

REQUEST FOR QUOTATION

CONDUCT AN INDEPENDENT ASSESSMENT OF THE ECGB ORGANIZATIONAL MATURITY LEVEL

1. INTRODUCTION AND BACKGROUND

- 1.1 The Eastern Cape Gambling Board is a statutory body established by the Eastern Gambling and Betting Act, 1997 (Act No.5 of 1997) (as amended) (the Act) Eastern Cape Gambling Board (ECGB) and is listed as Schedule 3C of the PFMA Act 1 of 1999. The ECGB reports to the Eastern Cape Department of Economic Development, Environmental Affairs and Tourism as well as to the Provincial Legislature.
- 1.2 The mandate of the ECGB is to regulate or control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.
- 1.3 A new strategic outcome indicator in terms of pre-determined outcomes has been identified for implementation and is meant to measure the ECGB's level of organizational maturity.
- 1.4 This outcome indicator is part of a set of key outcome indicators in the 2020 - 2025 Five Year Strategic Plan as well as the 2022/23 - 2024/25 Annual Performance Plan and will be subjected to internal and external auditing.
- 1.5 In order to realise the planned outcome indicator as indicated above, the ECGB developed an organisational maturity framework in order to:
 - 1.5.1 evaluate, measure and report on the levels of organisational maturity of the ECGB as an outcome rather than as an output.
 - 1.5.2 propose a set of five outcome levels to measure levels of organisational maturity against a set of organisational levers or attributes.
 - 1.5.3 provide an approach to implement this organisational maturity framework by the ECGB.
- 1.6 By the end of 2021/21 financial year, the ECGB should be able to indicate and report on its level of organizational maturity based on the organisational maturity framework.
- 1.7 Currently, the ECGB is unable to determine the level of its organizational maturity since ECGB was officially established as public entity of the Department of Economic Development, Environmental Affairs and Tourism and it is against this background that private service companies and organisations are invited to respond to this request for proposal with terms of reference indicate in the next page.

Board Members: T. Mackie-Huisman (Chairperson); V. Vika (Deputy Chairperson); V. Majola; Adv. J. Buchner; K. Yankey; N. Zuma; RM Zwane (Chief Executive Officer)

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2 TERMS OF REFERENCE AND OR DELIVERABLES

- 2.1 The Eastern Cape Gambling Board is therefore requesting suitable service providers and organisations to submit quotations in order to undertake the following tasks or services, i.e, to
- 2.1.1 review a draft ECGB's Organizational Maturity Framework by assessing, evaluating and providing a report regarding its appropriateness and comparability with the national and international best practise. The draft ECGB's Organisational Maturity Framework is available for ease of reference.
 - 2.1.2 assist and facilitate the translation of attributes to a set of assessment tools and/or questions towards the application and implementation of the framework meant to gauge the ECGB's organisational maturity.
 - 2.1.3 engage management of the ECGB regarding an improved organisational maturity framework based on the two bullets above so that there is an appreciation and knowledge about the ECGB's Organisational Maturity Framework.
 - 2.1.4 develop assessment tool and/or questionnaire in an electronic format or any appropriate IT mechanism based on the organisational maturity framework. All members of the management team will be the respondents or the ones that will be asked to respond and provide their own independent views.
 - 2.1.5 pilot the assessment tool and/or questionnaire in an electronic format so as to determine its appropriateness and mitigate any ambiguities that may emerge and further communicates the pilot assessment to the ECGB.
 - 2.1.6 independently conduct assessment and evaluation of the ECGB utilising the ECGB's Organizational Maturity Framework in order to determine its maturity level. The targeted audience or respondents will be the entire management of the ECGB.
 - 2.1.7 submit a final and independent report regarding the outcomes of the above assessment to the Eastern Cape Gambling Board.
- 2.2 The appointed service provider or organisation must complete this task on or before the **31 March 2022**.

3 CONTRACTUAL ARRANGEMENTS

- 3.1 The appointed service provider will enter into a service level agreement with Eastern Cape Gambling Board in line with the requirements set out above.
- 3.2 The following page is a table that will assist and guide all potential service providers or organisations with regards to the functional evaluation of their quotations for consideration.

4 FUNCTIONALITY EVALUATION

Only bidders who meet the minimum of **75 points** on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

FUNCTIONALITY	MAXIMUM POINTS
Company's experience on service provider projects/contracts • 4 organizational maturity assessment / similar Projects/Contracts = 25 points (<i>Four references from companies assisted to conduct similar work are required</i>) • 3 organizational maturity assessment / similar Projects/Contracts = 15 points (<i>Three references from companies assisted to conduct similar work are required</i>) • 2 organizational maturity assessment / similar Projects/Contracts = 10 points (<i>Two references from companies assisted to conduct similar work are required</i>) <i>Bidders are required to submit the completed and signed template of references with contactable numbers. No points will be awarded for contracts that are not verifiable to reference.</i>	25
B. Senior Team member experience on organizational maturity assessment / similar projects/ contracts. Senior Team member / Project Manager • 4 organizational maturity assessment / similar projects/contracts = 25 points • 3 organizational maturity assessment / similar projects/contracts = 15 points • 2 organizational maturity assessment / similar projects/contracts = 10 points Detailed CV of the Senior Team Member/Project Manager must be submitted. The CV must entail/detail the organisational maturity assessment/similar projects of the Project Manager, furthermore, the claimed projects above must have contactable numbers and names.	25
C. Methodology Bidders are required to provide and submit with their bid documents: 1. Project implementation plan with appropriate phases and consultations required in order to ensure: 1.1. Completion before 31 March 2022 = 20 points 1.2. Completion after 31 March 2022 = 0 points 2. Reference/source material for framework review and assessment questionnaire to be outlined = 10 points 3. Benchmarking to be conducted = 10 points 4. Appropriate IT mechanism based on the organisational maturity framework to be utilised = 5 points 5. Independent Quality Assurance of the final report to be submitted to the ECGB = 5 points The more likely the bidder is to be able to execute the contract successfully, the more points will be allocated.	50
TOTAL POINTS	100

PREPARED BY:



D.MZONKE

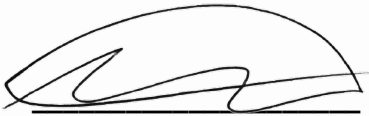
ORGANISATIONAL PERFORMANCE SPECIALIST

SUPPORTED BY:

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L. TSHOKO
HEAD STRATEGIC MANAGEMENT SERVICES

APPROVED BY:

A handwritten signature in black ink, appearing to read 'R.P. Hill', written over a horizontal line.

R.P. HILL
CHIEF FINANCIAL OFFICER