



SOUTH AFRICAN LOCAL
GOVERNMENT ASSOCIATION

SALGA

Inspiring service delivery

REQUEST FOR QUOTATION:

APPOINTMENT OF A SERVICE PROVIDER TO SALGA WITH THE CHANGE MANAGEMENT TOOL FOR 36 MONTHS.

Closingdate and time: 01 October 2026 at 11:00AM.

Enquiries:

TEL: (012) 369 8000

EMAIL: scm@salga.org.za

**PLEASE NOTE THAT SALGA LAUNCHED A FULLY AUTOMATED SUPPLY CHAIN
MANAGEMENT PLATFORM. TO REGISTER AS A SUPPLIER ON THE PORTAL
AND SUBMIT THE RESPONSE TO THIS REQUEST FOR PROPOSAL.
PLEASE CLICK THE LINK BELOW:**

<https://scmportal.salga.org.za/>

REQUEST FOR QUOTATION FOR A SERVICE PROVIDER TO ASSIST SALGA WITH THE CHANGE MANAGEMENT TOOL

1. BACKGROUND

The organisation is currently undergoing several strategic and operational changes which includes but not limited to :

- The Organisational Realignment process
- National Office Renovations
- HR system improvements
- Digital transformation initiatives

These initiatives have a direct impact on employees experience, engagement and productivity. Without a coordinated change enablement approach, there is a risk that these changes may not be embedded, which could lead to resistance, misalignment, decreased moral and organisational effectiveness. The change tool will support consistent change messaging, enable active engagement and strengthen adoption of change in the targeted areas. In the long term , a structured approach is expected to reduce costs of rework, and time it will take to embed initiatives.

2. SCOPE OF WORK

The appointment of the service provider will be required to have the following functionality:

- Screensaver
- Interactive Pop up Alerts
- Ticker Tapes
- Ability to target specific employee groups, departments, job levels
- Schedule time based campaigns and messages

The service provider will:

- Provision, set up and maintenance of the tool for all SALGA employees, 480
- Provide training to the internal change custodian including Digital, Organisational Effectiveness and Marketing and Communication department
- Provide a proof of concept for testing Provide installation and configuration support
- Provide technical support and maintenance / upgrades
- Prevent disruptions to organisations operations during implementation

3. CONTENT MANAGEMENT

Allow authorised administrators to:

- Create
- Edit
- Schedule
- Approve and publish messages

4. MULTIMEDIA SUPPORT

The system should support:

- Images
- Videos
- Text based communication
- Interactive links

5. REPORTING AND ANALYTICS

The tool should provide:

- Employee engagement metrics
- Communication reach statistics
- Reporting dashboard showing campaign performance

6. SERVICE PROVIDER EXPERIENCE

Quotes should include:

- Company profile
- Three years relevant experience
- At least three relevant client references
- Implementation team structure
- Qualifications and experience of key personnel
- Details of technical support capability

7. PLEASE NOTE:

Enquiries must be emailed to scm@salga.org.za. Responses must be submitted through the SALGA supplier portal through the link <https://scmportal.salga.org.za/>. Bidders are kindly requested to download, complete and submit the complete bid document which includes SBD forms on the SALGA supplier portal together with their proposals. No submissions received after closing date and time will be accepted.

8. SUPPLIER PORTAL RESPONSE SUBMISSION INFORMATION

- ☐ Please capture the total for 2 days on the supplier portal and upload the quotation on your company letterhead. Total price on quotation must match the total price captured on the supplier portal.
- ☐ Upload your valid BEE certificate or sworn affidavit.
- ☐ Download, fill out, sign and upload the system generated SBD 4 and SBD 6