signed and Completed Standard Bid Documents (SBD) Forms which are attached to this request:
 - SBD 4: Declaration of Interest
 - SBD 6.1 Preference Points Claim Form in terms of preferential procurement
 - SBD 7.2 Contract form
5. Company Profile
6. Proof of accreditation with SAMRA (Southern African Marketing Research Association SAMRA)

7. Company experience not less than five (5) years in conducting similar survey. Minimum of three (3) contactable reference letters to be provided indicating above required services not older than five (5) years. Reference letters should be on official letterhead, signed and contact details must be provided.
8. Detailed CV of key personnel who will be involved in the project.
9. Provide the NHFC with the methodology and implementation plan for the proposed survey.
10. All quotes must be prepared according to the scope of work.

The assessment of the submission will be based on the above-mentioned documentation.

The quotation must be submitted via email to Quotations@nhfc.co.za

Enquiries regarding the RFQ must be directed to the below persons in writing only:

SCM Enquiries

SCM Official: Pabalelo Shirindza

Email: Quotations@nhfc.co.za

NB:

SPECIAL CONDITIONS:

- Quotations must be submitted in the bidder's company letterhead.
- No pre-payments are allowed, awarded bidder will be paid within 30 days after receipt of invoice.
- Quotation submitted should be based on scope of work. Failure to adhere to scope of work will render your quotation non-responsive.
- Recommended service provider will be evaluated on the Key Performance Indicators based on the Scope of Work indicated.
- Price(s) quoted must be valid for at least sixty (60) days from the date of your offer and be according to the RFQ document.
- Price(s) quoted must be firm and inclusive of VAT (If VAT registered) and inclusive of all cost

SPECIFICATIONS

Request for quotations for the Provision of various employee surveys for the NHFC

1. INTRODUCTION

The National Housing Finance Corporation (NHFC) was established by the National Department of Human Settlements as a development finance institution (DFI) in 1996, with the principal mandate of broadening access to affordable housing finance for the low- and middle-income households.

NHFC is a national public entity, the NHFC adheres to the regulatory framework of the Public Finance Management Act (PFMA) of 1999.

The NHFC provides wholesale funding in the affordable housing market mainly to social housing institutions, non-banking retail intermediaries, privately owned property developers, construction companies and investors. It also provides loans and other form of wholesale funding (equity and quasi equity) to certain niche businesses that are in the affordable housing market.

2. BACKGROUND OF REQUEST FOR QUOTATION (RFQ)

Organisations conduct surveys to uncover answers to specific important questions. These questions are varied and cover a diverse range of topics and can be asked in a multiple format. You learn about what motivates employees and what is important to them and gather opinions, comments, and feedback.

Surveys can help gauge the representativeness of individual views and experiences. When done well, surveys provide hard numbers on employee's opinions and behaviors that can be used to make important decisions.

In the past NHFC has conducted surveys, however, the interventions that were identified were assessed for its effectiveness.

NHFC is looking for a service provider that can conduct various surveys for the organisation, provide feedback on the surveys, develop interventions based on the areas of concern and effectiveness of the implementation strategies.

3. PURPOSE OF REQUEST FOR QUOTATION (RFQ)

The purpose of this Request for Quotation (RFQ) is to solicit quotations from potential service providers for the provision of various employee surveys for a period of 36 months. The quotation for the 36 months should be kept at a maximum of 6 surveys. The survey includes but not limited to the following: Climate Survey, Culture Survey and Employee Engagement Survey.

4. SCOPE OF WORK

The quotation for the 36 months should be kept at a maximum of 6 surveys. The survey includes but not limited to the following: Climate Survey, Culture Survey and Employee Engagement Survey.

- Provide the NHFC with the methodology and implementation plan for the proposed survey for a hybrid approach to work.
- Conduct an online survey and focus groups for approximately 141 employees.
- Employees' responses are captured, assessed, and analysed into reports, graphs and trends which will be presented to EXCOM.
- The results of the surveys are communicated back to EXCOM, BOARD and all employees with analysis, key findings, and probable plan of action to address areas of concern identified.
- Draft implementation strategies to address areas of concern.
- Service provider to conduct two follow up surveys post the implementation of the interventions to see effectiveness of implementation strategies.

Key assumptions

- Skilled in all areas of the implementation and provide support in the diagnostic interventions.
- Adequate experience by the service provider on the above- mentioned exercise.

4.1 Term of appointment

The estimated period of the contract will be 36 months from the date of appointment. Performance will be evaluated on a quarterly basis based on the scope of work.

4.2 Operations Provisions

Kindly note that the NHFC business is operating hybrid, therefore service providers should make required provision for virtual meetings, should the need arise.

4.3 Quantity of NHFC employees

NHFC Staff complement is approximately 141.

4.4 Expected Date of Delivery of Services

The service provider is expected to commence with requirements as indicated in the scope of work in March 2023. Appointment of the service provider to happen in February 2023.

5. EXPERTISE AND CAPACITY

The key criteria to be considered for the suitability to the service provider include: -

- Demonstrate strong and clear experience in developing and implementing techniques, principles, concepts of a specific topic including but not limited to the

following: Climate Survey, Organisation Culture, Employee Engagement, Change Management and providing similar services on existing and prior assignments.

- The service provider must provide at least three (3) signed contactable reference letters on a letterhead from existing/previous clients within the past two (2) years from different clients whom we may contact for references. The reference letter must include company name, contact details, contract value, a brief description of the services that they have provided and the level of satisfaction. They must also demonstrate skills transfer to NHFC employees.
- The service provider should clearly state the experience in a manner that demonstrates its capability to complete the service required.

NB: Proposals should be able not only to provide what is mentioned above but also indicate areas of importance pertinent to the process and to transfer skills to the NHFC staff.

6. EVALUATION CRITERIA

Evaluation of bids received will be conducted in three (3) phases as follows:

Phase 1 – Compulsory Requirements

Bidders will first be evaluated in terms of the gatekeeper/minimum requirements on page 1 of this document. Bidders who do not fulfil all the requirements or do not submit the required documents will not proceed to the next phase of functionality. Those who fulfil all the requirements or have submitted the required documents will be further evaluated on functionality.

Phase 2 – Functionality

Functionality is worth 100 points. The minimum threshold is 70 points. Bidders who score less than 70 points on functionality will therefore be disqualified. Those who score more than 70 points will be further evaluated in terms of price and preference points (i.e., on the B-BBEE status level of contributor). The functionality evaluation is broken down as follows:

Past Relevant Experience Bidders must have done similar work within the past five (5) years and are able to carry out the scope of work required. Bidders must submit at least three (3) recent reference letters in respect of related service undertaken. Reference letters for previously completed work must be on referee official letterhead, signed and contact details must be provided.	Total – 30 points
<p>Reference letters submitted demonstrating experience in conducting various employee surveys (Climate Survey, Culture Survey and Employee Engagement Survey etc.)</p> <p>Three (3) signed or more letters = 15 points</p> <p>Two (2) reference letters = 10 points</p> <p>One (1) reference letter = 5 points</p> <p>Non-Submission = 0 points</p>	
Key Personnel Bidders must submit minimum 3 CV's together with copies of qualifications of personnel who will be involved in the project.	Total 30 Points
<p>Detailed CV of Personnel with relevant qualification and more than 5 years' experience (per CV). Relevant experience of Project Manager in managing surveys including but not limited to the following: Climate Survey, Culture Survey and Employee Engagement Survey or similar projects.</p> <p>The organisation must have a membership with SAMRA.</p>	15

<p>Detailed CV of Personnel with relevant qualification and 3 to 5 years' experience (per CV). Relevant experience of Project Team Lead in leading surveys including but not limited to the following: Climate Survey, Culture Survey and Employee Engagement Survey or similar projects.</p> <p>The organisation must have a membership with SAMRA.</p>	10
<p>Detailed CV of Personnel with relevant qualification and less than 3 years' experience (per CV). Relevant experience of conducting surveys or similar projects.</p> <p>The organisation must have a membership with SAMRA.</p>	5
Non-Submission	0 points
<p>Project Approach and Methodology</p> <p>Bidder must submit a comprehensive project plan indicating the readiness to deliver as per the required deliverables indicated in the scope of work.</p>	Total – 40 points
<p>Excellent Methodology</p> <p>Bidder to submit comprehensive project plan indicating readiness to deliver as per the required scope of work and deliverables.</p> <ul style="list-style-type: none"> • Understanding of terms of reference & brief • Demonstrated understanding of the NHFC • Quality of strategic methodology and approach • Applicability of strategic methodology and approach 	40 points
<p>Good Methodology</p> <p>Bidder to submit comprehensive project plan indicating readiness to deliver as per the required scope of work and deliverables.</p> <ul style="list-style-type: none"> • Understanding of terms of reference & brief 	25 points

<ul style="list-style-type: none"> • Quality of strategic methodology and approach • Applicability of strategic methodology and approach 	
Poor Methodology Bidders demonstrate no understanding of <ul style="list-style-type: none"> • Terms of reference & brief • Quality of strategic methodology and approach • Applicability of strategic methodology and approach 	5 points
Non-Submission	0 Points
Total	100 points
Minimum Threshold	70 points

Phase 3 - Price and Preference

Bidders will be evaluated in terms of Price and Preference points (B-BBEE status level of contributor). As per the table below, price is evaluated over 80 points and preference points over 20:

B-BBEE Status Level Of Contributor	Number of Points
	Bids up to R50 million
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

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

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

Full Name	Identity Number	Name of State institution

2.2 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 consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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

SBD 6.1

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- 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

- a) The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included) and therefore the 90/10 preference point system shall be applicable; or

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation

by an organ of state for the provision of goods or services, through price PROPOSALS, advertised competitive bidding processes or proposals;

- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

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

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

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8

6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

5.1 B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

B-BBEE Status Level of Contributor: . = (maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

6. SUB-CONTRACTING

6.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES		NO	
-----	--	----	--

6.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%?
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
-----	--	----	--

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at least 51% owned by:

EME

QSE

√

√

Black people

Black people who are youth

Black people who are women

Black people with disabilities

Black people living in rural or underdeveloped areas or townships

Cooperative owned by black people

Black people who are military veterans

OR

Any EME

Any QSE

7. DECLARATION WITH REGARD TO COMPANY/FIRM

7.1 Name _____ of
company/firm:.....

7.2 VAT _____ registration
number:.....

7.3 Company _____ registration
number:.....

7.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

7.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....
.....
.....
.....
.....

7.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier

- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

7.7 Total number of years the company/firm has been in business:.....

7.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding 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 bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

WITNESSES

1.
2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....
.....

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

I.....in my capacity
as.....accept your bid under reference number
.....dated.....for the rendering of services indicated
hereunder and/or further specified in the annexure(s).

An official order indicating service delivery instructions is forthcoming.

I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE: