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## REQUEST FOR QUOTATIONS

DESCRIPTION	CONDUCT STAFF SATISFACTION SURVEY	
RFQ021-2025	CLOSING DATE: 6 DECEMBER 2024	CLOSING TIME:15H00
<b>ENQUIRIES MAY DIRECTED AS FOLLOWS, REGARDING</b>		
<b>BIDDING PROCEDURE:</b> Mr Malwande Ntongana, <a href="mailto:tenders@ecsecc.org">tenders@ecsecc.org</a> and <a href="mailto:tenders.ecsecc@gmail.com">tenders.ecsecc@gmail.com</a>		<b>TECHNICAL INFO:</b> Ms Nothando Shenxane <a href="mailto:nothando.shenxane@ecsecc.org">nothando.shenxane@ecsecc.org</a> and <a href="mailto:tenders@ecsecc.org">tenders@ecsecc.org</a> and <a href="mailto:tenders.ecsecc@gmail.com">tenders.ecsecc@gmail.com</a>

BIDDER'S INFORMATION				
NAME OF BIDDER				
BIDDER'S ADDRESS				
NAME OF BIDDER'S REPRESENTATIVE				
POSITION HELD IN COMPANY				
TELEPHONE NUMBER		VAT REGISTRATION NUMBER		
EMAIL ADDRESS				
COMPANY REGISTRATION NUMBER				
CSD NUMBER	MAAA	TCC COMPLIANT (TICK APPLICABLE)	YES	
			NO	
<b>BID RESPONSE</b>				
QUOTATION AND BID DOCUMENTS MAY BE DELIVERED ELECTRONICALLY BY EMAILING ZIP FILE OR SENDING A LINK THROUGH TO <a href="mailto:TENDERS@ECSECC.ORG">TENDERS@ECSECC.ORG</a> AND <a href="mailto:TENDERS.ECSECC@GMAIL.COM">TENDERS.ECSECC@GMAIL.COM</a>				



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## **1 INTRODUCTION**

1.1 Eastern Cape Socio Economic Consultative Council (ECSECC) is a Schedule 3C public entity governed in terms of the Public Finance Management Act (PFMA).

1.2 ECSECC is governed by the Board of Directors and reports to the Eastern Cape Office of the Premier (OTP).

1.3 It was established as a multi-stakeholder Council to advise the provincial government on improving service delivery and to create a common platform for debate between the various development communities of the Eastern Cape.

1.4 ECSECC has a staff complement of less than 100 personnel and is situated in Vincent, East London.

## **2 BACKGROUND**

2.1 ECSECC has not conducted a staff satisfaction survey in the past thirteen (13) years and in the same period, the organization has gone through several changes, which include the following, but is not limited to:

2.1.1 Appointment and resignation of Leadership and Management.

2.1.2 Increase of the organogram due to additional portfolios/ programmes added to support the work of government.

2.1.3 Increase in the number of staff complement.

2.1.4 Sharing of office space due to the increase of staff and limited space.

2.1.5 COVID19 which resulted in employees being forced to work from home and ECSECC developing and implementing a Hybrid Policy.

2.1.6 Personal effects of COVID to ECSECC employees in terms of them directly and to their close ones.

2.1.7 The effects of inflation and interest rates.

2.1.8 Staff meetings and other organizational meetings being held virtually, limiting the interaction among staff members.

2.2 It is against this background that ECSECC solicits a service provider to conduct a staff satisfaction survey.

### 3 OBJECTIVES

3.1 The objectives of this survey are:

- 3.1.1 To gauge the perspective and concerns of the employees.
- 3.1.2 To enable ECSECC to take stock of what employees think and how they are feeling so to assess ways of addressing issues of concern.
- 3.1.3 To give employees an opportunity to engage with management as a way of contributing towards providing a healthy working environment for employees as well as a feedback mechanism and enhance management understanding of what is important to the employees.

### 4 SCOPE OF WORK

4.1 ECSECC seeks to appoint a prospective service provider to conduct a staff satisfaction survey.

4.2 The service provider must carry out an independent comprehensive staff satisfaction across all 61 ECSECC employees.

4.3 The survey must be conducted online and must, among other things, be designed in a manner that will elicit feedback from employees on:

- 4.3.1 Work Environment The bidder, in assessing the work environment, must include factors like physical workspace, office culture, collaboration opportunities, and overall atmosphere
- 4.3.2 Leadership and Management The bidder must assess perceptions of leadership effectiveness, communication from management, and the availability of support and guidance.
- 4.3.3 Job Satisfaction The bidder must assess the satisfaction of employees with their roles, responsibilities, and the tasks they perform. This must encompass career growth opportunities and recognition for achievements.
- 4.3.4 Work-life Balance The bidder must examine how well employees feel they can balance their professional and personal lives, including workload, flexibility, and leave policies.
- 4.3.5 Compensation and Benefits The bidder must evaluate the fairness and competitiveness of salaries, bonuses, benefits packages, and other incentives.
- 4.3.6 Career Development The bidder must assess opportunities for learning, growth, and advancement within the organization, including training programs and mentorship opportunities.
- 4.3.7 Employee Engagement The bidder must measure the level of emotional commitment employees have to the organization and its goals, including their motivation and enthusiasm for their work.

- 4.3.8 Communication      The bidder must evaluate the effectiveness of communication channels within the organization, including upward and downward communication, feedback mechanisms and transparency.
- 4.3.9 Team Dynamics      The bidder must assess how well teams work together, including collaboration, trust, and support among colleagues.
- 4.3.10 Organizational Culture      The bidder must assess the alignment of organizational values with employee experience, including diversity, equity and inclusion efforts.
- 4.3.11 Wellness and Health      The bidder must consider factors related to physical and mental health including workplace stress, access to resources for well-being and support for mental health issues.
- 4.3.12 Recognition and Feedback      The bidder must examine how employees feel about recognition for their contributions and the availability of constructive feedback.

4.4 The bidder must:

- 4.4.1 Create the survey questionnaire
- 4.4.2 Manage the survey and any problems that might be encountered when the employees complete the survey
- 4.4.3 Communicate the questionnaire to all employees
- 4.4.4 Analyze the survey data and provide survey analysis
- 4.4.5 Collate the results of the data from the survey
- 4.4.6 Write a survey report with detailed analysis
- 4.4.7 Prepare a dashboard to track the health of the employees in the organization based on data
- 4.4.8 Present the results and implications of the survey to the ECSECC employees
- 4.4.9 Provide recommendations to the ECSECC management on key areas of improvement based on the survey results
- 4.4.10 Provide recommendations on initiatives and ideas to address the areas that require improvement based on the survey results
- 4.4.11 Present a roadmap of interventions based on the data analysis and survey results.

4.5 The survey results must provide some valuable analysis of responses by demographics including age, gender, ethnicity and disability. The analysis must be able demarcate/ segment the data according to different functional/ departmental areas and job levels.

4.6 The bidder must package these results in a way which will enable management to pinpoint areas for priority development.

## 5 COMPETENCY REQUIREMENTS

5.1 The prospective service provider must have the following competencies and capacity:

5.1.1 Minimum of five (5) years' experience designing and conducting organizational climate surveys and providing management reports with recommendations on organizational health and effectiveness.

5.1.2 Four (4) written references showing that similar projects were executed.

5.1.3 Lead person/ team leader must:

5.1.3.1 Have a minimum of seven (7) years' experience in conducting staff satisfaction surveys and survey reports for presentation to management and staff,

5.1.3.2 Hold a master's degree in industrial psychology or organizational psychology, and

5.1.3.3 Registered with the Health Professions Council of South Africa (HPCSA).

5.1.4 Project team members must have experience in conducting staff surveys in the workplace.

## 6 SPECIAL CONDITIONS OF CONTRACT

6.1 Project Management:	The service provider must develop a costed comprehensive project plan, methodology, outlining key activities, time frames, milestones.
6.2 Access to information:	ECSECC Project Leader will create an enabling environment for employees to participate in the exercise. ECSECC Project Leader will be the key contact for information regarding this project.
6.3 Deliverables:	The expected deliverables is a final report of the survey including recommendations, which will follow the approval process detailed below: <ul style="list-style-type: none"> <li>- Milestone 1: Draft report presented to management and staff</li> <li>- Milestone 2: Final report presented to management and staff</li> </ul>
6.4 Payment of invoices:	The payment of invoices shall be made within thirty (30) days of the date on which the invoice and all supporting documentation is received. The supporting documentation includes invoices from third parties, and all other proof of liability, etc. Payment will be processed as follows: <ul style="list-style-type: none"> <li>- 50% on submission and approval of milestone 1</li> <li>- 50% on submission and approval of milestone 2</li> </ul>

6.5 Prices:	The prices charged on the invoices shall not exceed the prices quoted and committed in the purchase order, unless prior approval by ECSECC.
6.6 Tax Compliancy:	No contract shall be concluded with any bidder whose tax matters are not in order. The bidder must ensure that their tax matters are in order throughout the contract period.
6.7 Declaration Compliancy:	ECSECC shall supply the service provider with the Bidder's Declaration Form every beginning of the financial year, for the duration of the contract, which the service provider will complete and send it back to ECSECC year.
6.8 Disputes Resolution:	Should there be disagreement between the service provider and the project officials pertaining to this contract, the service provider may escalate the matter to the ECSECC CEO before engaging in the legal process. ECSECC will always attempt to address any disagreements with the service provider to avoid legal disputes.

## 7 SUBMISSION OF QUOTATIONS

7.1 Bid documents may be submitted on or before the closing date and time, as follows:

7.1.1 Electronically by emailing a compressed zip folder to [tenders@ecsecc.org](mailto:tenders@ecsecc.org) and [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com), quoting the reference **RFQ021-2025**.

OR

7.1.2 Electronically by emailing a link pointing to your cloud account for file access to [tenders@ecsecc.org](mailto:tenders@ecsecc.org) and [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com) quoting the reference **RFQ021-2025**.

7.2 Bidding enquiries may be directed to Mr Malwande Ntongana at [tenders@ecsecc.org](mailto:tenders@ecsecc.org) and [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com) or phone 043 701 3400.

7.3 Bidders are required to submit, **on or before 6 December 2024 at 15H00**, the following:

7.3.1 A costed proposal with sufficient detail that demonstrates comprehension and competency to deliver as per the scope of work, including:

7.3.1.1 Proposed methodology,

7.3.1.2 A project plan outlining key activity, time frames, milestones and budget.

7.3.1.3 A schedule of resources to be committed to the project.

7.3.2 Proof of valid competency requirements.

7.4 Mandatory returnable documents as supplied.

7.4.1 SBD 3.3

7.4.2 SBD 4

7.4.3 SBD 6.1

7.4.4 SBD 7.2

7.4.5 GCC

7.5 Failure to submit the requirements as outlined in 7.3 through to 7.4 may render your bid non-responsive.

## 8 EVALUATION CRITERIA

ECSECC has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria <b>(Gate 0)</b>	Functionality Criteria <b>(Gate 1)</b>	Price and Specific Goals <b>(Gate 2)</b>
Bidders must submit all documents as outlined in <b>(Table 1)</b> below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum of <b>80</b> points out of 100 points to proceed to Gate 2 (Price and Specific Goals).	Bidders will be evaluated out of 100 points, as per <b>(Table 2)</b> , below and Gate 2 will only apply to bidders who have met and exceeded the threshold of 80 points.

## 8.1 Gate 0: Prequalification

8.1.1 The bidders must return the documents listed in **Table 1**.

8.1.2 All documents must be completed and signed by the duly authorized representative of the prospective bidders.

8.1.3 During this phase Bidders' responses will be evaluated based on compliance with the listed administration, using the Central Supplier Database (CSD), and mandatory bid requirements.

8.1.4 The bidders' proposal may be disqualified for non-submission of any of the documents.

**Table 1:** Documents that must be submitted for Pre-qualification.

<b>Document that must be submitted</b>	<b>Non-submission may result in disqualification?</b>
<b>1. Tax Clearance Certificate</b>	<b>YES</b> <ul style="list-style-type: none"> <li>a. ECSECC transacts with service providers that have a compliant tax status.</li> <li>b. ECSECC makes use of the CSD report to verify tax status of suppliers. Please ensure that your tax affairs are in good order with SARS.</li> <li>c. ECSECC does not transact with service providers that have a non-compliant tax status.</li> </ul>
<b>2. SBD 3.3 -Pricing Schedule</b>	<b>YES</b> Complete and sign the supplied pro forma document.
<b>3. SBD 4 -Bidders' Disclosure</b>	<b>YES</b> Complete and sign the supplied pro forma document.
<b>4. SBD 6.1 -Preference Points Claim Form in terms of Preferential Procurement Regulations, 2022</b>	<b>NO</b> Complete and sign the supplied pro forma document. Non-submission will lead to a zero (0) score on Specific Goals.
<b>5. SBD 7.2 -Contract Form</b>	<b>NO</b> Complete and sign the supplied pro forma document.
<b>6. GCC</b>	<b>YES</b> Sign and return with bid documents.
<b>7. Costed Proposal</b>	<b>YES</b> Proposal showing how the scope of work will be met

## 8.2 Gate 1: Functionality Criteria

The threshold is set at 80 points out of 100 and the accepted bids will be evaluated as follows:

Element	Weight
<p><b>Understanding of scope of work</b></p> <p>a. Proposal that demonstrates comprehension and competency to deliver on what is required including:</p> <ul style="list-style-type: none"> <li>- A project plan that outlines key activity, time frames, milestones and budget</li> <li>- A schedule of resources that will be committed to the project</li> <li>- How relevant is the proposed methodology</li> <li>- Indicate/ name the project leader</li> </ul> <p>b. Proposal covering areas in a., above</p> <ul style="list-style-type: none"> <li>- Comprehensive proposal covering all requirements <b>(25 points)</b></li> <li>- Good and innovative proposal lacking some minor requirements <b>(20 points)</b></li> <li>- Average and theoretical proposal demonstrating substantial lack in some areas <b>(10 points)</b></li> <li>- Unclear proposal or irresponsible to the requirements <b>(0 points)</b></li> </ul> <p><b>[points based on submission of proposal for the project]</b></p>	25
<p><b>Relevant experience of firm</b></p> <p>a. Company must prove experience in designing and conducting organizational climate surveys and providing management reports with recommendations on organizational health and effectiveness</p> <ul style="list-style-type: none"> <li>- 5 years' experience and above <b>(10 points)</b></li> <li>- Less than 5 years' experience <b>(0 points)</b></li> </ul> <p>b. Written favourable references indicating similar projects were executed by the bidder</p> <ul style="list-style-type: none"> <li>- 3 references and above <b>(15 points)</b></li> <li>- 1 to 2 references <b>(10 points)</b></li> </ul> <p><b>[points based on submission of company profile for experience and written reference letters from previous or current clients of similar projects]</b></p>	25
<p><b>Capacity, experience and competency of Lead Person/ Team Leader</b></p> <p>a. Experience in conducting staff satisfaction surveys and survey reports</p> <ul style="list-style-type: none"> <li>- 7 years' experience and above <b>(25 points)</b></li> <li>- 5 but less than 7 years' experience <b>(20 points)</b></li> <li>- 3 but less than 5 years' experience <b>(10 points)</b></li> <li>- Less than 3 years' experience <b>(0 points)</b></li> </ul> <p>b. Qualification of the Lead Person/ Team Leader, any of the following:</p> <ul style="list-style-type: none"> <li>- Master's degree in industrial psychology or organizational psychology <b>(10 points)</b></li> <li>- Valid registration with HPCSA <b>(15 points)</b></li> </ul> <p><b>[points based on submission of CV, certificates, etc. for the Project Leader]</b></p>	50
<b>Total</b>	100

### 8.3 Gate 2: Price and Specific Goals

8.3.1 In terms of regulation 4 of the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points) and
- Specific Goals (maximum 20 points).

8.3.2 The evaluation of price and specific goals will be evaluated as outlined in **Table 2 below**.

**Table 2: Price and Specific Goals Evaluation**

<b>Element</b>	<b>Weight</b>
Price	80
Specific Goals	20
Historically Disadvantaged Individuals (HDIs)	
- Enterprises with ownership of 51% or more by person(s) who are black persons	<b>(5 points)</b>
- Enterprises with ownership of 51% or more by person(s) who are women	<b>(5 points)</b>
- Enterprises with ownership of 51% or more by person(s) who are youth	<b>(5 points)</b>
- Enterprises with ownership of 51% or more by person(s) with disability	<b>(2 points)</b>
- Enterprises located and/or operating within the borders of the Eastern Cape	<b>(3 points)</b>
<b>Total</b>	<b>100</b>

## 9 TERMS AND CONDITIONS

- 9.1 The RFQ forms should **not** be retyped or redrafted, but photocopies may be prepared and used.
- 9.2 Should the RFQ forms not be filled in by means of electronic devices, bidders are encouraged to complete forms in a **blank ink**.
- 9.3 The forms documents shall be completed, signed, and submitted with the bid.
- 9.4 Failure on the part of the bidder to sign any of the forms of the RFQ documents and thus to acknowledge and accept the conditions in writing or to complete the forms of RFQ documents, questionnaires, and specifications in all respects, may invalidate the bid.
- 9.5 Where items are specified in detail, the specifications form an integral part of the RFQ document and bidders shall indicate that the items offered are compliant to the specification, by way of a global code or picture detailing the specification or any other form that enables ECSECC to validate the items offered are compliant to the specification. In cases, where items offered are not compliant to specification, bidders shall indicate the deviations from the specification.
- 9.6 In instances where the bidder is not the manufacturer of the items offered, the bidder must state the relevant manufacturer or supplier of the items offered.
- 9.7 This RFQ will be processed in accordance with the PPPFA requirements and in line with the ECSECC SCM Policy.
- 9.8 This RFQ is subject to the General Conditions of Contract (GCC) and re-issues thereof. Copies of these GCC are obtainable from ECSECC office.
- 9.9 The quotation should reach this office not later than the closing date and time above. Please indicate the estimated date of delivery, next to delivery date, above.
- 9.10 Bids received after the closing date and time (late bids) at the address indicated in the bid documents will not be accepted for consideration.
- 9.11 Prices should be in RSA currency and please indicate if VAT inclusive/exclusive. Price Offer should be valid for **60** days from the closing date of this RFQ.
- 9.12 ECSECC reserves the right to **not** award or to cancel this bid at any time and shall not be bound to accept the lowest or any bid.

- 9.13 Should the quotation be submitted with any special terms and conditions which will govern or regulate or qualify the service that you will provide to ECSECC, same should be indicated as such in your quotation.
- 9.14 ECSECC reserves the right to accept those terms and conditions as originally submitted or to amend them in order to protect the rights and interests of ECSECC or reject them.
- 9.15 Should you refuse to agree to provide the said service subject to the amendment of the special terms and conditions, ECSECC will be entitled to reject your quotation.
- 9.16 ECSECC upholds good ethical principles. Should there be any transgression of ethics, you are required to report such to the CEO of ECSECC.
- 9.17 ECSECC does not pay for goods/services **not** received.
- 9.18 Please note that ECSECC has up to 30 days to settle the account after receiving the items and invoice.

## **10 SERVICE LEVEL AGREEMENT**

- 10.1 Upon award, ECSECC and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by ECSECC.