

REQUEST FOR QUOTATION (RFQ) FOR APPOINTMENT OF A SERVICE PROVIDER TO REVIEW HUMAN RESOURCES POLICIES

Reference Number	IZIKO_HR_RFQ_202306/01
Description	Request For Quotation (RFQ) for appointment of a service provider to review, update and align Iziko Museums' HR policies and procedures
Address	Iziko South African Museum, 25 Queen Victoria Street, Cape Town, 8001
Attention	Noleen Donson and Siphamandla Oupa
Closing date and time for submission	07 July 2023
Method of delivery	Quotes / Proposals, and accompanying documentation, must be emailed to (SCM) 021 481 3917: ndonson@iziko.org.za and soupa@iziko.org.za
Technical enquiries	Lucinda Rudolph (Director Human Resources) Direct Line: +27 (0) 21 481 3986 lrudolph@iziko.org.za

1. Background

Iziko Museums of South Africa (Iziko) is a schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts & Culture (DSAC), bringing together 11 national museums and a Social History Centre situated in the Western Cape under a single governance and leadership structure. Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is required to comply with the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999, as amended) and its concomitant Regulations.

2. Overview

Iziko Museums as a public entity, operates within a strict and defined compliance framework. It is, therefore, imperative that organisational policies are regularly developed, reviewed, updated, and implemented. The Human Resources department currently has 17 policies, the majority of which have not been reviewed in the past three years. The HR policies are a combination of both policy and procedure (strategic and operational) and the policy manual totals 160 pages.

Iziko extends a call for the submission of a proposal from a suitably qualified and experienced service provider to assist with the review and update of the HR policies, the development of an employee manual and a communication framework for employees.

3. Scope of Services

The scope of services to be provided as outlined below.

- Developing a
 - **policy manual** (17 policies to be reviewed and streamlined to reflect the strategic intent of the organisation in terms of its human resources)
 - **employee handbook** from the current HR policies (all the procedures and tools contained in the current policies and other procedural documentation so that employees are better equipped and capacitated to effectively utilise Iziko's systems and integrate into the workplace. This document would contain, for example, the process and form/s to apply for study assistance. This handbook will also facilitate the induction process).
- Ensuring that Iziko HR policies are legally compliant as well as up to date.
- Benchmark the Iziko policies with best practise in the market and make recommendations to management for retention of staff.
- Develop a presentation for employees on review of policies.

The contract period will be for six months from the commencement of the project.

Table 1: Delivery time Schedule

	Service Description	Time frame for delivery (e.g., 1 week, month etc)
1.	Contracting – first meeting and agreement on timelines	July
2.	First draft policy document for comment	July
3.	First draft employee manual for comment	July
4.	Second draft policy document for comment	August/September
5.	Second draft employee manual for comment	August/September
6.	Proposal on inclusions into policy manual	September/October
7.	Presentation document	October/November

The selected service provider shall work from their offices with co-ordinated visits to Iziko Museums when and/if necessary.

4. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

	Specific goals allocated points	Price
Total maximum points	20	80

The selected service provider shall be required to indicate their capacity to deliver the services required by Iziko as per the requirements below:

The functionality criteria will be evaluated based on the following.

1.Relevant skills and experience	Description	Weighting
Track record of previous work done in designing and drafting of policies. This must be demonstrated by 5 reference letters from five different clients. The reference letters must be on the client's letter head and must be related to the drafting and reviewing of HR Policies and Procedures.	• 5 and above reference letters from previous projects.	20
	• 3-4 reference letters from previous projects.	15
	• 1-2 reference letters from previous projects	5
Bidder's past experience in designing and reviewing of HR Policies and Procedures.	• 5 years and more	30
	• 3-4 years' experience	20
	• 2 years' experience	10
1. Proposed approach/ methodology:		
Methodology for undertaking the deliverables and demonstrate an in depth understanding of the subject matter and ability to deliver on time (six Months).	• Excellent process outlined.	20
	• Average process outline	10
	• Poor process outline	5
2. Internal capacity for the project		
• Proposal should clearly indicate whether or not the bidder have the internal capacity or Qualification of the Project Lead: • The Project Lead must have a master's degree in business administration,	• Master's degree in business administration, Human Resources, Law, Public Administration, or related field.	10
	• Bachelor's degree in business administration, Human Resources, Law,	5

Human Resources, Law, Public Administration, or related field.	Public Administration, or related field. • National Diploma in Business Administration, Human Resources, Law, Public Administration, or related field. • Certificate Business Administration, Human Resources, Law, Public Administration, or related field.	3 2
Proposal should clearly indicate whether or not bid participants have the experience to meet the requirements to quote. The bidder must give an indication of the proposed team, • Submit brief CV of each member. • Team member must have a minimum of 5 years' relevant experience and understanding of the work required.	All CV's of team Members 5 years' experience or more 3 – 4 years' experience 2 – 3 years' experience 1 – 0 years' experience	20 10 5 3 0
Total Scoring		100

Bidders are required to achieve a score of 70 points in order to be considered for the BBBEE and Price evaluations.

4.1 Pricing

Price is an important factor as it ensures optimum value for money and should take into account the full duration of the contracting period. A cost schedule detailing, inclusive of VAT, any disbursements, including delivery costs, as well as escalations, if applicable, etc. must be provided in the table below.

Table 2: Cost Schedule

No	Service Description	Costing per service
1	17 policies to be reviewed and updated for legislative compliance	
2	Recommendations for additional HR policies and best practice to Iziko	
3	Drafting of a framework for an employee manual	
4	Developing an employee presentation on HR policies and manual with content for delivery by Iziko team	
	Disbursement's escalations if applicable for the duration of the contract	
	Total Excluding VAT	
	VAT 15%	
	Total including VAT	

5. Compliance Documents

Service Providers must submit all documents as outlined in **Table 3 Compliance Documents** below.

Table 3: Compliance Documents

1	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za) and Tax Status Verification Pin together with tax registration number.
2	Detailed pricing structure: A cost schedule detailing full cost breakdown, inclusive of VAT, any disbursement, and escalations, if applicable, etc. for the entire duration of the proposed contract must be provided.
3	A Valid B-BBEE Certificate or Sworn Affidavit to determine the Service provider's status level.
4	Annexure C - Confidentiality and Non-Disclosure Agreement.
5	SBD 4 – Bidders Disclosure.
6	Sb 6.1 Preference Points Claim Form In Terms Of The Preferential Procurement Regulations 2022

Note: Failure to supply any of the compliance documents stipulated may lead to the quote not being considered.

6. Preference Points Claim

SBD 6.1 Preference Points Claim form in terms of the Preferential Procurement Regulations of 2022. The points are allocated as follows:

Table 4: Preference Point System

	SPECIFIC GOALS ALLOCATED POINTS	PREFEREN CE POINTS (80/20) ≥R50 MIL	Evidence
	<ul style="list-style-type: none">Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of		
<u>2</u>	Race are black persons (ownership)* More than 50% black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points	20	<ul style="list-style-type: none">Proof of B-BBEE certificate;Company Registration CertificationIdentification Documentation.CSD report

7. Formal Contract

- The proposal and appended documentation read together form the basis for an agreement to be negotiated and concluded in a formal contract between Iziko and the preferred Service Provider.
- A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred Service Provider/s.

8. General Principles

- The lowest or only quotation received will not necessarily be accepted.
- Iziko and its Council reserves the right to accept or reject any quotation in response to the Request to Quote and to withdraw its decision to seek the provision of these services at any time.