

TERMS OF REFERENCE REQUEST FOR QUOTATIONS (RFQ)

THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR STAKEHOLDER SATISFACTION SURVEY SERVICES TO THE FOODBEV SETA

The Food & Beverages Manufacturing Sector Education and Training Authority (FoodBev SETA) hereby invites prospective service providers to submit quotations for the provision of a stakeholder satisfaction survey as follows:

Closing date of submission	21 October 2022
Closing time of submission	15:00
Quotes to be e-mailed to	scm@foodbev.co.za
All quotes must be valid for at least	30 days
Delivery address for the services	7 Wessels Road, Rivonia, Johannesburg

All queries/ clarifications can be sent in writing, citing the bid reference above to the under-mentioned person before the closing date for the quote:

Administrative (process related) queries may be addressed to:

Queries address to	Mr Lunga Mokoena
Telephone Number: Landline	011 253 7300
e-mail address to send queries	scm@foodbev.co.za

Technical or deliverable related queries may be addressed to:

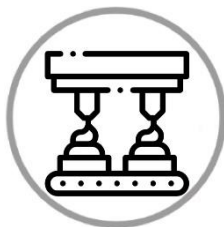
Queries address to	Ms Makatseng Mokome
Telephone Number: Landline	011 253 7300
e-mail address to send queries	MakatsengM@foodbev.co.za

1. INTRODUCTION

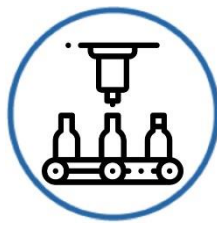
1.1. FoodBev SETA is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev SETA is currently operating in Johannesburg at number 7 Wessels Road, Rivonia. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector. FoodBev SETA is one of 21 Sector Education and Training Authorities (SETAs) across the economy mandated to facilitate the delivery of skills development in the country in line with National Skills Development Plan (NSDP) outcomes.

1.2. Food & Beverages Manufacturing Sector Education and Training Authority's (FoodBev SETA) function is to promote, facilitate and incentivise skills development in the Food and Beverage Manufacturing Sector.

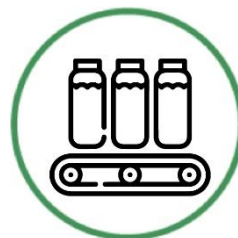
1.3. FoodBev SETA is subdivided into 5 chambers:



Baking, Cereals,
Confectionery &
Snacks (BCCS)



Beverage
Manufacturing



Dairy
Manufacturing



Manufacture of
Food
Preparation
Products



Processed and
Preserved Meat,
Fish, Fruit, and
Vegetables

1.4. Our Vision Statement

- To have sufficient and appropriate knowledge and skills available in the Food and Beverages Manufacturing Sector.

1.5. Our Mission Statement

- To expand the availability and accessibility of knowledge and skills in the sector, including but not limited to, rural areas.
- Establish a credible institutional mechanism that facilitates skills development with greater efficacy; and
- To remain relevant by providing quality learning standards and qualifications.

1.6. Our Values

FoodBev SETA subscribes and is committed to:

- Service excellence: take pride in satisfying stakeholder needs.
- Accountability: accept responsibility and delivering on our commitments.
- Integrity: act with integrity in all we do (doing what's right).



- Respect: deliver on our commitments with the utmost respect towards our stakeholders.

2. BACKGROUND OF THE PROJECT

FoodBev SETA is seeking to appoint an independent service provider with suitable expertise and experience to conduct a stakeholder satisfaction survey.

FoodBev SETA engages with various types of stakeholders in different environments and not limited to commercial businesses in the food and beverages manufacturing sectors, government entities, institutions of higher learning, and other key industry bodies instrumental in the SETA meeting its mandate. This requires handling of numerous types of queries, complaints, and other stakeholder related service requests, emanating from these daily organisational activities and periodically would conduct a survey to determine the level of satisfaction amongst its various stakeholder populations. The last satisfaction survey was conducted in 2020.

The satisfaction survey is done to determine areas of improvement across the key organisation's functions. The survey is also used to identify strategies that can possibly enhance FoodBev SETA's levels of service.

3. DETAILS OF THE PROJECT

3.1. Stakeholder Database

- a) FoodBev SETA has a stakeholder database that is mainly reliant on the submissions of Workplace Skills Plans (WSPs or Annexure II's).
- b) FoodBev SETA uses a system called Indicium now called SIMS for the submission of WSP's.
- c) To develop a credible stakeholder database, initiatives were made to improve the credibility of the database that also included employers or companies that benefit from FoodBev SETAs grant funding schemes.
- d) The stakeholder database that is managed by the Stakeholder Relations department has contact details that were updated by internal and independent Skills Development Facilitators (SDFs) on behalf of the companies that directly benefit from FoodBev SETA's skills support programmes.
- e) The database that has large, medium, and small sized company contact details and other identified FoodBev SETA's stakeholders has been used in other communication efforts to much success.



3.2. Satisfaction Survey

The satisfaction survey must be focused on the five (5) categories or chambers FoodBev SETA supports:

- a) The production, processing and preservation of meat, fish, fruit, vegetables, oils, and fats
- b) The manufacture of dairy products
- c) The manufacture of breakfast products
- d) The manufacture of other food preparation products
- e) The manufacture of beverages

The survey must also be able to respond to the research objectives of:

- a) Development of strategies: Identification of shortage of skills and stakeholders needs regarding skills development and business growth especially post Covid-19.
- b) Communication Strategies: Enable the continuous development of informed communication strategies at the targeted groups and stakeholders.
- c) Industry Perceptions: Understand the targeted group's perception of FoodBev SETA and if there is a need for improvement, and the assessment of their (target group/stakeholders) level of satisfaction and suggested (if any) ways of improvement in terms of service delivery and the offered programmes by the SETA.
- d) Industry Preferences: Identify needs of the sector and expectations of FoodBev SETA especially in an ever-changing work and business markets and recognise areas that need improvement.
- e) Awareness: The other key objective is to ascertain FoodBev SETAs levels of awareness amongst its stakeholders and inclusive of different programmes the SETA offers.
- f) Measure overall satisfaction with the core services rendered by FoodBev SETA.
- g) Monitor stakeholder experience across key points of FoodBev SETA: values and services, communication, systems, and process, learning programs and projects.
- h) Determine stakeholder satisfaction with regards to the handling of queries and complaints by FoodBev SETA.
- i) Identify key strengths and weaknesses of FoodBev SETA (service areas that are well-performed and where improvement is needed).

Research Methodology

- a) The service provider should and must be able to propose a research methodology that considers FoodBev SETA's stakeholders and the set objectives that the survey must satisfy.
- b) The sampling strategy must consider the "new world of work" and the provider of the survey must be able to indicate plans to reach the respondents should the traditional means of contact prove to be a challenge.



Reporting

- a) The provider must at the conclusion of the survey provide a report that outlines all the key organisational areas of measurement.
- b) The report must also outline findings that will assist and contribute to the organisation's improvement plans.
- c) The provider must when requested be available to present the research findings and the report to FoodBev SETAs management team and Board (if necessary).

Report Ownership

- a) The survey and report once completed will be fully the property of FoodBev SETA.

Timelines

- a) The service provider will be expected in their response to this RFQ also provide timelines that suit FoodBev SETA's delivery timelines for the satisfaction survey.
- b) The anticipated final delivery of the report is 1 February 2023.

4. OBJECTIVE

- 4.1. The purpose of this RFQ is to appoint an established service provider for the provision of survey services amongst the FoodBev SETA's external stakeholders.
- 4.2. This should support the organisation in achieving its strategic objectives by interpreting and influencing both the external and internal environments and by creating positive relationships with stakeholders and through the appropriate management of their expectations.
- 4.3. The stakeholder satisfaction survey should also contribute to:
 - The establishment of a baseline in their stakeholder satisfaction levels;
 - The sourcing of their suggestions on possible solutions perceived and real challenges; and
 - To design customised intervention strategies to improve stakeholder satisfaction levels.

5. SCOPE OF WORK

- 5.1. The service provider shall perform a quantitative stakeholder satisfaction survey with FoodBev SETA stakeholders.
- 5.2. Awareness: The other key objective is to ascertain FoodBev SETAs levels of awareness amongst its stakeholders and inclusive of different programmes the SETA offers.
- 5.3. The service provider will assist in the development of an approved questionnaire that will be loaded onto their own proposed electronic platform that FoodBev SETA will have access to and completed by all stakeholder groups from all provinces.



- 5.4. Survey to be completed on the provided platform.
- 5.5. After the survey, reports summarizing the results and findings must be submitted by the stipulated timelines.
- 5.6. According to the research objectives in 3.2 above, specific insights and recommendations will be derived from the detailed findings according to each stakeholder segment.
- 5.7. FoodBev SETA will be given access to the raw data from the survey for additional research and record-keeping.

6. THE RFQ EVALUATION PROCESS

The RFQ will be evaluated in accordance with the following three stages:

- 6.1. **Stage 1: Compliance evaluation** – bidders will first be evaluated in terms of compliance criteria. This includes submission of mandatory administrative documentation. Bidders who do not fulfil all the requirements or do not submit required documents will be disqualified and not move onto the next stage of evaluation.
- 6.2. **Stage 2: Functional criteria** – Functionality points are equal to **100 points**.
- The bidders must score must achieve a minimum score of 70,00 points to qualify to be evaluated on BBBEE & Price.
 - All bidders who do not score the minimum points will be disqualified.
- 6.3. **Stage 3: Price and BBBEE status level of contributor** and this will be evaluated on an 80/20 preferential procurement principle

7. CRITERIA 1 - COMPLIANCE EVALUATION

- 7.1. The Bidders must submit:
- 7.1.1. Must be registered on the National Treasury CSD (Central Supplier database): A full report must be submitted.
- 7.1.2. Standard Bidding Documents (SBD) forms: (SBD 1, SBD 4, & SBD 6.1): completed and signed by the duly authorized person
- 7.1.3. Tax clearance certificate and Pin.
- Failure to submit the above documents will result in the bidder being disqualified.**



8. CRITERIA 2 - FUNCTIONALITY EVALUATION

1. COMPANY EXPERIENCE		Bidders must have a minimum of five (5) years relevant experience in conducting stakeholder satisfaction surveys with at least three (3) projects completed.
a) Experience in conducting stakeholder satisfaction surveys:		
• More than 10 years	20,00 Points	20,00
• 8 to 10 years	15,00 points	
• 5 to 7 years	10,00 points	
• Less than 5 years	0,00	
Means of verification: Bidders must submit a sample, i.e., 3 completed research report of previous similar work done within the last five (5) years. A redacted version will be considered for the protection of private information.		
b) Company references where similar work has been rendered:		
• 3 reference letters	30,00 points	30,00
• 2 reference letters	20,00 points	
• 1 reference letter	10,00 points	
• 0 reference letters	0,00 points	
Means of verification: Bidders must submit at least three (3) positive references where similar work was undertaken in the last five (5) years. Preferably, reference letters to be submitted must be for the reports given above.		
2. EXPERIENCE OF THE TEAM LEADER CV of Team Leader with experience and Qualifications in Research and/or Communications		Bidders submit CV of the Team Leader that will be assigned to the project clearly indicating a minimum of eight (8) years of relevant individual experience of which three (3) years must be as Team Leader in conducting primary research.
CV of Team Leader with experience and Qualifications in Research and/or Communications.		
Experience:		
• More than 15 years.	10,00 points	10,00
• 11 to 15 years.	8,00 points	
• 8 to 10 years.	5, 00 points	
• Less than 8 years	0,00 points	
Qualifications		
• NQF Level 10 qualification	10,00 points	10,00
• NQF Level 9 qualification	8,00 points	
• NQF Level 8 qualification	5, 00 points	
• Less than NQF level 8	0,00 points	



Means of verification: CV and qualifications of the project lead			
3.EXPERIENCE OF THE PROJECT TEAM CVs of core team members with individual experience and qualifications in Research and/or Communications: Experience	Bidders must submit CVs of all the key project personnel (not less than 2 members of the core team) that will be assigned to the project clearly indicating a minimum of five (5) years individual relevant experience & qualifications in Research and/or Communications		
	<ul style="list-style-type: none">• More than 10 years.	5,00 points	5,00
	<ul style="list-style-type: none">• 8 to 10 years.	3,00 points	
	<ul style="list-style-type: none">• 5 to 8 years.	2,00 points	
	<ul style="list-style-type: none">• Less than 5 years	0,00 points	
Qualifications			
Above NQF level 8 qualification	5,00 points	5,00	
NQF Level 8 qualification	3,00 points		
NQF Level 7 qualification	2,00 points		
Less than NQF level 7 qualification	0,00 points		
Means of verification: CVs and qualifications of the two project team members			
4.PROJECT PROPOSAL & IMPLEMENTATION PLAN	Bidders must submit a proposal indicating the proposed high-level methodology / approach, which must demonstrate their understanding of the requirements, including timeframes, resources to be assigned to the project as well as dependencies and lastly the system to be utilised.		
	Proposal that demonstrates an understanding of the assignment, including proposed methodology and approach that are aligned to FoodBev SETAs outputs and timeframes, resources, and dependencies <ul style="list-style-type: none">• Bidder shows exceptional/excellent understanding of requirements• Bidder shows full understanding of requirements• Bidder shows limited understanding of requirements	The Bidder must provide a detailed project plan that demonstrates an understanding of the project, implementation plan and is within the reasonable time frame. A detailed Project Plan should clearly indicate the following: [1] Project Activities [2] Duration [3] Timeframes [4] Resources [5] Means of verification	
Project plan scoring			



Bidder failed to address all the points = 0 Points	0,00 points	20,00
Bidder addressed 1 out 5 items = 1 Point	2,00 points	
Bidder addressed 2 out 5 items = 2 points	5,00 points	
Bidder addressed 3 out 5 items = 3 Points	10,00 points	
Bidder addressed 4 out 5 items = 4 Points	15,00 points	
Bidder addressed 5 out 5 items and more = 5 Points	20,00 points	
Means of verification: Bidders proposal and implementation plan addressing all the above required elements relevant to the study.		
Total		100,00

9. CRITERIA 3 – PRICE AND POINTS

9.1. PREFERENCE POINTS ALLOCATION

The 80/20 preference point system for acquisition of goods or services for Rand value equal to or above R30 000 and up to R50 million as follows:

CRITERIA	SUB-CRITERIA	POINTS
Price	Detailed budget breakdown	80
BBBEE Status Level Verification certificate from accredited verification agencies	BBBEE Level Contributor	20
Total Points		100

10. CONDITIONS OF CONTRACT

The successful service provider undertakes:

- a) To treat all relevant and available data and/or information provided by the FoodBev SETA and its employees strictly confidential.
- b) Not to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the Chief Executive Officer of FoodBev SETA or her delegate.
- c) Not to copy or duplicate any software or documentation for private use.
- d) To give back to the FoodBev SETA all documentation, reports, programmes etc upon completion of the project.
- e) General conditions of the request for quotation (RFQ), contracts and orders will be applicable in the execution of the contract.



- f) Parking and travel between the prospective service provider's office and the venue selected by the SETA will be borne by the Service Provider.
- g) Failure to adhere to the above conditions will lead to the invalidation of the quotation.
- h) FoodBev SETA reserves the right to discontinue work on any element of the quotation at any given time in consultation with the Chief Executive Officer of the FoodBev SETA, for example the quality of work delivered is poor or the service provider is unduly delaying delivery of service.
- i) Enter into a Service Level Agreement with the FoodBev SETA, where applicable or necessary.

11. PROCEDURES FOR SUBMITTING PROPOSALS

- 11.1. Proposals must be submitted to: scm@FoodBev.co.za.
- 11.2. Physical and late submissions will not be considered.
- 11.3. The closing date for proposals is 21 October 2022 at 15:00.

12. SIGN OFF

Compiled by :Makatseng Mokome, Senior Manager: Stakeholder Relations

Date: 6 October 2022

Signature:



Recommended and supported by: Sinaye Mgidi: Snr. Manager: Learning Programmes and Strategic Projects.

Date: 06 October 2022

Signature:

