

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

SPECIFICATION

Appoint a service provider to conduct a benchmarking exercise on productivity matrices and index for a period of one (1) year.

Quotation Number: RFQ/ZD/BENCHMARKING/HR/229/2023-2024

TERMS OF REFERENCE

1. INTRODUCTION

The South African Civil Aviation Authority (SACAA) is an agency of the Department of Transport (DoT), established in terms of the Civil Aviation Act, 2009 (Act No.13 of 2009), which came into effect on 31 March 2010. The Civil Aviation Act provides for the establishment of a stand-alone authority, mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil aviation industry.

The SACAA's mandate is to administer civil aviation safety and security oversight in the Republic of South Africa, in line with Civil Aviation Authority Act (the Act), and in accordance with the Standards and Recommended Practices (SARPs) prescribed by the ICAO.

The above is achieved by complying with the SARPs of the ICAO, whilst considering the local context.

2. BACKGROUND

The SACAA is a performance driven organisation that is constantly changing and improving. With the impact of the COVID-19 pandemic, the organisation made a decision to implement a Hybrid way of work. With the changes in the world of work and constant evolving aviation sector which is very complex it is critical that the SACAA ensures that productivity measures are relevant. In our quest to continue to be high performing organisation we therefore need proper tools to measure productivity in order to be a world class aviation regulator.

3. INVITATION TO BID

3.1. The purpose

The purpose or overall objective of this Request for Quotations (RFQ) is to conduct a benchmarking exercise for purposes of developing productivity matrices and index. SACAA requests suitable and experienced service providers to submit proposals to assist the SACAA' with conducting a benchmarking exercise with similar organisations and aviation regulators on effective productivity measures with the aim of enabling the SACAA to develop productivity matrices and index.

3.2. Direct Services

- 3.2.1 The appointed bidder must conduct a benchmark with similar organisations and aviation regulators on the following:

3.2.1.1 Effective productivity measures with the aim of enabling the SACAA to develop productivity matrices and index.

3.2.2 The benchmark should be conducted with similar local and international organisations and aviation regulators.

3.2.3 The bidder to conduct presentations to HR, the Director of Civil Aviation and Exco on the outcomes of the benchmark and recommendations.

3.2.4 The bidder should be a Productivity matrix/Index development specialist organisation with a proven track record of conducting benchmarks and developing productivity Index for public and private organisations that have more than 500 employees.

4. DURATION OF CONTRACT

Based on the quality of the proposals submitted, the SACAA intends to conclude a Service Level Agreement with the successful service provider for a period of one (01) year.

5. EVALUATION CRITERIA

Bidders will be evaluated in accordance with the Supply Chain Management Policies as well as the Preferential Procurement Policy Framework, 2000 (Act No. 5 of 2000) and the Preferential Procurement Regulations of 2022. The evaluation criteria will consist of the following three (03) phases:

5.1. PHASE 1 – SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE COMPLIANCE REQUIREMENTS

Bids received will be verified for completeness and correctness. The SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The set of bid documents must be completed and submitted. **(SACAA reserve the right to request information/ additional documents if there are any missing from the bidder(s) submission).**

Bidders are to ensure that they submit the following documentation/ information with their bid.

Document	Comments	Compulsory requirement
Proof of registration on the Central Supplier Database (CSD) of National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate / supply the supplier number, MAAA...	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes

5.2. Phase 2- Technical/ Functionality Evaluation

Assessment of Technical / Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders should take note of the Criterion, Weighting & Scoring when responding to this bid.

TABLE 1: FUNCTIONALITY EVALUATION

Technical Requirements:	Description	Min	Max
Company Experience	<p>The potential service provider must have a minimum of five (5) years' experience in conduct benchmarks on productivity matrices and Index. (Information on years of experience will be obtained in either the company profile or reference letters.)</p> <ul style="list-style-type: none"> • Five (5) years' experience – (20 points) • Six (6) to nine (9) years' experience – (25 points) • Ten (10) or more years' experience – (30 points) 	20	30
Capabilities	<p>Service providers must submit a sample of a benchmark report on productivity matrices and index.</p> <ul style="list-style-type: none"> • One (1) Sample of a benchmark report on productivity matrices and index with recommendations (10 Points) • Two (2) Samples of a benchmark report on productivity matrices and index with recommendations (20 Points) 	10	20

	Service Provider must provide a minimum of two (2) CV's of the project team Submitted two (2) CV's with experience in productivity matrices and index. (10 Points) Submitted more than two (2) CV's with experience in productivity matrices and index. (20 Points)	10	20
References	Provide dated and signed letters of references on a client company letterhead, including the contact person and contact details (telephone number or email address). Reference should be from organisations where benchmarks on productivity matrices and index was done. <ul style="list-style-type: none"> Two (2) reference letters - (20 Points) More than two (2) reference letters - (30 points) 	20	30
Total Points		60	100

Bidders who score 60 or more points out of 100 on 'functionality' will be considered for the next evaluation phase. Any bidder scoring less than 60 points will not proceed to the next phase.

5.3. Phase 3 - PRICE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, (Act No 5 of 2000).

For this bid 80 points will be allocated for Price and 20 points for Specific Goal.

5.3.1 This tender will be evaluated using the 80/20 preferential point system. The following PPPFA formula will be used to evaluate price:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

P_s = Points scored for price of the bid under consideration.

P_t = Rand value of bid under consideration.

P_{\min} = Rand value of lowest acceptable bid.

Only bidders that have achieved the minimum qualifying points on functionality will be evaluated further in accordance with the 80/20 preference point system as follows:

Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goal.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOAL	20
Total points for Price and SPECIFIC GOAL	100

POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goal in accordance with the table below:

SPECIFIC GOALS	Number of points
100% Black ownership	20
51% Black ownership	10
50 - 30% Black ownership	5
0% Black ownership	0

6. NON-COMPULSORY BRIEFING SESSION

There will be no briefing session and any service provider that may seek further clarity can send their queries to Mr. Sambeso Mbande at mbandes@caa.co.za to seek any clarity on the tender document. All requests must be submitted through email.

7. SUBMISSION OF BID DOCUMENT

The bid submission requires a three (3) envelope system as per Section 4 of the evaluation criteria.

7.1. Envelope 1

- All SCM Administrative documents on Phase 1.

7.2. Envelope 2

- Technical proposal.

7.3. Envelope 3

- The pricing schedule shall be submitted on a separate envelope from the technical proposal for ease of evaluation, as these will be evaluated separately. Bidders are required to provide a detailed price schedule breakdown.

8. Bid documents shall be submitted physically to be deposited in the tender box, SACAA Offices in Midrand as follows:

Physical Address:

**For Attention: Ms Ntombizodwa Duma
Building 16, Treur Close
Waterfall Office Park, Bekker Street
Midrand**

Please include quotation number on the cover page.

NB: Please submit by Tuesday, 12 September 2023, 11h00.