

REQUEST FOR INFORMATION

RFI NUMBER:	RFI JW 30/10/2024 MS	CLOSING DATE:	06 NOVEMBER 2024 @16H00
DESCRIPTION:	PUBLIC EDUCATION		
ISSUE DATE	28 October 2024		
Submit via Email to:	mapule.setaka@jwater.co.za		

ENQUIRIES MAY BE DIRECTED TO:

Bidding procedure enquiries <u>must</u> be sent to		Technical enquiries must be directed to	
CONTACT PERSON	Mapule Setaka	CONTACT PERSON	Thembeke Mkhize
TELEPHONE NUMBER	011 688 1574	TELEPHONE NUMBER	011 688 6949
E-MAIL ADDRESS (Submissions must be made to this address)	mapule.setaka@jwater.co.za	E-MAIL ADDRESS	thembeke.mkhize@jwater.co.za

SUPPLIER INFORMATION

NAME OF BIDDER			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
CENTRAL SUPPLIER DATABASE No:	MAAA		
MANUFACUTER OR THIRD PARTY (If Applicable)			

1. PURPOSE OF THE REQUEST FOR INFORMATION

Johannesburg Water invites service providers to submit a request for information proposal for public education services for a period of thirty-six (36) months. This RFI is strictly to solicit financial information from potential bidder(s). This RFI does not constitute; an offer; or any impression none so ever to do business with Johannesburg Water. The RFI response proposals is enquired to assist the organisation with business decision making purposes.

2. BACKGROUND

Johannesburg Water was established in January 2001 as an independent company, the City of Johannesburg being the sole shareholder, JW is a municipal owned entity (MOE) mandated to provide water and sanitation services to the residents of Johannesburg.

JW experiences high levels of abuse on infrastructure especially the sewer network by residents and in some areas due to ageing infrastructure. JW will continue to implement infrastructure upgrading projects to minimise the continuous overflow of sewer manholes due to ageing infrastructure. In support of technical intervention communities also have to play a critical role in ensuring that the system is not overloaded and burdened with foreign objects and in the same manner conserve water and use it sparingly. There have been requests for JW's intervention across the City of Johannesburg.

3. SCOPE OF WORK AND SPECIFICATIONS

The appointed Service Provider(s) will be required to conduct public education aimed at influencing behavioural change towards the proper use and maintenance of the sewer infrastructure as well as water conservation in identified hotspots across the City of Johannesburg. Area-specific messages will be developed to ensure that targeted stakeholders are reached. The Service Provider(s) are expected to reach a population of 600,000 people through various educational methods and communication platforms over three years.

Conduct pre- and Post Assessment Research and Reporting

1. Submit and present a project Implementation Plan.
2. Conduct pre and post–and post-project assessment research,
 - Analyse data
 - Compile a report with recommendations.

- 2.1. A pre-assessment research should entail the development of assessment tools; sampling; analysis of data; and report writing including recommendations on education approach and packaging of messages.
3. The assessment tools developed must be approved by JW before they are published.
4. Shall comply with JW's Corporate Identity, therefore all publications must be sent to JW for approval.
5. Shall conduct post-assessment research a month after the actual public education intervention has been finalized.
6. Should adhere to a 1500 sample of the population for both the pre-project and post-project assessments
7. Shall submit the following reports:
 - Project inception report with the costing of each activity.
 - Pre-project assessment report
 - Training report
 - Post-project assessment report
 - Monthly reports for the duration of the implementation of public education.
 - Close-out report

Recruitment; Training and Appointment of Community-Based Educators

8. The appointed Service Provider(s) will be introduced to all affected Ward Councillors; JW's Regional Managers and COJ's Regional Director; the Ward Governance Regional Manager and any other stakeholders within the region
9. Should recruit; train and appoint a minimum of 10 Community-Based Educators for each identified hotspot area.
10. Work with the Regional Director's office and relevant Ward Councillors
11. The Community-Based Educators should be ward-based.
12. Upon appointment of Community-Based Educators induction should take place
13. The following should be explained to the Community-Based Educators during induction
 - Payment rate and payment cycle
 - Statutory deductions
 - Leave days
 - Overtime worked and rates thereof

- Any other employee benefits

14. Proper identification should be supplied to the Community Based Educators & Regional Project Managers

- PPE/Reflective Vests *(to get approval from JW)*
- Identification Cards that are compliant with JW Corporate Identity

Training of Community-Based Educators

15. Develop a training manual on water and sanitation-related issues (preferably EWSETA-accredited training on water and sanitation) This manual will be used to capacity community-based educators.

16. Extensive capacity building on public engagement, water and sanitation-related issues and service delivery issues will be provided through JW approved training manual (preferably EWSETA accredited).

17. The ID cards should have the following information:

- Full names of the person (name and surname);
- Photograph
- ID number;
- Designation;
- Project duration;
- Name of the project
- Compliant to JW Corporate Identity
- Unique employee
- the SP's office address and telephone number
- The sample to be submitted should be pre-approved by JW

18. Should supply Community-Based Educators with stationery and carry bags to carry their educational material.

Awareness Creation and Actual Public Education Intervention

19. The Service Provider should create awareness through stakeholder and community engagement with the help of the local Councillor by:

- distributing flyers for awareness creation and other messaging
- putting up posters in strategic areas within the affected communities
- sending sms to the stakeholders they have contacts for
- using local media: print and radio stations in the area.

20. The Service Provider needs to conduct public education in the hotspot areas across the City of Johannesburg as and when identified

21. Printing publicity material should be as follows:

- 20 000 flyers (A5) per year- English and translated in Zulu; Tsonga and Sesotho (5 000) each where they will be divided between awareness creation and public education content.
- 2 000 Posters (A1) per year–English, translated in Zulu; Tsonga and Sesotho
- 20 000 (A1) - 3 Year calendar with water conservation messages and sanitation care.

22. Service Provider(s) should submit weekly operational plans every Friday by mid-day (12H00) for the activities to be conducted on the week to come (incl. type of engagements; extensions/streets or institutions to be targeted)

23. The Health and Safety of Community-Based Educators should not be compromised and will remain the responsibility of the Service Provider.

24. The Service Provider(s) should manage Community-Based Educators when conducting the following:

- door-to-door campaigns;
- clinic workshops;
- school presentations;
- presentations to local NGOs and CBOs;
- street corner exhibitions;
- church and crèche presentations etc

- Use various forms of media (social, radio and print) to reach as many people as possible.
- 25. Should be responsible for the safe keeping of PPE as these get used for malicious activities if they end up in the wrong hands.
- 26. Should take advantage of community gatherings in and around targeted areas.
- 27. Should resolve project-related challenges arising on site.
- 28. Will be introduced to the regional depots and will be expected to maintain a healthy working relationship with the depot to be able to report any visible service delivery issues that need immediate attention.
- 29. Must arrange with the depot for the CBEs to join the team during the unblocking of sewer blockages to enable on-site public education to take place.
- 30. Must build lasting partnerships with the key and influential stakeholders on the ground.

Payment of Community-Based Educators

- 31. Must have sufficient cash flow to process salaries/wages of Community-Based Educators for at least 2 months even if they are not yet paid by Johannesburg Water.

Submission of Reports and Invoices

- 32. Submit monthly narrative reports by 16H00 the last working day of each month
- 33. Should revise the report accordingly after receiving comments from Project Manager
- 34. Must attend monthly progress meetings and present the PowerPoint version of the report to the Project Steering Committee members and submit the presentation a week before the presentation date.
- 35. Should attach photographs as evidence of work done and will be required to submit timesheets and consent forms signed by residents and stakeholders.
- 36. The report should be attractive; have a glossy finish; be bound and be accompanied by a hard disk.
- 37. Should submit two copies of the final report with an original invoice and a statement.

38. Upon submission of the close-out report the Service Provider(s) will be expected to provide JW with soft copies of the photos of the entire project and video recordings.
39. The service provider should be available to present the report to the Exco, the Board of Directors; Section 79 Committee when required to do so.
40. Acknowledge that the final report and the captured data remains JW's intellectual property.

Project Team

41. The Core Project team presented to JW should be available for the entire duration of the project.
42. Project Manager would be required to manage not more than 3 regions.
43. There should always be a person in a supervisory position on each project site.

Measuring the Public Education Impact

44. The Service Provider(s) will be provided with the baseline information on water loss and number of sewer blockages in the hotspot areas.
45. Performance would be determined by reduction of sewer blockages and minimal water loss in the affected areas as well as post- assessment results.
46. Additional performance indicators will be communicated with the Service Provider(s) after completion of the pre-assessment survey.

Additional

47. Compliance to the above stipulated is non-negotiable and failure to comply will result penalties applied as per the GCC.

4. PRICING SCHEDULE

Prices must include transport, labour, and any other costs.

SCHEDULE 1 - Year 1

#	Description	Unit Price
1	Pre-assessment Research including submission of an assessment report using a sample of 150 participants.	
2	Recruitment and appointment of Community-based Educators.	
3	Development of a training manual	
4	Training of recruited Community-based educators; submission of a report and issuing certificates of attendance.	
5	Proposed daily rate for salary of Community-Based Educators * Min (R300) per day	
6	Printing of publicity material	
	(a) A5 flyers in colour (To be translated in 3 other languages)	
	(b) A1 colour posters per (To be translated in 3 other languages)	

	(c) A1 3-year calendar with water conservation messages	
7	Procurement of the reflector vests	
8	Submission of a monthly report	
9	Project Management Fees (Percentage)	
10	Post-project research and submission of the impact analysis report sampling 150 participants.	
11	Submission of a close-out report	

SCHEDULE 2 - Year 2

#	Description	Unit Price
1	Pre-assessment Research including submission of an assessment report using a sample of 150 participants	
2	Recruitment and appointment of Community-based Educators.	
3	Development of a training manual	
4	Training of recruited Community-based educators; submission of a report and issuing certificates of attendance.	

5	Proposed daily rate for salary of Community-Based Educators * Min (R300) per day	
6	Printing of publicity material	
	(a) A5 flyers in colour (To be translated in 3 other languages)	
	(b) A1 colour posters per (To be translated in 3 other languages)	
	(c) A1 3-year calendar with water conservation messages	
7	Procurement of the reflector vests	
8	Submission of a monthly report	
9	Project Management Fees (Percentage)	
10	Post-project research and submission of the impact analysis report sampling 150 participants.	
11	Submission of a close-out report	

SCHEDULE 3 - Year 3

#	Description	Unit Price
1	Pre-assessment Research including submission of an assessment report using a sample of 150 participants	
2	Recruitment and appointment of Community-based Educators.	
3	Development of a training manual	
4	Training of recruited Community-based educators; submission of a report and issuing certificates of attendance.	
5	Proposed daily rate for salary of Community-Based Educators * Min (R300) per day	
6	Printing of publicity material	
	(a) A5 flyers in colour (To be translated in 3 other languages)	
	(b) A1 colour posters per (To be translated in 3 other languages)	
	(c) A1 3-year calendar with water conservation messages	
7	Procurement of the reflector vests	

8	Submission of a monthly report	
9	Project Management Fees (Percentage)	
10	Post-project research and submission of the impact analysis report sampling 150 participants.	
11	Submission of a close-out report	

5. SUPPLIER COMPANY DETAILS

Suppliers to complete the below according to their company details.

INFORMATION FOR SPECIFIC GOALS ANALYSIS	
BUSINESS OWNED BY 51% OR MORE -BLACK PEOPLE	
1. Percentage (%) of Black Ownership)	
2. Is Black Ownership 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE – BLACK YOUTH	
3. Percentage (%) of Ownership by Black Youth	
4. Is the percentage of Black Youth Ownership 51 % or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-WOMEN	
5. Percentage (%) of Ownership by People who are Women	
6. Is the percentage of People who are Women 51 % or more? (Yes or No)	
BUSINESSES LOCATED WITHIN THE BOUNDARIES OF A REGION IN COJ, COJ MUNICIPALITY OR IN GAUTENG PROVINCE	
7. Is your business located in the Gauteng Province? (Yes or No)	
8. Is your business located in the COJ Municipality? (Yes or No)	
9. Is your business located within the region of the COJ? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE - BLACK PEOPLE WHO ARE MILITARY VETERANS	
10. Percentage (%) of Ownership by Black People Who Are Military Veterans	
11. Is the percentage of Ownership by Black People Who Are Military Veterans 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-BLACK PEOPLE WITH DISABILITIES	
12. Percentage (%) of Ownership by Black People With Disabilities	
13. Is the percentage of Ownership by Black People with Disabilities 51% or more? (Yes or No)	
SMME (AN EME OR QSE) OWNED BY 51% OR MORE - BLACK PEOPLE	
14. What is the Enterprise Type? EME – turnover is less than R10m QSE – Turnover between R10m and R50m Generic – Turnover is R50M of more	

JOINT VENTURE (JV), CONSORTIUM OR EQUIVALENT	
15. What is the percentage (%) of ownership for each party?	
SUBCONTRACTING WITH COMPANIES AT LEAST 51% OWNED BY HISTORICALLY DISADVANTAGED INDIVIDUAL (HDI) GROUPS MENTIONED ABOVE	
16. What is the percentage (%) that will be sub-contracted to companies that are at least 51% owned by Historically Disadvantaged Individual (HDI) groups mentioned above?	

6. INFORMATION PRICE BREAKDOWN

DESCRIPTION	BREAKDOWN IN PERCENTAGE	APPLICABLE INDEX	IMPACTED BY ROE (YES/NO)
Raw materials			
Direct Labour			
Direct Overheads			
Transport			
Indirect Labour			
Indirect Overheads			

Total	100%		

provide the following information (if Applicable)

TYPICAL PRICE ADJUSTMENT FORMULA INCLUDING INTERVALS

SUBMITTED DOCUMENTATION IN SUPPORT OF A REQUEST FOR A PRICE ADJUSTMENT

SOURCE OF RAW MATERIAL	
DESCRIPTION	COUNTRY OF ORIGIN
Raw materials	

ASSOCIATED RISKS	
RISK CATEGORY	RISK MITIGATION
Economic:	
Security of Supply	
Supply and Demand	
Rate of Exchange	
Operational:	
Capacity	
Logistics	