



Request for Proposals (RFP) for

The Development and Provision of a CSIR strategy enablement and employee engagement framework

RFP No. 3281/04/04/2019

Date of Issue	Wednesday, 20 March 2019	
Closing Date	Thursday, 04 March 2019	
Place	Tender box, CSIR Main Reception, Gate 3 (North Gate)	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	Professional Services	

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. Through collaboration with national and international institutions, CSIR undertakes directed and multidisciplinary research and technological innovation that contributes to the socio-economic development of the country which has a direct impact on the improvement of the quality of life of South Africans. The CSIR has a staff complement of just over 2500 employees, just over 60% of which are scientists, engineers and technologists. The organisation's main operations are located in Pretoria while it is represented in other provinces of South Africa, namely Kwa-Zulu Natal, Western Cape and the Eastern Cape through regional offices.

The CSIR is going through a strategic shift, with the recent unveiling of its new industrial development strategy. Our new vision is to be accelerators of socio-economic prosperity in South Africa through leading innovation. This is underpinned by our mission to collaboratively innovate and localise technologies while providing knowledge solutions for the inclusive and sustainable advancement of industry and society.

2 PROBLEM STATEMENT

The CSIR currently has a need for a strategy translation or strategy enablement across different tiers of employees within the organisation. The repositioning of the organisational strategy to align with industry necessitates strong engagement at all levels of the organisation.

A service provider is sought to design, develop and deliver a framework that is supported by a technology solution to assist in translating, induction and enabling the strategy implementation. The service provider will be required to understand the organisational context at both micro and macro levels and design a framework to enable strategy translation with clearly articulated targets and impacts.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited from service providers for the provision of consulting services that would provide a framework which will be supported by a technology solution to support the launching and enablement of the new CSIR strategy.

4 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this enquiry. However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

It will be expected of the service provider to engage key stakeholders at the CSIR to understand the strategy, objectives and measures of success. This includes gathering, analysing and synthesising information in order to derive specific framework that will be used to support the new strategy, together with detailed envisaged outputs and impacts.

The framework must be used to customise the recommended technology solution. The service provider must have extensive experience in this type of work in order to showcase it as well as enable quicker time to implementation. In order for correct implementation of the recommended solution to happen, adequate support mechanism need to be in place.

The service provider is therefore required to assist with the following services:

- Gather, analyse and synthesise current employee engagement;
- Understand the new strategy, objectives and desired outcomes;
- Ensure buy in from all key leadership roles in designing the framework;
- Determine and prioritise key touch points for the framework
- Develop an induction programme for graduates and employees
- Develop a high level business case of the framework which will enable the strategy
- Create a communication and change management plan for the project
- Provide detailed steps and a support plan on the implementation of the project

The main deliverable of this project is a technology solution that is customised for the CSIR to enable the employee's readiness and eager to deliver on the new CSIR strategy and the induction programme for the graduate in training programme.

5 FUNCTIONAL EVALUATION CRITERIA

- 5.1** The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

No.	Evaluation Criteria	Weighting (%)
1	<p>Company Profile</p> <p>Number of years the company has been providing such solutions should not be less than 3 years. A company profile is sufficient.</p>	05
2	<p>Company Experience : Reference Letters</p> <p>The service provider must provide evidence that they have successfully developed and implemented a similar programme. The service provider must provide not less than 5 references where similar programmes were designed and successfully deployed.</p> <p>Reference letters must be provided to substantiate such claims. Reference letters must be completed on the attached form (Appendix C). <u>Annexure C MUST be completed for each reference provided.</u></p>	30
3	<p>Relevant Qualifications</p> <p>The team members that will be involved in this project must not have less than 3 years' experience conducting this kind of work. A comprehensive CV must be provided indicating the relevant experience, as well as the organisation(s) where such work took place</p>	15
4	<p>Methodology and Approach including Workplan / Timelines</p> <p>The service provider must demonstrate their understanding of the key requirements and expectations of CSIR as outlined in this document and a briefing session that will be arranged. A detailed approach, methodology and tools on how they will assist CSIR in achieving the objectives of this request, must be provided, including an outline of the project deliverables, indicating key milestones and turnaround times.</p>	30
5.	<p>Support Plan</p> <p>Provide detailed steps on how the implementation of the approach, method and tools, will be supported on the project.</p>	20
	TOTAL	100

5.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 60% on any of the individual criteria will be eliminated from further evaluation.

5.3 Refer to Annexure A for the scoring sheet that will be used to evaluate functionality.

6 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location.
- Relevant Qualifications : Detailed CV Submissions
- Company experience : 5 (Five) Reference Letters

7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number; and
- provide the CSIR with a certified copy of their B-BBEE certificate. If no certificate can be provided, no points will be scored during the evaluation process. (RSA suppliers only)

SECTION B – TERMS AND CONDITIONS

8 VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at:

- **CSIR GATE 03 - Main Reception Area** (in the **Tender box**) at the following address
Council for Scientific and Industrial Research (CSIR)
Meiring Naudé Road
Brummeria
Pretoria

9 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- | | |
|--|---------------|
| • Issue of tender documents: | 20 March 2019 |
| • Last date for submission of queries: | 01 April 2019 |
| • Closing / submission Date: | 04 April 2019 |

10 SUBMISSION OF PROPOSALS

- 10.1** All proposals are to be sealed. No open proposals will be accepted.
- 10.2** All proposals are to be clearly marked with the RFP number and the name of the tenderer on the outside of the main package. Proposals must consist of two parts, each of which is placed in a separate sealed package clearly marked:
- PART 1:** Technical Proposal: **3281/04/04/2019**
- PART 2:** Pricing Proposal and B-BBEE Documentation:
RFP No.: **3281/04/04/2019**
- 10.3** Proposals submitted by companies must be signed by a person or persons duly authorised.
- 10.4** The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.

11 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **04 April 2019** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

12 AWARDING OF TENDERS

- 12.1** Awarding of tenders will be published on the National Treasury e-tender portal. No regret letters will be sent out.

13 EVALUATION PROCESS

13.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**.
- The second phase includes the evaluation of **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

13.2 Preference points system

The 80/20 preference point system will be used where 80 points will be dedicated to price and 20 points to B-BBEE status.

14 PRICING PROPOSAL

- 14.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.
- 14.2 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.
- 14.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.
- 14.4 Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.

**Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;*

***Non-firm price is all prices other than "firm" prices.*

- 14.5 Payment will be according to the CSIR Payment Terms and Conditions.

15 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

16 APPOINTMENT OF SERVICE PROVIDER

- 16.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 16.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.
- 16.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

17 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with **"RFP No.3281/04/04/2019 - The Provision of Employee Engagement Services to the CSIR"** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

18 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

19 COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

20 CORRECTNESS OF RESPONSES

- 20.1** The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 20.2** The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

21 VERIFICATION OF DOCUMENTS

- 21.1** Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.
- 21.2** *One hard copy and one electronic copy (CD or USB memory key)* of each proposal must be submitted. In the event of a contradiction between the submitted copies, the hard copy shall take precedence.
- 21.3** Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.
- 21.4** If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

22 SUB-CONTRACTING

- 22.1** A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a

tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

- 22.2** A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

23 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

- 23.1** Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or
- 23.2** Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 23.3** Prescribed by the body - regulating the profession of the consultant.

24 TRAVEL EXPENSES

- 24.1** All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imburements, must be in line with the CSIR's travel policy. The following will apply:
- 24.1.1 Only economy class tickets will be used.
- 24.1.2 A maximum of R1300 per night for accommodation, dinner, breakfast and parking will be allowed.
- 24.1.3 No car rentals of more than a Group B will be accommodated.

25 ADDITIONAL TERMS AND CONDITIONS

- 25.1** A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 25.2** Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 25.3** In case of proposal from a joint venture, the following must be submitted together with the proposal:
- Joint venture Agreement including split of work signed by both parties;
 - The original or certified copy of the B-BBEE certificate of the joint venture;
 - The Tax Clearance Certificate of each joint venture member;
 - Proof of ownership/shareholder certificates/copies; and
 - Company registration certificates.

- 25.4** An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 25.5** Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

26 CSIR RESERVES THE RIGHT TO

- 26.1** Extend the closing date;
- 26.2** Verify any information contained in a proposal;
- 26.3** Request documentary proof regarding any tendering issue;
- 26.4** Give preference to locally manufactured goods;
- 26.5** Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 26.6** Award this RFP as a whole or in part;
- 26.7** Cancel or withdraw this RFP as a whole or in part.

27 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFP No: 3281/04/04/2019

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFP No. 3281/04/04/2019** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1
2
DATE:	

28 ANNEXURE A

No.	Criteria	Proof required	Points allocation	Weight
1	<p>Company Profile</p> <p>Number of years the company has been providing such solutions should not be less than 3 years.</p>	<p>Company Profile explicitly indicating the number of years the company has been conducting the engagement and enablement of strategy</p>	<p>< 3 years – 0 points</p> <p>3 – 5 years – 6 points</p> <p>>5 years – 10 points</p>	5%
2	<p>Company Experience : References</p> <p>The service provider must provide evidence that they have successfully developed and implemented a similar programme .</p>	<p>Reference Letters and Completed Reference Form</p>	<p>< 5 references – 0 points</p> <p>5 - 6 references – 6 points</p> <p>>6 references – 10 points</p>	30%
3	<p>Experience of the team member(s)</p> <p>The team members that will be involved in this project must not have less than 3 years' experience conducting this kind of work.</p>	<p>A comprehensive CV must be provided indicating similar projects, the number of people trained, as well as the organisation(s) where such training took place</p>	<p>< 3 years – 0 points</p> <p>3 - 5 years – 6 points</p> <p>>5 years – 10 points</p>	15%

4	<p>Framework Design : Methodology</p> <p>The service provider must demonstrate their understanding of the key requirements and expectations of CSIR as outlined in this document. A detailed framework design, approach, methodology and tools on how they will assist CSIR in achieving the objectives of this request, must be provided, including an outline of the project deliverables, indicating key milestones and turnaround times.</p>	Detailed Framework design and Approach	<p>Non-submission or poor Framework and approach – 0 points</p> <p>Approach is specifically tailored to suit the requirements and will meet the needs. The project plan does meet requirements. The project plan is specifically tailored to meet CSIR requirements – 6 points</p> <p>The approach is innovative and well-articulated, the timeframes and project plan are suited to the project needs. The work plan is in sync with the project scope and deliverables – 10 points</p>	30%
5	<p>Support</p> <p>Provide detailed steps on how the implementation of the approach, method and tools, will be supported on the project.</p>	Detailed support plan with timeframes	<p>Non-submission or poor support plan – 0 points</p> <p>Detailed support plan is specifically tailored to suit the requirements and will meet the needs. The project plan does meet requirements. The project plan is specifically tailored to meet CSIR requirements – 6 points</p> <p>Detailed support plan is innovative and well-articulated, the timeframes and project plan are suited to the project needs. The work plan is in sync with the project scope and deliverables – 10 points</p>	20%
Total				100

29 ANNEXURE B RETURNABLE CHECKLIST

NOTE: The bidder is required to complete each and every schedule listed below to the best of his ability as the evaluation of tenders and the eventual contract will be based on the information provided by the bidder. Failure of a bidder to complete the schedules and forms to the satisfaction of the CSIR will inevitably prejudice the tender and may lead to rejection on the grounds that the tender is not responsive.

The bidder must complete the following returnable documents:

RETURNABLE DOCUMENTS –		
PART A: TECHNICAL RETURNABLES		
ONE HARD COPY AND ONE ELECTRONIC COPY (CD OR USB MEMORY KEY)		
Description	Included	
	Yes	No
Proof of team`s relevant qualifications, – (Provide certificate)		
Company Experience – (Company Profile) Number of years the company has been conducting strategy enablement and translation. The company must not have less than 5 years' experience to medium and or large organisations.		
Company Experience – (Client reference letters) The service provider must provide evidence that they have successfully provided strategy enablement framework. The service must provide not less than 5 references where similar training was conducted. Reference letters must be provided to substantiate such claims. Reference letters must be completed on the attached form (Appendix C) . Annexure C MUST be completed for each reference provided.		
Team member/s Experience – (Comprehensive trainer CV) The team members that will be involved in this project) must not have less than 3 years' experience conducting strategy enablement and engagement. A comprehensive CV must be provided indicating when training was conducted, the number of people trained, as well as the organisation(s) where such training took place		
Framework Design – (Detailed Design and Approach) The service provider must explain their understanding of the objectives of the assignment, approach to the assignment and the methodology for carrying out the assignment.		
Implementation and support Plan The main activities of the assignment, their content and duration, phasing and interrelations, milestones, and delivery dates of the reports. The proposed work plan and support plan should be consistent with the framework approach and methodology		

PART B: PRICING PROPOSAL		
<i>ONE HARD COPY AND ONE ELECTRONIC COPY (CD OR USB MEMORY KEY)</i>		
32	Pricing Proposal	
33	B-BBEE Certificate	
34	Completed SBD1 Form	

Any other relevant document may be submitted, to substantiate the bidder's proposal.

30 ANNEXURE C REFERENCE FORM

TO BE COMPLETED FOR EACH REFERENCE SUBMITTED (FORM TO BE COMPLETED BY REFERENCE AND NOT BIDDER)

It is critical for the referee to complete the form fully. CSIR will not give scores for incomplete forms

Referee Company legal Name:

Bid Description (reference provided for):

Describe the service/work done:

.....

.....

Project Start Date: **Project End Date:**

Contract Amount:

Rate Service Provider (Put a mark to the relevant score)

Indicator	Excellent	Very good	Good	Poor	Unacceptable
Score	5	4	3	2	1

Would you use the service provider again: Yes / No

Referee Contact Person:

Referee Designation:

Referee Contact number:

Referee Email:

I hereby declare that to the best of my knowledge, information completed above is true and correct.

Bidder's referee signature: **Date:**

**31 ANNEXURE D SBD1 FORM
(TO BE COMPLETED AND SUBMITTED WITH THE PRICING PROPOSAL)**