

**MUNICIPAL INFRASTRUCTURE SUPPORT AGENT (MISA)**

**Reference N0:** **MISA/HR/RHS/014/2019**

**appointment of A service provider TO PROVIDE MUNICIPAL INFRASTRUCTURE SUPPORT AGENT WITH rESPONSE HANDLING AND EXECUTIVE SEARCH FOR A PERIOD OF Two YEARS (24 MONTHS)**

|  |  |
| --- | --- |
| **Beneficiary** | Municipal Infrastructure Support Agent |
| **Contact Person** | Ms.Lumka Tyikwe : (012) 848 5300 orlumka.tyikwe@misa.gov.za |
| **Postal Address** | 1303 Heuwel Avenue, Riverside Office Park, Letaba House, Centurion 0046 |
| **Project Name** | Appointment of a Service Provider to support Municipal Infrastructure Support Agent with Response handling and Executive search for a period of 3 years (36 months) |
| **Reference No.** | MISA/HR/RHS/014/2019 |
| **Closing Date** | 28 October 2019 @ 11:00 am |

**Table of Content**

**Page**

1. Invitation 3
2. Duration 3
3. Background 3
4. Objectives 3
5. Scope of work 4
6. Project output and/ outcomes 4
7. Project Management 5
8. Company Experience and Competency 5
9. Form of Proposal 6
10. Evaluation of Proposals 7

10.1 Stage 1: Pre-Qualification 8

10.2 Stage 2: Evaluation on Functionality 9

10.3 Stage 3: Price and BBEEE 10

11. MISA’s Rights 11

1. Reporting 12
2. Monitoring and Evaluation 12
3. Payments 12
4. Briefing Session 12
5. Submission of Proposals 13
6. Period for Acceptance of Proposals 14
7. Modification, Withdrawal, Mistakes, and Minor Informalities 14
8. Communication with MISA Officials 14
9. Confidentiality 14
10. Questions and requests for Clarifications 15
11. **INVITATION**

The Municipal Infrastructure Support Agent (**MISA**)intends to appoint a service provider to support MISA with Response handling and Executive search.

1. **DURATION**

The service provider is required to provide support for MISA with Response handling and Executive search for a period of twenty-four (24) months after signing of a contract.

1. **BACKGROUND**

Municipal Infrastructure Support Agent (MISA) was established as a government component accountable to the Executive Authority of Cooperative Governance and Traditional Affairs (COGTA). MISA is a special purpose vehicle whose primary mandate is to coordinate and provide technical support to municipalities to facilitate sustainable municipal infrastructure provisioning and management. MISA’s primary function is to support municipalities in infrastructure planning, development and management, operations and maintenance as well as building technical capacity for effective delivery and management of municipal infrastructure.

1. **OBJECTIVES**

The objective of the terms of reference is to define the terms for sourcing a service provider to do response handling. MISA requires the services of an appropriate qualified service provider to provide response handling of applications and do executive search of personnel for a period of 24 months

1. **SCOPE OF WORK**

The service provider is required to submit a detailed proposal addressing all the required services as indicated below:

1. The service provider must be able to deal with response handling of applications.
2. The service provider must be able to do professional executive search for Personnel including Management, Specialists and Technical posts.

The service provider must provide MISA with a detailed breakdown of costs each time it provides the recruitment agency services for the following:

* the response handling of advertised posts; and
* the provision of a professional executive search service for specific identified

high level management, specialist and technical posts.

***Response Handling must cover (but not limited to) the following:***

1. Receiving of applications via the post, e-mail or fax
2. Sort and alphabetically arrange (scheduling) all the applications received
3. Capture the candidates’ personal details (name, surname, race, gender, disability status, physical and postal address, email address, contact details etc.), qualifications, current and previous position, employment history and skills profile (Master list).
4. Providing MISA with 3 separate alphabetical lists of all candidates who applied for the posts. The lists should contain the following information:

**List 1:**

Candidates who should **seriously** be **considered** for short listing since their profiles **meet all the requirements** of the advertised post.

**List 2:**

Candidates who **could be considered** for short listing since their profiles meet **most of the requirements** of the advertised post.

**List 3:**

Candidates who **do not meet the requirements** of the advertised post.

**The lists, including the applications (CV’s, Z83, Qualifications and all personal documents), must be in alphabetical order and be submitted to MISA within 5 working days after the closing date of the advertisement. Any other arrangement should be agreed upon and be approved by MISA’s Management in writing prior to the placement of the order.**

***Executive Search must cover (but not limited to) the following:***

1. Sourcing CVs for specific posts with the aim to identify the target group (that is from senior management level upwards and OSD posts).
2. Receiving, sorting and capturing alphabetically (scheduling) all the applications including the candidates’ personal details, (name, surname, race, gender, disability status, physical and postal address, email address, contact details etc.), qualifications, current and previous position, employment history and skills profile.

(iii) Conduct an executive search for high-level candidates who meet the requirements of the posts.

1. Provide MISA with a full alphabetical list of CVs that were sourced.
2. Provide MISA with a final list of top candidates with reference checks who best meet the requirements and to be considered in the final shortlist.

Decisions on the final shortlists and the selection processes will be dealt with by

MISA respectively.

1. **PROJECT OUTPUT AND / OUTCOMES**

1. The successful bidder must be able to provide the availability of the services required by MISA on a continuous basis within the specified period, to:
2. Assist MISA with response handling by receiving applications via the post, e-mail or fax and alphabetically arrange (scheduling) all the applications including the candidates’ personal details, qualifications, current and previous position, employment history and skills profile in terms of List A (candidates who meet all the requirements of the advertised post), List B (candidates who meet some of the requirements of the advertised post) and List C (candidates who do not meet the requirements of the advertised post; and
3. Provide specialised executive search for specific identified posts.
4. The turn-around time on response handling should be 5 working days after the closing date of the advertisement. Any other arrangement should be agreed upon prior to the placement of the order.

The successful bidder will sign the Service Level Agreement (SLA) on the adherence of the deliverables and for monitoring purposes. and be monitored on a continuous basis to ensure that they adhere to the deliverables specified in paragraph 5 (a) and (b).

1. **PROJECT MANAGEMENT**

This project will be implemented in line with the MISA recruitment policy and government recruitment legislations and frameworks.

* 1. The supervisor of the company will liaise with MISA HR from time to time when there is a need to render the response handling and related services.
  2. The service provider is required to sign the service level agreement and adhere to the terms and conditions and adhere to the agreed time frames.

1. **COMPANY EXPERIENCE AND COMPETENCY**
   1. **Company Experience:**

* The service provider (company) should have five (05) years’ minimum operational experience in response handling services.
* The service provider must submit three (3) reference letters to support the number of years and to prove that they have successfully performed, or they have been providing similar services from its previous and or current verifiable clients.
* Testimonial/s or reference letter/s should include contacts details for verification purpose.
* Failure to submit the reference letter for previously rendered services will lead to disqualification of the proposal.
* A detailed company profile together with brief resume of the company management/directors.
* Proof of registration with Federation of African Professional Staffing Organisation (APSO) or equivalent professional regulatory body.
* The service provider must be familiar and well experienced with conducting projects of this nature and must clearly understand the processes involved.
  1. **The Supervisor’s Experience:**
* The Project Manager must have a minimum of five (5) years’ experience in response handling services.
* Senior certificate (Matric) and tertiary qualification
* A detailed CV of the supervisor must also be attached.
  1. **Infrastructure:**

The Service provider should have the following tools & equipment:

* An operating office, which is contactable during office hours.
* Automatic response facility and capacity to receive applications must be operational 24hrs
* IT Infrastructure capability to handle high volume applications.
* Attach CV of IT Specialist and IT Infrastructure certificate

1. **FORM OF PROPOSAL**

The service providers are required to submit their proposals together with accurately completed bidding documents and the necessary supporting documents. In addition to this requirement, bidders are also requested to attach the following documents in support of their bids:

(a) Proposal:

1. Previous (3) three contactable references .
2. Bidder’s understanding of these terms of reference, with particular focus on the scope of the assignment and the deliverables.
3. Bidder’s logistical and administrative capacity to render the required services.
4. Methodology – a detailed outline of how the service provider intends to undertake the task.
5. A breakdown of proposed fee(s) to be charged by the Service Provider.
6. An unconditional discount that the bidder is prepared to share or offer MISA.
7. Value added tax.
8. Assumption that bid prices will include annual industry increases.
9. **EVALUATION OF PROPOSALS**

Proposals will be screened to ensure responsiveness to the requirements of the RFP. MISA may reject any proposal as non-responsive that does not provide evidence of the specified mandatory requirements. MISA reserves the right to request additional information and clarification during the evaluation and selection process from any or all bidders regarding their proposals.

Bids are invited on the basis of their proposals and will be evaluated in three stages prequalification, functionality and then price and B-BBEE in accordance with the 80/20 preference points system.

**10.1 Stage 1 - Prequalification**

**Mandatory documents (without which the tender will be considered non-responsive).**

1. Company Profile.
2. Proposal and Methodology.
3. A valid proof of registration with Federation of African Professional Staffing Organisation or equivalent professional regulatory body.
4. Three (3) letters (in company letter heads) of verifiable references in respect of services of response handling and executive searchrendered to other companies.
5. Completed and appropriately signed SBD forms: SBD 1, SBD 3.1, SBD 3.3, SBD 4, SBD 6.1, SBD 8 and SBD 9.
6. A copy of the General Conditions of Contract initialled in every page.

**Non-Mandatory documents (required but should not be considered non-responsive in absence of any)**

1. CSD Registration Report.
2. Certified BBBEE certificate/ Sworn affidavit.

**Bidders must ensure that they are registered on the CSD before bid closing date and before submitting bid proposals.**

**10.2 Stage 2 – Evaluation on Functionality**

**The following criteria and weights will be applied when bids are assessed in terms of functionality:**

**Evaluation Criteria:**

|  |  |  |
| --- | --- | --- |
| **NO.** | **EVALUATION CATEGORIES** | **SCORES** |
| 1 | **Company experience (a minimum of five (5) years’ experience in providing services of response handling and executive search**  Less than 5 years = 0  5 years = 10  Above 5 - 8 years = 15  Above 8 years = 20 | 20 |
| 2 | **Supervisor’s experience in providing services of response handling and executive search**  **. (*The bidder will be scored zero (0) for failure to attach the CV for supervisor)***  Less than 5 years = 0  5 years = 10  Above 5 years - 8 years = 15  Above 8 years = 20 | 20 |
| 4 | **Infrastructure**  An operating office which is contactable during office hours = 5  Automated response operational 24 hours = 5  IT Infrastructure capable of handling high volume applications  ( up to 50 000 messages received per day on each access node) = 20   * IT infrastructure specifications in terms of: * Computer Hardware-minimum CPU or vCPU: 4 cores/ RAM: 8GB   (4 points)   * Computer Software-minimum Server OS /Mail Server Role(4 points) * Internet connectivity-minimum at 2mbps speed (4 points) * Mail box size-database-minimum 100GB (4 points). * IT Specialist with 3-4 years’ experience (4 points)   Attach CV of IT Specialist and IT Infrastructure certificate | 30 |
| 5 | **Methodology**  **Detailed project plan**……………………………………………= 20  The contents of a proposal give a clear first hand impression about the capability of the bidder, the bidder is expected to submit an organized well-written proposal (approach paper on methodology in achieving the project goal) using proper separators for each of the chapters and annexures (if there is any).  The approach paper must contain at least the following:  **Table of Contents:**  Listing of contents of the approach paper with page numbers and/ references to annexures (if any);  **Executive Summary:**  A brief summary of the whole contents of the approach paper.  **Approach:**  Detailed approach the bidder feels best to deliver the intended services for the Project with identification of tasks, for each of the activities.  The scoring of the approach paper will be as detailed hereunder:   * Methodology to be adopted on rendering response handling services;(10 points) * Project implementation schedule, risks and risk management proposal; (5 points) and * Quality assurance and quarterly reporting. (5 points) | 30 |
|  | **Detailed contingency plan** = 10 |
|  | **TOTAL** | **100** |

NB: A threshold of **70 points** will be required in order for a bidder to be considered for further evaluation on price and B-BBEE.

**10.3 Stage 3 - Price and BBEEE**

**Points for B-BBEE Status Level of Contribution (***Pp***)**

Maximum of **20 points** are allocated for Preferential Procurement Goal. Preference point 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 point**  **(80/20 system)** |
| --- | --- |
| 1 | 20 |
| 2 | 18 |
| 3 | 14 |
| 4 | 12 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-compliant contributor | 0 |

**Points for Bid Price (***Ps***)**

Maximum of 80 points are allocated to Bid Price on the following basis:

*P*

*s*



8

0

1



*P*

*t*



*P*

m

i

n

*P*

m

i

n













Where,

*Ps* = Points scored for comparative price of the Bid under

consideration

*Pt* = Comparative price of the Bid under consideration

*P* min = Comparative price of lowest qualified Bid

A person awarded a contract may not subcontract 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 of contributor than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

1. **MISA’s Rights**

MISA reserves the right to cancel this solicitation in whole or in part, at its sole discretion, at any time before the Agreement is fully executed. This RFP does not commit MISA to award an Agreement, to pay any costs incurred by bidders in the preparation of their proposals submitted in response to this RFP, or to procure or contract for services. MISA reserves the right to modify or cancel in whole or in part this RFP, to reject any and all proposals, to accept the proposal it considers most favorable to MISA’s interests at its sole discretion, and to waive irregularities or informalities in any proposal or in the proposal procedures. MISA further reserves the right to reject all proposals and seek new proposals when MISA considers such a procedure to be in its best interest. If there is any evidence indicating that two or more bidders are in collusion to restrict competition or are otherwise engaged in anti-competitive practices, the proposals of all such bidders shall be rejected, and such evidence may be a cause for disqualification of the participants in any future solicitations issued by MISA.

MISA reserves the right to hold discussions and/or negotiations with any individual or qualified company, to interview or not, to request additional information or revised proposals or to request best and final offers if it is in the best interest of MISA to do so. However, MISA may make an award without conducting any interview or negotiations; therefore, proposers are encouraged to submit their best proposal at the outset. Appointment will be subject to the outcome of the vetting process on the recommended bidder.

**12. REPORTING**

The appointed service provider will report to the appointed Project Manager of MISA. The detailed reporting requirements will be provided to the successful service provider during the contract negotiation and project inception.

The service provider shall every time upon completion of a task written report to the MISA Project Manager on specific problems, suggestions, improvement methods, work programmes, personnel turnover, complaints, remedial actions taken and all other matter relating to provision of response handling services.

**13. MONITORING AND EVALUATION**

MISA or its nominee reserves the right to monitor and evaluate the progress and outcome of this intervention as well as other services provided by the selected service provider; MISA or its nominee reserves the right to replace the service provider if the quality of service rendered is being compromised.

**14. PAYMENTS**

MISA does not pay any amount in advance. Only original signed invoices must be submitted for payments. The service provider will be paid within **30** days after approval of the invoice, when the services have been fully rendered to the satisfaction of MISA, and this done by means of electronic transfer directly into the service provider’s bank account.

1. **BRIEFING SESSION (COMPULSORY)**

Bidders are invited to attend a compulsory briefing session at the MISA Head Office 1303 Heuwel Avenue, Centurion, Riverside Office Park, Letaba House, First floor, at **10H00**, on **11 October 2019 @ 10:00** . Attendance of the briefing session is compulsory.

**16. SUBMISSION OF PROPOSALS**

The Tender Documents will be made available on **04 October 2019**  and will be uploaded on the eTender Portal and on MISA website. The Tender Documents are not for sale and will also not be emailed to bidders. The Tender Documents must also include a soft copy (DVD or Memory Stick) of the proposal, they reach the offices of the MISA before **11:00** on **28 October 2019** and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

**16.1 BID REFERENCE NUMBER:** **MISA/HR/RHS/014/2019**

**16.2 CLOSING DATE: 28 October 2019**

Tender documents are to be submitted to MISA Reception and deposited in the tender box. (At MISA Offices, Letaba House, 1303 Heuwel Road, Riverside Office Park, Centurion, 0046.

Please note that the tender closes punctually at **11h00** on **28 October 2019**. No late submissions will be considered under any circumstances.

**17. PERIOD FOR ACCEPTANCE OF PROPOSALS**

In order to allow for adequate evaluation, MISA requires a response to this solicitation to be valid and irrevocable for 90 working days after submittal date and time.

No bidder may withdraw a proposal within 90 working days after the proposal due date. A mistake on the part of the bidder in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened. Should there be valid reasons why the Agreement cannot be awarded within the specified period, the time may be extended by mutual agreement between MISA and the bidder(s).

**18. MODIFICATION, WITHDRAWAL, MISTAKES, AND MINOR INFORMALITIES**

Proposals may be modified or withdrawn prior to the established due date via email or mail request. Please refer to section 21, “Questions and Requests for Clarifications” for contact information.

**19. COMMUNICATION WITH MISA OFFICIALS**

Bidders and their representatives may not communicate with MISA officials except in writing and if the communication is made public. Bidders and their representatives must communicate in the manner set forth in this RFP. There shall be no communication with MISA officials except as may be reasonably necessary to carry out the procedures specified in this RFP. Nothing herein prohibits bidders and their representatives from making oral statements or presentations in public to one or more MISA officials during a public meeting.

1. **CONFIDENTIALITY**

All responses to this RFP become property of MISA and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure in accordance with the provisions of applicable legislation.

1. **QUESTIONS AND REQUESTS FOR CLARIFICATIONS**

Bidders must carefully examine the bid documents and in the event of doubt of anything contained in the documents:

For SCM queries please contact the following person:

Ms.Lumka Tyikwe : (012) 848 5300

[lumka.tyikwe@misa.gov.za](mailto:lumka.tyikwe@misa.gov.za)