

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

REQUEST FOR QUOTATION (RFQ)

**APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT
EMPLOYEE ENGAGEMENT SURVEY FOR THE SACAA FOR
A PERIOD OF SIX (6) MONTHS**

**SPECIAL CONDITION: BIDDERS ARE REQUIRED TO SUBMIT THEIR BIDS ON TIME TO
AVOID BEING LATE.**

Due date for submission is ~~Friday, 06 August 2025, 11h00~~ Monday, 11 August 2025, 11h00

TERMS OF REFERENCE
APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT EMPLOYEE ENGAGEMENT SURVEY FOR THE SACAA
FOR A PERIOD OF SIX (6) MONTHS.

1. INTRODUCTION

The South African Civil Aviation Authority (SACAA) is a Schedule 3A public entity in terms of the Public Finance Management Act ("PFMA") (Act No. 1 of 1999) and an agency of the Department of Transport (DoT). It was established on 1st of October 1998, following the enactment of the now repealed South African Civil Aviation Authority Act, 1998 (Act No. 40 of 1998).

The Act provided for the establishment of a stand-alone authority charged with promoting, regulating and enforcing civil aviation safety and security. The establishment of the civil aviation authority is reflective of Government's priorities and is in line with international trends within the aviation environment, where more and more states implemented this option. The above is to be achieved by complying with the Standards and Recommended Practices (SARPs) of the International Civil Aviation Organisation (ICAO), whilst considering the local context.

2. BACKGROUND

Employee Engagement is an important part of the SACAA Talent Management framework and processes. The SACAA uses employee engagement surveys as a tool to understand how employees feel about their work environment, management, and organizational culture. The SACAA wants to assess engagement levels, uncover issues impacting productivity and morale, and develop strategies to enhance employee experience and retention. SACAA recognizes that in the competitive aviation industry, a robust engagement strategy supported by comprehensive survey insights is essential for organizational success.

3. INVITATION TO BID

3.1. The purpose

The purpose of this Request for Quotation (RFQ) is to invite suitably qualified and experienced service provider to conduct an employee engagement survey for the SACAA. The service provider must also provide a comprehensive report on the outcomes of the survey and include recommendations on how to improve employee engagement levels.

3.2. The Scope

THE SCOPE OF SERVICES REQUIRED FROM THE SERVICE PROVIDER WILL INCLUDE AND IS NOT LIMITED TO:

3.2.1 Survey Design and Customisation

- Develop a comprehensive survey tailored to SACAA context, incorporating best practices for employee engagement measurement

3.2.2 Communication and Coordination

- Plan and execute a communication strategy to encourage high participation and engagement throughout the survey process

3.2.3 Survey Administration

- Deploy the survey via a suitable online platform, ensuring anonymity and confidentiality of responses

3.2.4 Data Collection and Analysis

- Collect and analyse survey responses to identify key engagement drivers, strengths, and areas for improvement.

3.2.5 Reporting and Recommendations

- Prepare detailed divisional and organisational reports with insights and actionable recommendations and present the final report to the executive committee.

3.2.6 Post Survey Support

- Design a monitoring and evaluation (M&E) tool to assess implementation of the recommended improvement plan.
- Skills transfer-train SACAA staff on how to use the M&E tool

4. DURATION OF CONTRACT

The intended duration of the contract will be for a period of six (6) Months.

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 (3) phases:

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

Bids received will be verified for completeness and correctness. SACAA reserves the right to accept or reject a bid based on the completeness and correctness of the documentation and information provided. The complete set of bid documents must be completed and submitted. (Non- compliance leads to automatic disqualification, however the **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	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.	Yes
SBD 4 (Bidders Disclosure)	Completed and signed	Yes

5.2. PHASE 2 - TECHNICAL AND/OR 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 and Scoring when responding to this bid

TABLE 1

FUNCTIONALITY EVALUATION: Functionality Description			
Technical Requirements:	Description	Min	Max
COMPANY EXPERIENCE	The potential service provider must have a minimum of 10 years' experience in conducting employee engagement surveys. Submit your company profile showing years of experience in conducting employee engagement surveys. - Between Five (5) and eight (8) years' experience – (10 Points) - More than Eight (8) years' experience – (20 Points)	10	20
Sample of Assessments and Reports	Service providers must submit samples of employee engagement survey tools used, including survey reports presented with recommendations. - One to two samples of employee engagement surveys conducted that shows dimensions measured (15 Points) - Three or more samples of employee engagement surveys conducted that shows dimensions measured (20 Points)	15	20
Implementation Plan	Service provider must submit a Detailed methodology and approach including the implementation plan. Detailed methodology and approach including - Project Implementation plan (10 Points) - Methodology (10 Points) - Post survey support plan (10 Points)	20	30

References	Service provider must submit a minimum of three (3) signed and dated contactable Reference letters in their client's letter head from organisations where employee engagement survey was or is being conducted. - Three (2) – Three (3) signed and dated contactable reference letters - (15 Points) - Four (4) signed and dated contactable reference letters – (20 Points)	15	20
Capability	Submit CVs of the team members that will be used to conduct the survey showing their years of experience in conducting employee engagement surveys. - Project Manager: 10 years' experience in leading projects of employee engagement surveys – (5 Points) - Project Coordinator: 5 years' experience in coordinating similar projects – (5 Points)	10	10
Total Points		70	100

Bidders who score **70** or more points on functionality will be considered for the next evaluation Phase (Phase 3 Price and B-BBEE). Any bidder scoring less than minimum **70** points will not be considered further and will be disqualified.

5.3 Phase 3 - PRICE AND B-BBEE EVALUATIONS

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, 2017 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 B-BBEE status level of contributor.

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

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

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

Pt = Rand value of bid under consideration.

Pmin = 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) B-BBEE Status Level of Contributor.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE	100

The SACAA will award preference points to bidders who provide an original or certified copy of a valid B-BBEE Verification Certificate or Affidavit issued by the accredited verification agency.

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

There will be NO briefing session and any service provider that may seek further clarity can send their queries to duman@caa.co.za to seek any clarity on the tender document. All requests must be submitted via email.

6. SUBMISSION OF BID DOCUMENT

6.1 The bid submission requires a three (3) envelope system.

6.1.1 Envelope 1

- All mandatory documents on Phase 1.

6.1.2 Envelope 2

- Technical / Functional proposal on Phase 2.

6.1.3 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.** To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this pricing schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
1. Bidders are required to submit neat and bound documents, as SACAA will not be held responsible for any loss of documents whatsoever.
 2. Bid documents shall be submitted in a sealed envelope and/or package clearly marked with the bid reference number as per the bid advertisement and bidder company name and be deposited in the tender box situated at the foyer of the SACAA head office, and addressed as follows:

NB: Please hand deliver your submission and deposit into the tender box at SACAA offices 11 Byls Bridge Boulevard, Byls Bridge Office Park, Centurion.

Due date for submission is ~~Friday, 08 August 2025, 11h00~~ Monday, 11 August 2025, 11h00

ANNEXURE A
PRICING SCHEDULE

PROJECT DELIVERABLES	AMOUNT
Project Management • Project Plan • Project Progress Reports • Project Meetings (Stakeholder Engagement) • Project Risk Management	
Employee Engagement Survey of approximately 500 participants • Survey tool development • Survey roll out • Data Collection • Data Analysis	
Divisional Feedback Reports with recommended interventions	
Feedback Sessions • Executive HR • Each Divisional Management (10 Divisions) • EXCO and Director of Civil Aviation	
Post Implementation Monitoring Tool	
Total	

