

## SERVICE PROVIDER TO ASSIST WITH AN ONLINE SURVEY PLATFORM FOR 2 X RESEARCH SURVEYS

The Human Sciences Research Council (HSRC) is seeking to appoint a service provider to provide the technology and support for two online surveys with no data costs to the end users and with a minimum of 5 million current South African users.

### BACKGROUND ON THE SURVEYS:

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- **Attitudes towards participation in the 2024 National and Provincial Elections Survey:** The purpose of this survey will be to examine public perceptions pertaining to participation in the upcoming 2024 National and Provincial elections.
  - **Length:** 40-50 items (20-25 core plus 10-15 background questions).
  - **Scope:** Youth (under 35 years) not planning to participate in upcoming elections
  - **Envisaged sample:** 5000 fully completed interviews
  - Ideally we would want this to appear on the front page for at least a week.
  - **Timeframe:** going live mid-May, with 5000 responses hopefully being achieved within ten days to two weeks.
- **Attitudes towards the Zondo Commission Survey:** The purpose of this survey will be to examine public perceptions of the Zondo Commission, and expectation regarding the implementations of recommendations.
  - **Length:** 40-50 items (20-25 core plus 10-15 background questions).
  - **Scope:** general population
  - **Envisaged sample:** 5000 fully completed interviews
  - Ideally we would want this to appear on the front page for at least a week.
  - **Timeframe:** going live late May 2024, with 5000 responses hopefully being achieved within ten days to two weeks.

### Specification for Online survey platform and free data access

The service provider must be based in the country and must provide an online survey platform with no data costs to end users with at least 5 million active users.

The suitable service provider is to provide reverse billed-data access for two online research surveys at rates

#### The following aspects must be considered in your proposal:

- Provide an ONLINE SURVEY PLATFORM: Reverse billing options to ensure that end user does not pay for survey participation. This service removes cost barriers to effective participation in public focused research projects and those costs are carried within this project budget.
- Provide a detailed breakdown of data and other related costs
- Describe active users on platform – at least 5 million active users required

**HSRC Board:** Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomoetso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Sarah Mosoetsa (CEO)

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- The proposed data collection technology must be simple to use, so that personnel of the HSRC will be able to manage the day-to-day activities including setting up, programming and making edits of the questionnaire using a web-based interface, addressing technical issues and publishing changes to the questionnaire real-time.
- Technical support to the HSRC Team that is effective and efficient during the survey process. A response time of a maximum of 24 hours to any technical issue arising is expected, given the rapid online surveying that is planned.

## 7. EXPERIENCE

The applicant/company/supplier must have at least 5 years proven experience in online surveys and a list of previous survey projects with references must be provided, with an expectation of at least 5 studies using online survey research in this period.

### EVALUATION CRITERIA THAT WILL BE APPLIED

	Criteria	Weight
1	<p>Online survey Platform Features:</p> <ul style="list-style-type: none"> <li>• Usage of the platform must not incur data costs for end users</li> <li>• Must have at least 5 million active users</li> <li>• Provision for reverse billing.</li> <li>• Accommodate changes to the survey (additional items or removal of items)</li> </ul> <p>Points allocation:</p> <p>Platform meets and exceeds all the required features= 50 points  Platform meets all of the key required features = 40 points  Platform meets most of the key required features = 30 points  Platform meets some of the key required features = 20 points  Platform meets almost none of the required features = 10 points  Platform meets none of the required features = 0 points</p>	40%
2	<p>Data management and data download:</p> <ul style="list-style-type: none"> <li>• Data platform must provide web console access for HSRC staff.</li> <li>• HSRC staff must be able to download datasets to EXCEL format from web console.</li> <li>• The platform must enable HSRC staff to generate and view data reports on the web console</li> </ul> <p>Proposals should ideally include screenshots demonstrating this functionality on the platform</p> <p>Points allocation:</p> <p>Data platform meets all three of the requirements above = 15 points  Data platform meets two of the requirements above = 10 points  Data platform meets only one of the requirements above = 5 points  Data platform meets none of the requirements above = 0 points</p>	15%
3	<p>Technical support:</p> <p>Proposals must detail the methodology regarding the technical support that will be provided to the HSRC team. Detail on support with regard to uploading, monitoring the data and downloading the data should be provided.</p> <p>Points allocation:</p> <p>Comprehensive overview of technical support to be offered for the surveying = 15 points  Adequate overview of technical support to be offered for the surveying = 10 points  Inadequate detail of technical support to be offered for the surveying = 5 points  No detail provided on technical support to be offered = 0 points</p>	15%

4.	<p><b>Experience:</b></p> <p>Minimum experience in similar projects – at least 5 survey projects over the past five years conducted using an online platform that meets the features outlined in (1). Proof that the Service Provider has been in existence and in practice for at least a five-year period. Track record must be demonstrated by contactable references (name of contact person, with telephone/ cellphone number and e-mail address) of at least three clients for whom such work has been undertaken within the last five years, including details of the nature of project.</p> <p><b>Points allocation:</b></p> <p>More than 8 online survey projects = 30 points</p> <p>6-8 online survey projects = 25 points</p> <p>5 online survey projects = 20 points</p> <p>Between 1 and 4 online survey projects = 10 points</p> <p>No online survey projects / contactable references = zero points</p>	<b>30%</b>
	<b>TOTAL</b>	<b>100%</b>
	<b>Minimum threshold %</b>	<b>75 %</b>

#### **BIDDERS SUPPLY CHAIN COMPLIANCE DOCUMENTS**

As part of the response to this advert, kindly note that Interested Bidders must respond with the following documents as part of PFMA compliance:

- a) Completed SBD documents
- b) Proof of Central Supplier Database Registration
- c) Original copy of BEE certificate
- d) A valid tax clearance certificate.

#### **TECHNICAL ENQUIRIES:**

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E-mail: [jstruwig@hsrc.ac.za](mailto:jstruwig@hsrc.ac.za)

**Quotes to be submitted to Mavis Magoleng: [mmagoleng@hsrc.ac.za](mailto:mmagoleng@hsrc.ac.za)**

