

South African National Accreditation System
 Libertas Office Park
 Cnr Libertas and Highway Streets
 Equestria
 Pretoria
 0184

REQUEST FOR QUOTATION



PLEASE COMPLETE AND SUBMIT TOGETHER WITH REQUIRED DOCUMENTS AND QUOTATION

DATE OF ISSUE:	15 January 2024	REQUISITION NUMBER	REQ0005102
CLOSING DATE:	22 January 2024	CLOSING TIME:	11:00
QUOTE VALIDITY:	60 days from the date the RFQ closed	Submissions and enquires to be made to:	Ms Nkhesani Mtahebula procurement@sanas.co.za 012 740 8543

1. PRODUCT /SERVICE DETAILS

Description of goods / services: Employee culture survey for a period of 3 years

		Quantity required
1.	<p>PURPOSE</p> <p>The purpose of this document is to invite suitably qualified service providers to submit their proposals to conduct an Employee Climate / Satisfaction Survey on behalf of SANAS.</p> <p>ABOUT SANAS</p> <p>The South African National Accreditation System (SANAS) is the sole national body responsible for carrying out accreditations in respect of conformity assessment, which includes the accreditation of calibration, testing and verification laboratories, certification bodies, inspection bodies, verification agencies and any other type of body that may be added to its scope of activity. SANAS is also the national body to monitor Good Laboratory Practice (GLP) compliance with principles adopted by the Organisation for Economic Cooperation and Development (OECD) for GLP facilities.</p> <p>BACKGROUND TO REQUIREMENT</p> <p>While managers may have a strong sense of their organisation's strategic direction, they often lack a fundamental understanding of the perceptions, feelings and attitudes of their employees. This lack of understanding often leads organizations to waste their most valuable resource, their people.</p> <p>The results can help to create a holistic picture of the company and allow the company to leverage its strengths. The feedback from various climate survey dimensions will also highlight issues that may be inhibiting individual and organisational success. Whilst employees may feel inhibited to be open and honest in one-on-one interviews, anonymous surveys can help to reveal employee perceptions and satisfaction levels with the company. It can also assist in describing the impact of current programmes and policies. Surveys also give employees the opportunity to describe their desired culture which will lead to conducive working environment.</p> <p>It is for that reason that SANAS is embarking on conducting the Employee Climate Survey so as to have a view of how they are perceived by the employees. It is the intention of SANAS to use the findings to implement recommended corrective measures so as to ensure that the satisfaction levels of employees are increased and that the climate within SANAS is conducive for high productivity.</p>	1 Service provider

OBJECTIVES OF THE SURVEY

The main objective of the SANAS Employee Climate / Satisfaction Survey is to determine:

- The current level of satisfaction of SANAS' Employees in relation to the management style and other areas affecting employees.
- Employee perception of the effectiveness of SANAS in meeting their expectations
- The effect of remote working and how it affects/improves productivity

Specific Objectives

- To determine Employee Perception of how well SANAS currently meets their expectations and requirements as an employer;
- To develop an Employee Satisfaction index and estimate the current level of satisfaction of SANAS' full time employees;
- To identify the causes of dissatisfaction, where identified
- To identify critical areas of improvement across tested dimensions
- To make recommendations for the achievement of required and desirable Employee Satisfaction levels

SCOPE OF WORK

The survey should focus on generating information sourced from the entire full-time staff of SANAS. **Currently SANAS has 77 employees located in Libertas Office Park, Equestria.**

The survey should provide information of SANAS Employees perceptions in regard to the following areas:

- 1) Leadership Style (Attitude and Trustworthiness)
- 2) Management Style
- 3) Communication and Inclusive Management
- 4) Rewards and Recognition
- 5) Policy and Procedures (Consistency in implementation)
- 6) Job Satisfaction
- 7) Employee Support and Wellness
- 8) Employee Morale
- 9) Career Development and Growth Opportunities
- 10) Other relevant Dimension (s) to be recommended by Service Provider

Note: A questionnaire in this regard to be developed in conjunction with SANAS leadership.

TASKS

The tasks to be carried out by the Service Provider in order to achieve the objectives of the assignment are:

- a) Identify the appropriate indicators of employee satisfaction and climate gauging that will be applied in establishing the levels of satisfaction and sustainable methodology for measuring baseline levels and progress in improving them over time
- b) Conduct the survey of all the SANAS Employees
- c) Use appropriate data collection and analysis tools to accurately measure the level of satisfaction of SANAS employees
- d) Document and present the findings of the Employee Climate Survey to SANAS Management and Board

OUTPUTS

The followings outputs are to be submitted by the Consultants:

a) Service Provider engagement upon appointment:

- Meet with stakeholder, to provide the project plan and clarify the questions and expected outcomes for the survey.
- Provide a description of the methodology and tools to be used in carrying out the survey including sample sizes.
- Present the methodology and criteria of questions with ExCo
- Introductory meeting to all staff

b) Within a maximum of five (5) weeks after the initial meeting:

- Finalise and Obtain Approval of the Survey Questionnaire
- Conduct Survey
- Document findings in a comprehensive report
 - o Submit and present an electronic copy of the comprehensive report to all stakeholders.
 - o Submit an executive overview presentation of the survey's methodology, key findings and recommendations of specific areas for management interventions
- The final report must include an accurate measurement of the level of satisfaction of SANAS employees in relation to surveyed dimensions being:
 - o Leadership Style (Attitude and Trustworthiness)
 - o Management Style
 - o Communication and Inclusive Management
 - o Rewards and Recognition
 - o Policy and Procedures (Consistency in implementation)
 - o Job Satisfaction
 - o Employee Support and Wellness
 - o Employee Morale
 - o Career Development and Growth Opportunities
 - o Other relevant Dimension (s) to be recommended by Service Provider
- c) Present the findings to the stakeholder (ExCo, HR & Staff) as per agreed upon date.
- d) Prepare and present an "overview" report to the SANAS Board of Directors in a month after completion on the Date that will be communicated.

SANAS WILL PROVIDE:

- a) A database of all its full-time employees
- b) Contact details (email addresses) of all the full-time employees
- c) Approval of the questionnaire to be used for the survey.

PRICING TABLE

Description	Year 1	Year 2	Year 3
Project Inception/Data gathering			
Drafting/Customisation of questions			
Validate, analysis & interpretation of data			
Finalise report and present report, Employee Culture/ Engagement Strategy and recommendations to SANAS Executives			
Prepare and present overview report to Staff members, ExCo and Board			
VAT			
Total inc VAT			
Overall total for 3 years			

Expected date of delivery: March 2024

Contract or once-off: 3 year contract

Technical / Mandatory requirements: N/A

Other information: Review will be done after every project/year.

SECTION TO BE COMPLETED BY SUPPLIER**2. SUPPLIER DETAILS**

Supplier name:	
CSD number:	
Contact person:	
Contact number:	
Valid Tax reference number and Pin	
Email:	
VAT number (if applicable):	
Physical address:	

3. SCM COMPLIANCE REQUIREMENTS (please tick)

Central Supplier Database Report or Summary	
Completed and signed SBD 4	
Completed and signed SBD 6.1	
Certified valid B-BBEE Certificate	

EVALUATION PROCESS

All bids will be evaluated as follows:

The First stage, bids will be evaluated first for Administrative requirements, Bidders are required to submit the following administrative documents to be considered for evaluation.

- Completed and signed SBD 4
- Completed and signed SBD 6.1
- Valid BBBEE certificate or sworn affidavit signed by the commissioner of oath
- Valid tax pin, Central Supplier Database Report or Summary with compliant tax status

No	Name of Administrative Required Document	Clarification Time
1	Completed and signed SBD 4	48 working hours
2	Valid tax pin, Central Supplier Database Report or Summary with compliant tax status	7 Working days

Bidders who do not adhere to the indicated response time for clarifications requested by the SANAS will be deemed to be non-responsive and their submissions will not be evaluated further.

Stage 2: Price and SANAS specific goals:

PREFERENTIAL PROCUREMENT REFORM:

The Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000. SANAS Preferential Procurement (PP) requirements as per the SANAS Supply Chain Management Policy, states that SANAS shall deal with suppliers in accordance with the SANAS specific goals. The application of the specific goals will be as per the applicable pricing formula, the 80/20 system.

SANAS specific goals are in support of the following:

- Previously disadvantaged groups by allocating points for black owned businesses. Black owned businesses are defined as per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 which states that "Black People" is a generic term which means Africans, Coloureds and Indians who are citizens of the Republic of South Africa by birth or descent; or who became citizens of the Republic of South Africa by naturalisation before 27 April 1994 or on or after 27 April 1994; and who would have been entitled to acquire citizenship by naturalization prior to that date.
- Black women as per the Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013.
- Black people who are youth as defined in the National Youth Commission Act of 1996.
- Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act.
- Exempt micro enterprises (EMEs) and thus promoting small businesses.
- Qualifying small enterprises (QSEs).

All responsive tender offers shall be evaluated in terms of Price and SANAS specific goals. The 80/20 Preference Point System

shall be applicable in accordance with the Preferential Procurement Framework Act (No.5) of 2000.

Points will be allocated in terms of the SANAS specific goals as indicated in the table below. Bidders must submit valid B-BBEE Certificates or sworn affidavit to claim points on specific goals.

PRICE	80
SANAS SPECIFIC GOALS	20

Note: To claim points Bidders must submit a valid BBBEE certificate or sworn affidavit signed by the commissioner of Oath together with a fully completed and signed SBD 6.1. Bidders are required to indicate the preference point claimed in the SBD 6.1.

Specific Goal	20	10
100% Black Owned	6	4
51% - 99% Black Owned	4	2
100% Black Women Owned	6	3
51% - 99% Black Women Owned	4	2
5% Youth Owned	2	1
2% Owned by Persons with Disabilities	1	1
Exempt Micro Enterprise (EME)	5	0
Qualifying Small Enterprise (QSE)	3	1

This RFQ will be evaluated according to the above SANAS specific goals. Failure to submit supporting documents may result to a bidder being allocated zero (0) points. Bidders are required to claim SANAS specific goals in the provided SBD 6.1 attached.

1. Quote validity refers to calendar days
2. SANAS reserves the right to award to multiple suppliers.
3. SANAS reserves the right to increase or decrease quantities at the prices quoted.
4. SANAS reserves the right to cancel this request.
5. All goods/services must be quoted in Rand value.
6. SANAS reserves the right to negotiate with bidders.
7. All fields must be filled in / completed for this document to be accepted.
8. Late and incomplete submissions will not be accepted.
9. All prices quoted must be firm and be inclusive of Value Added Tax(VAT), where applicable
10. Failure to submit the quotation by the date and time stipulated will result in disqualification.
11. Payment will be made in 30 working days after receipt of a valid invoice.
12. All SBD documents must be always signed and sent back with the quotation.
13. THIS QUOTE DOES NOT CONSTITUTE AN ORDER.
14. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform SANAS before RFQ closing date.

4. PROTECTION OF PERSONAL INFORMATION

In responding to this RFQ , SANAS acknowledges that it may obtain and have access to personal data of the respondents. SANAS agrees that it shall only process the information disclosed by bidders in their response to this RFQ for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, SANAS will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, SANAS requires Respondents to process any personal information disclosed by SANAS in the bidding process in the same manner

5. REASONS FOR DISQUALIFICATION

Service providers will be disqualified for the following:

1. Non compliance tax status at the time of award, verification of tax compliance status will be verified with Central Supplier Database(CSD) or through SARS's e-Filing. Service providers will be given 7 working days to rectify their tax compliance status with SARS. If the tax status is still non-compliant after 7 working days, the service provider will be disqualified from further evaluation.
2. Submitted information that is fraudulent; factually untrue or inaccurate for example membership that do not exist; B-BBEE credentials; experience etc.
3. Service providers who made false declarations on the Standard Bidding Documents or misrepresented facts.
4. Service providers who are listed on the National Treasury's Database of restricted suppliers and defaulters
5. Failure to quote in line with the specification.
6. This RFQ is subject to the general conditions of the RFQ, National Treasury's general conditions of contract (GCC) and, if applicable, any other special conditions of contract by SANAS.

6. ACKNOWLEDGEMENT AND SUBMISSION:

I hereby acknowledge and accept the terms and conditions of this request for quotation:

Capacity:.....

Name:.....

Signature:

Date: