



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR STAKEHOLDER SATISFACTION SURVEY TO THE NHBR FOR A PERIOD OF FIVE (05) YEARS.

RFP NO.: NHBR 16/2020

CLOSING DATE: 23 MARCH 2021

TIME: 11:00AM

NO BRIEFING SESSION

1 TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: There will be no briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 Bids must only be submitted on documentation provided by the NHBRC. Late, emailed, faxed and telegraphic bids will not be considered.
- 1.19 The NHBRC reserves the right to accept or reject the Proposal.
- 1.20 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.21 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
- 1.21.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.21.2 The Bid contains irregularities.
- 1.22 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.

- 1.23 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.24 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.25 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2 BACKGROUND

2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 700 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Bela Bela) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite

10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3 INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4 OBJECTIVE

4.1. The NHBRC seeks to appoint a reputable bidder to conduct a Stakeholder Satisfaction Survey for a period of five (05) years who will assist it:

- 4.1.1 To determine a benchmark measurement on current stakeholder perceptions on the NHBRC products and services provided as the Regulator to the Homebuilding sector.
- 4.1.2 To provide a communication and feedback platform for all stakeholder groups to the NHBRC.
- 4.1.3 To create and maintain symbiotic relationships with all stakeholder groups.
- 4.1.4 To provide a preferred work environment which will attract the best skills on the market, and act as a retention component for currently employed staff

5 SCOPE OF WORK

- 5.1 The service provider to conduct stakeholder satisfaction survey with NHBRC's stakeholders using quantitative methods.
- 5.2 The service provider to assist in the formulation of approved questionnaire that will be loaded onto an electronic platform which can be completed by all stakeholder groups across all 9 Provinces.
- 5.3 Survey to be completed on the provided platform at different intervals.
- 5.4 Reports to be submitted after each survey on the findings and outcomes.
- 5.5 Detail findings as per stakeholder segment to be distilled for targeted insights and recommendations.
- 5.6 Raw data to be made available to the NHBRC at the end of each survey for further analysis and record keeping.

6 PURPOSE OF THE PROJECT

- 6.1 The purpose of this contract is to appoint an established service provider for the provision of survey services to conduct a perception and satisfaction level survey amongst the NHBRC's internal and external stakeholders.
- 6.2 This should support the organisation in achieving its strategic objectives by interpreting and influencing both the external and internal environments and by creating positive relationships with stakeholders and through the appropriate management of their expectations.

7 IMPLEMENTATION PLAN

- 7.1. The service provider will be responsible for the formulation of recommendations based on findings.
- 7.2 The service provider will provide a detailed project management plan.

8 KEY ROLE PLAYERS

- 8.1 Marketing, Communications and Stakeholder Relations
- 8.2 Business Services
- 8.3 Human Capital
- 8.4 Risk
- 8.5 Service Provider

9 DURATION

- 9.1 The service provider and the NHBRC will enter into an SLA on an effective date to be determined by the parties for a period of five (05) years.

10 SERVICE PROVIDER RESPONSIBILITIES

10.1 As part of the service expectation the following key elements will be required to be addressed:

10.1.1 The service provider may be required to travel to other NHBRC regional offices if required.

10.1.2 The service provider will be expected to provide high quality work.

10.1.3 The service provider will be expected to deliver assigned tasks and duties as per the agreed time frames on the project management plan.

11 FUNCTIONAL EVALUATION CRITERIA

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

Functional Factors	Criteria Description
1.Number of years rendering internal and external communication research	At least five (5) years' experience providing internal and external communication research. The company profile must clearly indicate the number of years in business providing internal and external communication research and support
2. Client references	At least five (5) contactable references where internal and external communication research was successfully implemented.
3. Qualification	Bidder must provide NQF Level 8 for all qualifications that are relevant to the scope of service.
4.Detailed Project Plan	The Bidder must provide a project plan that demonstrates an understanding of the project and is within the NHBRC time frame.

Proposals with functional/technical points that are less than minimum threshold of 70 points will be eliminated from further evaluation.

12 ELIMINATION CRITERIA

12.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

13 REPORTING

13.1 The report format will be agreed upon between the service provider and the NHBRC Marketing, Communications and Stakeholder Relations Department.

13.2 The service provider shall provide monthly, quarterly, and annual reports to management.

14 TRACK RECORD

14.1 A complete list of the five (5) most recent projects that were successfully completed within internal and external communication research signed off by the accounting officer or his/her delegated is required.

15 TECHNICAL DATA TO BE SUBMITTED BY BIDDER

15.1 General Information

15.1.1 The NHBRC requires the Services of interested and competent organisations or companies that are experienced in internal and external communication research to conduct a stakeholder survey and the Service Provider is expected to provide proof of expertise.

15.2 Requisites of the Service Provider:

15.2.1 A detailed proposal:

- Understanding of terms of reference.
- Team composition competencies (please attach CVs and indicate roles of individuals.
(Note: The CVs must clearly indicate the team member’s experience in their respective role.)
- Detailed Pricing Schedule (Refer to Annexure A for pricing schedule as attached on this document)
- Quality Assurance measures (process and control).
- Summary of projects executed and completed.

15.3 Documents to be submitted:

15.3.1 At least (05) projects the bidder has completed in the last five years. The bidder must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

Name of project:
Name of Client:

Client Contact Details
Contact person:
Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

Note: Please attach a reference letter from the client indicating successful completion of the project as per the client's brief. (Excluding the NHBRC)

15.3.2 Expertise and experience of key personnel

15.3.3 The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver communication research to conduct a stakeholder survey

15.3.4 Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (5) YEARS				
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

*Please attach recently (last 6 months) certified copies of academic qualifications.

Note, in addition please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

16 TECHNICAL AND PRICE EVALUATION CRITERIA

16.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

16.1.1 Stage 1: Compliance check of Mandatory Requirements;

16.1.2 Stage 2: Functional Evaluation Criteria

16.1.3 Stage 3: Price and Preference Points Evaluation

Stage 1: Compliance check of Mandatory Requirements

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder's response to this RFP. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.		Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	X	SBD1 Invitation to bid, Make sure it is completed signed.	
3	X	SBD 3.3 Pricing Schedule (Professional Services), Make sure it is completed.	
4	X	Annexure A Pricing schedule (including a detailed costing breakdown of all cost)	
5.	X	SBD 4 Declaration of interest, Make sure it is completed and signed.	
6.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	X	SBD 8 Declaration of Bidder's past supply chain management practices, Make sure it is completed and signed.	
8.	X	SBD 9 Certificate of independent bid determination, Make sure it is completed and signed.	
9.		CSD/Central Supplier Database supplier number Report	
10.		General Conditions of the contract (GCC).	

Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

Member score for criteria

_____ X Weight per criteria = Total Score per criteria

Highest points for criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years rendering internal and external communication research	<p>At least five (5) years' experience providing internal and external communication research. Company profile clearly indicating the number of years in business providing internal and external communication research and support.</p> <p>Bidder Experience</p> <p>0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points 4 Years' Experience = 4 Points 5 Years' Experience = 5 Points</p>	15
2.	Client References	<p>The service provider must provide five (5) positive written contactable references indicating the similar services rendered.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorised person <p>Bidders Reference Letters</p> <p>0 Reference Letters = 0 Points 1 Reference Letters = 1 Point 2 Reference Letters = 2 Points 3 Reference Letters = 3 Points 4 Reference Letters = 4 Points 5 Reference Letters and more = 5 Points</p>	30

Item No	Evaluation Criteria	Description	Weight (%)
3.	Qualification	Bidder must provide NQF Level 8 or higher FOR all qualifications that are relevant to the scope of services as listed below: 1. Social Science 2. Communication <ul style="list-style-type: none"> • No Qualification or One Qualification Submitted =0 Points • Both Qualification Submitted = 5 Points 	40
4.	Detailed Project Plan	The Bidder must provide a detailed project plan that demonstrates an understanding of the project and is within the NHBRC time frame. A detailed Project Plan should clearly indicate the following: <ul style="list-style-type: none"> • Project Activities • Duration • Timeframes • Resources • Means of verification Scoring Bidder failed to address all the points = 0 Points Bidder addressed 1 out 5 items = 1 Point Bidder addressed 2 out 5 items = 2 points Bidder addressed 3 out 5 items = 3 Points Bidder addressed 4 out 5 items = 4 Points Bidder addressed 5 out 5 items and more = 5 Points	15

The minimum threshold for functionality is 70 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score **(70 points)** for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	80/20
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.

17 RFP SUBMISSION INSTRUCTIONS

- 17.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

18 AVAILABILITY OF THE RFP DOCUMENT

- 18.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **26 February 2021**.
- 18.2 There will be no briefing session.

19 RFP CLOSING DATE

- 19.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **23 March 2021 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the bid number and the full name of the service provider(s).
- 19.2 No late submissions will be accepted.

20 VALIDITY PERIOD OF BIDS

- 20.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

21 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

- 21.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Ms.Paballo Relela, Mr.Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

22 SUBMISSIONS OF PROPOSALS

- 22.1 Submission of bid MUST include **one** (1) original and **three** (3) copies of the proposals in a clearly marked (**Copy or Original**) envelope and deposited into the Bid box.
- 22.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

ANNEXURE A: PRICING SCHEDULE

DESCRIPTION	ESTIMATED QUANTITY	YEAR 1	YEAR 2	YEAR 3	TOTAL COST (INCL VAT)
All costs involved in conducting survey including travel, meetings, planning, testing, questionnaires, etc.	2				
Survey methodology	2				
Final Analysis Report	2				