

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

SPECIFICATION

REQUEST FOR QUOTES FOR

Appointing a service provider for a period of one year to develop Employee Productivity Index or Metrics.

TERMS OF REFERENCE EMPLOYEE PRODUCTIVITY INDEX

1. INTRODUCTION

The South African Civil Aviation Authority (“SACAA”) is a Schedule 3A public entity in terms of the Public Finance Management Act (“PFMA”). SACAA was established on the 1st October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No. 40 of 1998). The aforementioned Act was repealed as a whole by the Civil Aviation Act, 2009, (Act No. 13 of 2009).

SACAA is an agency of the Department of Transport. The Civil Aviation Act, 2009, (Act No. 13 of 2009) 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 above is to be achieved by complying with the Standards and Recommended Practices of the International Civil Aviation Organisation 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 a high performing organisation there is a requirement to develop employee productivity index or metrics for the purpose of increasing and measuring productivity.

3. INVITATION TO BID

3.1. The purpose

The purpose or overall objective of this request for quotes (RFQ) is to develop employee productivity index or metrics for the purpose of measuring productivity. SACAA requests suitable service providers of good standing to submit proposals to assist the SACAA with the development of employee productivity index or metrics. The metric will be used to measure the efficiency of individual employees or teams within the organisation taking into consideration the flexible working arrangements.

3.2. Direct Services

3.2.1. The appointed bidder must develop employee productivity index or metrics from Senior, Middle Management levels and all other levels below management in order to measure performance at all levels within the organisation, in both technical and support areas.

The following areas must be considered for the development of the employee productivity index or metrics:

- a. Management level
- b. Inspectorate (technical) personnel
- c. None-technical personnel

4. PRICE

The price of this project will be based on employee productivity index developed for all levels of employees whether management, technical or non-technical positions in the organisation.

5. 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 (1) year.

6. 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 (3) phases:

6.1 PHASE 1 (Part 1): SUPPLY CHAIN MANAGEMENT (SCM) ADMINISTRATIVE MANDATORY 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 reserves 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	administrative requirement
Proof of registration on the Central Supplier Database (CSD) of the National Treasury	Prospective bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids. Please indicate/supply the supplier number.	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes

6.2 PHASE 2: TECHNICAL AND/OR FUNCTIONALITY EVALUATION

The assessment of the Technical and Functional evaluation of the bid will be done in terms of the criteria stated in the table below. Bidders should take note of the criteria, weighting and scoring when responding to this bid.

TABLE 1: FUNCTIONALITY EVALUATION

FUNCTIONALITY EVALUATION: Functionality Description			
Technical Requirements:	Description	Min	Max
COMPANY EXPERIENCE	The potential service provider must have a minimum of 5 years' experience in developing employee productivity index or metrics. <i>(Reference letters may also be used as proof of relevant years of experience)</i> - 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	Service providers must submit a sample of employee productivity index or metrics developed for an organisation. - Samples of employee productivity index or metrics developed for two organisations - (10 Points) - Samples of employee productivity index or metrics developed for more than two organisations - (20 Points)	10	20
	Service Provider must provide detailed CVs of the project team who will be working on this project. Submitted CV of the project lead and two project team members with experience in developing employee productivity index or metrics - (10 Points) Submitted CV of the project lead more than two project team members with experience in developing employee productivity index or metrics - (20 Points)	10	20
REFERENCES	Service provider must submit contactable signed Reference letters on a letter head from organisations where the employee productivity index or metrics was conducted in the past 5 years. - Three (3) reference letters - (20 Points) - Four (4) or more reference letters - (30 points)	20	30
TOTAL POINTS		60	100

Bidders who score **60** points or more out of 100 on functionality will be considered for the next phase of evaluations. Bidder(s) that failed to meet the minimum points will be automatically disqualified.

6.3Phase 3 - Price and Specific Goal Evaluations

Proposal will be evaluated in accordance with the 80/20 preference point system only on Price and Specific Goal as follows:

TABLE 2: PRICE & SPECIFIC GOAL EVALUATION

PRICE & SPECIFIC GOAL	SCORE
PRICE	80
SPECIFIC GOAL	20
TOTAL	100

SPECIFIC GOALS (B-BBEE Status Level of Contributor)	Number of points
1	20
2	18
3	14
4	12
5	5
6	6
7	4
8	2
Non-Compliant contributor	0

POINTS AWARDED FOR A SPECIFIC GOAL

In terms of the Preferential Procurement Regulations 2022, points will be awarded for specific goals in accordance with the table above.

7. SUBMISSION OF BID DOCUMENT

The bid submission requires a three (3) envelope system as per section 6 of the evaluation criteria.

7.1 Envelope 1

All mandatory documents on Phase 1.

7.2 Envelope 2

Technical proposal (1 original and copy).

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 (1 original and 1 copy). Bidders are required to provide a detailed price schedule breakdown. Refer to **Annexure A**.

Annexure A

Item	Description	Quantity	Unit Price	Total
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Total, Excluding VAT				
15% VAT				
Total, Including VAT, for one (1) year				