

## SERVICES REQUISITION FORM

**YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE ARTS, TOURISM, HOSPITALITY AND SPORT SECTOR EDUCATION AND TRAINING AUTHORITY (CATHSSETA)**

<b>Date issued:</b>	24 April 2024	<b>RFQ number</b>	<b>RFQ/COS/006/2024</b>
<b>Closing Date:</b>	29 April 2024	<b>Closing Time:</b>	14H00
<b>DESCRIPTION:</b>	<b>APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT A CLIMATE SURVEY AT CATHSSETA</b>		

### 1. BACKGROUND

- 1.1. The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998 as amended (SDA). Its headquarters are situated at 270 George Road, Noordwyk in Midrand and the regional offices are in Cape Town and Durban.
- 1.2. CATHSSETA's mandate is to promote and facilitate skills development within our six (6) subsectors, namely, Arts, Culture and Heritage, Conservation, Gaming and Lotteries, Hospitality, Sport, Recreation and Fitness, and Tourism and Travel Services. CATHSSETA is one of the 21 Sector Education and Training Authorities (SETAs) across the economy mandated to deliver on the National Skills Development Plan (NSDP) outcomes.
- 1.3. CATHSSETA's critical success factors are described as the Key processes that deliver services to the CATHSSETA beneficiaries, i.e., learners and employers. The process is based on the three critical components of the CATHSSETA service delivery Value Chain:
  - 1.3.1. Facilitation of Learning Interventions. Involves facilitation of all skills development initiatives;

- 1.3.2. Quality Assurance of Skills Development. Involves accreditation of skills development facilitators, verification of learners, and development of occupational qualifications; and
- 1.3.3. Employer engagements which involve the receipt of levies and payments of grants.

## 2. PURPOSE

- 2.1. Prospective Service Providers are invited to submit a quotation to conduct a climate survey within CATHSSETA.
- 2.2. The overall objectives of the survey are as follows -:
  - 2.2.1. To find out the satisfaction levels and trends of the employees of the CATHSSETA;
  - 2.2.2. To determine the levels of engagement of employees of CATHSSETA;
  - 2.2.3. Study various aspects of the work environment and how they impact on the staff morale;
  - 2.2.4. To determine strategies to be adopted in improving and sustaining employee satisfaction;

## 3. SCOPE OF WORK

- 3.1. To establish the following:
  - 3.1.1. Submitting a proposal on the surveys, delineating various aspects of employee satisfaction/ work environment to be investigated;
  - 3.1.2. Develop survey instruments and share them with the HR Manager and Corporate Services Executive for approval;
  - 3.1.3. Review employee and work environment satisfaction;
  - 3.1.4. Define the mode of data collection to be used;
  - 3.1.5. Conduct a qualitative and quantitative research on employee satisfaction and work environment;

- 3.1.6. Undertake data analysis and prepare comprehensive report;
  - 3.1.7. Compute an overall employee/work environment satisfaction level;
  - 3.1.8. Make recommendations on the best short-term and long-term strategies to sustain or improve the work environment;
  - 3.1.9. Present the findings of the report to the Executive Management Team (EMT);  
and
  - 3.1.10. Present three (3) hard copies of the report in full colour and avail a soft copy.
- 3.2. The scope and expected deliverables of the project are divided into short-, medium- and long-term phases.
  - 3.3. It must be noted that appointment of a service provider will also be staggered in accordance with the identified phases, such that separate appointment processes will be conducted for each phase.
  - 3.4. Recommendations given should have provisions for both short-term and long-term implementation of activities. The short-term proposals should be achievable after the surveys have been conducted whereas long term proposals should be achievable in the next financial year;
  - 3.5. The survey should be data driven, evidence based and participant informed.
  - 3.6. **The expectations include:**
    - 3.6.1. Development of a framework that outlines the broad parameters for the kind of organisation envisaged by the SETA;
    - 3.6.2. An environmental scan and consultation informed by already existing input, and development of a plan constituting select objectives to be achieved over a specified period;

- 3.6.3. Development of a framework that will facilitate implementation of tailor-made interventions in response to the identified challenges – such as dialogues and workshops to develop adaptive and problem solving capacities;
  - 3.6.4. Enhancing and finalising the terms of reference for the roll out of future interventions that instil a positive workplace culture – the medium to long term phase;
  - 3.6.5. Support the CATHSSETA in implementing the tailored interventions in accordance with the proposed framework;
  - 3.6.6. Development of tools that will enable the CATHSSETA to realise the project objectives;
  - 3.6.7. Facilitation of internal dialogues to address the emotional challenges experienced by all the stakeholders;
  - 3.6.8. Establishment of mechanisms and a system that fosters sustainability of the project objectives;
  - 3.6.9. Introducing and assisting the CATHSSETA to implement organisational culture change management best practices that promote staff morale, teamwork and ethical leadership;
  - 3.6.10. Development of CATHSSETA Culture Change Management Charter; and
  - 3.6.11. Development of a monitoring and evaluation tool for the CATHSSETA to determine the success of the intervention and assess the internal work environment in the future.
- 3.7. The CATHSSETA would also like to establish the following:
- 3.7.1. The levels of employee satisfaction and perception towards work environment;
  - 3.7.2. Determine corruption perception index of employees in order to gauge attitudes of employees regarding corruption;
  - 3.7.3. To obtain practical, concise and comprehensive reports on:
    - 3.7.3.1. Employee satisfaction; and
    - 3.7.3.2. Work environment.

3.7.4. In addition, the following should be availed:

- 3.7.4.1. Level of education attained by respondents;
- 3.7.4.2. Gender of respondents; and
- 3.7.4.3. Age group according to the agreed upon.

#### **4. STRUCTURE OF THE REPORT**

4.1. The report should contain, at least, the following:

- 4.1.1. The executive summary;
- 4.1.2. The data collection instrument;
- 4.1.3. Methodology;
- 4.1.4. Analysis;
- 4.1.5. Key findings;
- 4.1.6. Summary and conclusions; and
- 4.1.7. Recommendations.

#### **5. SERVICE PROVIDER REQUIREMENTS/COMPETENCIES**

5.1 The bid document must be duly completed, signed and submitted together with the following:

- 5.1.1 Company Profile comprising a description of your organisation, its primary business activity, clients, experience, management, subcontractor profiles, etc.
- 5.1.2 Experience of not less than five (5) years in organisational development, with at least three (3) signed letters of reference of work done in the last three (3) years.
- 5.1.3 The project leader must have an NQF Level 9 or above qualifications with specialisation in research. Key personnel should have not lesser than NQF Level 8 qualifications.
- 5.1.4 Capacity and experience of at least three (3) key personnel who will be working on this project. Submit their three (3) paged Curriculum Vitae (CV) and Certified Copies of Qualifications.

- 5.1.5 A concise written summary of no longer than ten (10) pages that demonstrates how each requirement in the project scope will be addressed.
- 5.1.6 A Project Plan with costing and with project management principles applied.
- 5.1.7 The service provider shall meet with management and agree on the data collection method before data collection ensue.

## **6. REPORTING**

- 6.1. The service provider will report to CATHSSETA HR Department.

## **7. COSTING**

- 7.1. All the project and implementation costs must be provided as per specified requirements.
- 7.2. The price quoted by the prospective service provider must include Value Added Tax (VAT).

## **8. CONDITIONS OF CONTRACT**

- 8.1. The project will be implemented as follows:
  - 8.1.1 The service providers will be responsible for ensuring that their service meets the quality standards of CATHSSETA.
  - 8.1.2 The CATHSSETA requires the services of an experienced provider, with expertise in climate and organisational culture change management processes.
- 8.2. The service providers should have strong project management skills to ensure that the project stays on schedule, meets quality standards, and stays within budget.
- 8.3. The service providers should have a customer-focused approach when attending to our project.
- 8.4. All quoted prices accepted from the successful service provider will remain fixed and firm from date of acceptance until the end of the signed contract period, the service provider must take this into consideration.
- 8.5. The proposal should be submitted with a detailed proposal of service.

- 8.6. Proposal must be submitted with a detailed cost breakdown and total amounts offered must be inclusive of all applicable taxes.
- 8.7. Joint Venture Agreements must be submitted where applicable.
- 8.8. A Service Level Agreement shall be signed with the preferred service provider.

## 9. EVALUATION CRITERIA

### 9.1. Stage 1: Mandatory Requirements

Compliance evaluation – service provider will first be evaluated in terms of compliance that is meeting minimum requirements. Service provider who does not fulfil all the requirements or do not submit required documents using the required format, will be disqualified and not move onto the next stage of evaluation.

### Stage 2: Functionality Evaluation

A Service provider is required to achieve a minimum point of **75**, failure to achieve the minimum points will lead to disqualification.

### Stage 3: Price and Specific Goals Evaluation

The quote will be evaluated in accordance with the 80/10 preference point system, minimum of 75 points must be achieved to qualify for evaluation on **Price** and **Specific Goals**.

The contract will be awarded to the bidder that scores the highest total number of points.

FUNCTIONALITY EVALUATION		
EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
Response to the scope of work outlined in the detailed scope of service –	1. Capacity to conduct the survey Chronologically on concurrently if more than one person is available	40

<p>1. Consulting firm must demonstrate relevant professional experience in conducting surveys of this kind.</p>	<p>(Curriculum Vitae to be included of every person who will be engaged in the project). Must have a relevant degree; Have at least 5 years' experience in research and appropriate area of specialisation related to the task; Be a member of the SABPP.</p> <p>2. Experience in conducting employee satisfaction and work environment survey – at least 3 Years.</p>	<p>20</p>
<p>Should have vast experience in areas such as human resource management and or organisational development.</p> <p>1. Experience in the industry. 2. Reference Letters 3. Contactable client list</p>	<p>1. Ability to demonstrate experience of 5 years and above. Submitted 5 or more reference letters. Supplied a list of contactable clients.</p> <p>2. Ability to demonstrate experience of 4 years. Submitted 3 - 4 reference letters. Supplied a list of contactable clients.</p> <p>3. Ability to demonstrate experience of 3 years. Submitted 1 – 2 reference letters. Supplied a list of contactable clients.</p>	<p>30</p> <p>20</p> <p>10</p>



High level work-plan with an overview of timelines, key milestones and a costs breakdown indicating the major costs drivers.	1. Submitted clear work and project plan, key milestones, proposed methodology and costs breakdown.	30
	2. Submitted a clear project plan.	20
	3. No submission of the project plan.	0

**Bids that do not meet the minimum qualifying score of 70 for functionality will be eliminated from further evaluation.**

## 10. CONTRACT PERIOD

7.1. The expected time frame is from 01 May to 20 June 2024 whereupon a final report should be ready for discussion and tabling to the management of the CATHSSETA.

## 11. ADMINISTRATIVE REQUIREMENTS

- Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- Completed and signed SBD4, SBD 6.1
- Valid Tax Compliance Pin issued by SARS.
- Valid B-BBEE Certificate or Sworn Affidavit.
- All RFQ related responses must include the RFQ number as the subject matter.
- Central Supplier Database (CSD) Supplier Number.
- Copy of registration documents with the Registrar of Companies.

**E-mail responses to [supplychain@cathsseta.org.za](mailto:supplychain@cathsseta.org.za) on or before the closing date and time as stated above.**