

REQUEST FOR QUOTATION

PROCUREMENT OF MEDIA MONITORING AND ANALYSIS FOR A PERIOD OF 36 MONTHS

RFQ NUMBER:	RFQ NHC/126/2022/23
RFQ ISSUE DATE:	2022-10-17
CLOSING DATE AND TIME:	25 October 2022 @ 11:00 am
COMPULSORY BRIEFING SESSION	None

SUPPLIERS ARE REQUESTED TO PLEASE SUBMIT A QUOTATION ON THE COMPANY LETTERHEAD FOR THE FOLLOWING:

No	Item Description	Quantity	Unit of Measure
	Media Monitoring Analysis as per attached minimum requirements	36	Months

ITEM DESCRIPTION	DETAILED INFORMATION
RFQ VALIDITY PERIOD	30 days (COMMENCING FROM THE RFQ CLOSING DATE)
COMPULSORY REQUIREMENT	<ul style="list-style-type: none"> - Valid current Tax compliance status pin code for verification of tax compliance status with SARS. - Only suppliers registered on the Central Supplier Database (CSD) will be considered. Suppliers must include with their quotation / proposal their Master Registration number as proof of registration on CSD - Only bidders that submit a valid current certified copy of the B-BBEE Certificate or original BBBEE certificate issued by the verification agency accredited by SANAS or Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oaths i.r.o (EMEs), will be considered for scoring on the 20 points as per the 80/20 principle

ITEM DESCRIPTION	DETAILED INFORMATION
	- Completed and signed Standard Bidding Documents (SBD) forms included with the bid document / RFQ.
OTHER COMPULSORY REQUIREMENTS / INFORMATION	Professional Membership as stated
SUBMISSION OF QUOTES	e-mail to: procurement@nhc.org.za
CONTACT PERSON FOR ENQUIRIES	Ms. Tebogo Shilakwe t.shilakwe@nhc.org.za cc procurement@nhc.org.za

INTRODUCTION

1. PURPOSE OF THE REQUEST

NHC seeks to invite quotations for the procurement of goods and/or services as stated above.

2. NHC's TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

- 2.1. NHC's conditions of purchase shall apply.
- 2.2. The validity period of the quotations must be clearly stated on the quotation.
- 2.3. Prices quoted shall be in South African Rand and inclusive of VAT and costs such as delivery, insurance, taxes, etc.
- 2.4. No price adjustments or amendments of the delivery particulars contained in this document will be considered by the NHC.
- 2.5. The supplier accepts full responsibility for the proper execution and fulfilment of the goods or services quoted for.
- 2.6. NHC reserves the right to accept or reject any special terms and conditions that may qualify the goods or services to be provided.
- 2.7. The NHC reserves the right to accept or reject a proposal in whole or in part.
- 2.8. Quotations shall be submitted on an official letterhead and duly signed.
- 2.9. Goods or services shall be supplied / rendered upon receipt of an official purchase order from the NHC.
- 2.10. The General Conditions of Contract issued by National Treasury are applicable.
- 2.11. Only quotations from suppliers that complies with the specifications and indicate the date of delivery, shall be evaluated and considered.
- 2.12. Your quotation must indicate the expected delivery date / period.
- 2.13. The NHC reserve the right to do due diligence on the quotations.
- 2.14. The NHC reserves the right to benchmark prices quoted.
- 2.15. No services must be rendered or goods delivered before an official NHC Purchase Order form has been received and the service level agreement is signed (if applicable).
- 2.16. Late and incomplete submissions will not be accepted.
- 2.17. NHC shall pay within 30 days after receipt of an invoice.

2.18. All invoices must be submitted to SCM via the email to procurement@nhc.org.za.

3. EVALUATION CRITERIA

All quotations will be evaluated based on compliance with compulsory requirements, compliance with specifications / Terms of Reference and the 80/20 preference point system prescribed by the Preferential Procurement Policy Framework Act 5 of 2000 and its Regulations. The lowest acceptable price will score 80 points; the 20 BBBEE points will be allocated as follows:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Your assistance and co-operation is appreciated.

Kind Regards

Ms. Senzeni Nompumelelo Ndlovu
Supply Chain Management Intern
National Heritage Council of South Africa
353 Festival Street
Hatfield
0028
Tel: 012 748-3949
Email: procurement@nhc.org.za / s.ndlovu@nhc.org.za

Request for a Quotation: Media Monitoring & Analysis for period of 36 months

Date of submission –17 October 2022, 11h00

BACKGROUND

The National Heritage Council (NHC) seeks to appoint a service provider for **a period of 36 months**, that will monitor and analyse the media environment on its behalf. The spread of this service should cover print, broadcast, online and social media.

The purpose of this service is to allow the NHC to stay abreast with media reports and developments in the Heritage sector as well as establishing a mechanism to respond timeously to the relevant media houses and journalists.

COMPULSORY REQUIREMENTS

Suppliers are required to provide supporting evidence with the quotation, in order for the NHC to verify compliance with the following compulsory requirements. Failure to provide the evidence will result in the quotation to be regarded as a non-responsive bid.

- The successful supplier shall enter into a service level agreement (SLA) with the NHC for a period of at least thirty-six (36) months within ten (10) days of receipt of the confirmation letter of acceptance of the quotation.
- Supplier shall have at least ten (10) years' experience in media monitoring and analysis. CV's of key personnel must be attached to the proposal.
- Suppliers must include at least three (3) written reference letters on the client company letterhead stating the name of the supplier, project details, duration of the project, value of the project, period of the project and total value, as well as the project location. The name and contact details of the relevant officials in charge of the project must clearly be stated in the letter.
- Suppliers must provide the name, detailed information and brochure of the media monitoring and analysis tools used by the supplier or proposed to be used in the execution of the services stipulated in this document. Suppliers are required to include a video clip or link to the video for NHC officials to access that will demonstrate the tool used by the supplier.

- Suppliers must include a company profile with the company organogram that provide detailed information on previous media monitoring and analysis or related projects completed.

SCOPE OF WORK

The service provider is requested to describe the service that is proposed for each section below and provide an example (a mock example or from any previous work).

It is mandatory for Press Reader subscription – itemised 6.1 for access to the continent's print media.

No	Description	Quantity
1	Sources of media monitoring and analysis	
1.1	Print media National, regional and local newspapers should be monitored	Daily
1.2	Broadcast National radio, community radio & television should be monitored	Daily
1.3	Online Main focus should be on online reports, marketing exposure on websites of especially South African based media, organisations, companies and individual blogs	Daily
1.4	Social media The main social media platforms to be monitored are Twitter and Facebook	Daily
2	Backtracking of media monitoring and analysis for the past three (3) months	3 months
3	Reports	
3.1	Alerts: provide for email alerts twice a day for selected users of at least 10	Twice a day
3.2	Provide for a monthly PR insight report including a list of key media influencers where possible	Monthly
4	User access	
4.1	Provide for user access to a password protected online portal of the media monitoring account with a catalogue archive of media reports	24 hours
4.2	Provide for an Account Manager who is accessible during office hours and for scheduled meetings when required	Ad Hoc during working hours
4.3	Grant NHC representative with administrative rights to manage various roles in the system and obtain access to reports when required	At least 1

No	Description	Quantity
4.4	Suppliers are required to indicate any licensing fees applicable and the cost, or whether it is an open source system	1
5	Distribution and tracking	
5.1	Provide for a press distribution tool, media contact database (and influencer database where possible)	24 hours
6	Training	
6.1	Provide training to users with continuous telephonic support and assistance	2 – 6 users
6.2	Provision must be made for future training as and when required, pending the needs of the NHC	
7	Media subscription with Press Reader	
7.1	Subscribe to Press Reader on behalf of the NHC – full corporate package allowing access for 6 Users	6 users
8	After sales service and support	
8.1	System support must be provided within 24 hours. Suppliers are required to state their response time from receiving a request to provide support.	

BASIC KEY WORDS

The following are the main keywords that should be included in the monitoring and tracking:

Main keywords

- National Heritage Council (NHC)
- Lukhwareni Ndivhoniswani (Chief Executive Officer)
- Edgar Neluvhalani
- Danny Legodi (Spokesperson)

Below only in relation to NHC

- Department of Sport, Arts & Culture - DAC
- Minister of Sport, Arts & Culture
- Deputy Minister of Sport, Arts & Culture
- National Heritage Council (NHC)
- Freedom Day
- Human Rights Day
- Youth Day
- Women's Day
- Heritage Day
- Reconciliation Day

Topic Mention: Heritage Sector Related

Below included as and when the main focus of the item is on one of these topics and or when an issue occurs [no passing mentions to be included]

- Culture
- Living heritage

- Liberation heritage
- Heritage
- Traditional Leaders
- Traditional Healers
- National House of Traditional Leaders
- Museum/s
- Heritage sites
- Archive/s
- Library/ies
- Indigenous knowledge
- Geographical names/name changes
- Cultural heritage [initiation, virginity tests, rituals]
- Indigenous languages
- South African Traditional Music Awards (SATMA)

Heritage Institutions & Statutory Bodies

- DITSONG Museums of South Africa
- Military History
- Transvaal Museum
- National Cultural History Museum
- Iziko Museums of Cape Town
- SA Museum
- SA National Gallery (SANG)
- William Fehr Collection
- Michaelis Collection
- South African Cultural
- History Museum
- National Museum
- Natal Museum
- William Humphreys Art
- Museum and Language Monument
- National English Literary Museum (NELM)
- Engelenburghuis Art Collection
- War Museum of the Boer Republics
- Voortrekker Museum
- Robben Island Museum (RIM)
- Nelson Mandela Museum
- Luthuli Museum
- South African Heritage
- South African Heritage Resource Agency
- Freedom Park
- Resources Agency
- Pan South African
- Language Board PANSALB
- National Archives and
- Records Services
- National Film and Video Archives
- World Heritage Site
- Unesco – United Nations Educational and Scientific and Cultural Organisations

QUOTATION FORMAT

The quotation should be clear and itemized. The budget should be for three years (36 months each) indicating escalation costs.

PRICING GUIDE

Suppliers are required to submit the quotation on a company letterhead or as part of the proposal, using the following pricing guide: Any other costing must be displayed separately. Pricing must be fixed and in South African Rand (ZAR). Supplier are required to include any price escalations, including taxes, for the duration of the contract in their proposal.

No	Description	Quantity	Unit of Measure (UOM)
1.	Media monitoring and analysis per platform stipulated	1	Per day
2.	Backtracking of media monitoring and analysis (Once-off)	1	Past 3 months
3.	Alert notifications	2	per day
4.	PR insights report	36	Monthly
5.	User Access	6	Per user
6.	Distribution and tracking	24 hours	Daily
7.	Training	6	Per user
8.	Future training	1	Per user
9.	System license fees if not open source and future update charges	6	Per user
10.	Media subscription and Press Reader	6	Per user

ENQUIRIES

For more information, please send an email to t.shilakwe@nhc.org.za and cc to procurement@nhc.org.za

DECLARATION OF INTEREST

Request for Quotation

SBD 4

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

2.2 Identity Number:

2.3 Position occupied in the Company (director, trustee, shareholder²):

2.4 Company Registration Number:

2.5 Tax Reference Number:

2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:
Name of state institution at which you or the person connected to the bidder is employed :
Position occupied in the state institution:

Any other particulars:
.....
.....
.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**

document?

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

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

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1 If so, furnish particulars:

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

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? YES / NO

2.9.1 If so, furnish particulars.

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

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? YES/NO

2.10.1 If so, furnish particulars.

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

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? YES/NO

2.11.1 If so, furnish particulars:

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

3 FULL DETAILS OF DIRECTORS / TRUSTEES / MEMBERS / SHAREHOLDERS.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

May 2011

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>e Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		

4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

Js365bW

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

NATIONAL HERITAGE COUNCIL

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

6. 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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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 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.

10. 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.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

Js914w 2