



NATIONAL ECONOMIC DEVELOPMENT AND LABOUR COUNCIL

DRAFT TERMS OF REFERENCE

NEDLAC SATISFACTION SURVEY WITH ITS PARTNERS AND STAKEHOLDERS SERVICE PROVIDER

1. PURPOSE

1.1. Nedlac is seeking a service provider to conduct a satisfaction survey to establish the following in assessing the level of satisfaction of Nedlac social partners on the efficiency of the institution for the 2021/22 financial year. The survey needs to be conducted in February 2022 and the results need to be available by the end of March 2022.

2. SCOPE OF WORK

2.1 Nedlac requires a service provider to be able to measure satisfaction of the social partners in respect of whether:

- (i) Nedlac performs its work efficiently, its processes are successfully concluded within stipulated timeframes with a reasonable effort and resourcing.
- (ii) Governance processes at Nedlac are effective.
- (iii) Social dialogues are successfully convened
- (iv) Agreements are successfully reached
- (v) Processes are successfully concluded and coordinated
- (vi) Constituencies have the necessary “tools of the trade” to engage effectively at NEDLAC.
- (vii) Constituencies have technical assistance to engage effectively at Nedlac.
- (viii) Training builds Constituencies’ capacity.

2.2 The service provider will be required to:

2.2.1 Develop a process outline and survey which needs to include:

2.2.2 A unipolar scale comprising a continuum ranked as follows, will be used for respondents to rate Nedlac's performance:

- Level 1: Not at all satisfied
- Level 2: Slightly satisfied
- Level 3: Satisfied
- Level 4: Very satisfied
- Level 5: Completely satisfied.

2.2.3 Anything from Level 3 will be considered as positive feedback. At least 75% of respondents should provide positive feedback.

2.2.4 Percentage will be calculated by considering a total number of responses with rating of Level 3 and above, divided by total number of responses received, multiplied by 100.

2.3 In Quarter 4 (February 2022), the survey will be administered electronically to social partners where they will be requested to complete and return to Nedlac.

2.4 The system should send automatic reminders (at least three times) to stakeholders who have not responded. The envisaged number of stakeholders to be surveyed is 64 which is 18 per Constituency.

2.5 The Service Provider will be required to analyse the computer-generated report and develop a summary report with results arising from the survey and recommendations no later than 15 March 2022.

2.6 The survey report with recommendations will be shared with social partners – Manco and Nedlac Staff.

3. TIMEFRAMES

3.1. The work of the Service Provider shall commence immediately after the appointment.

3.2. The Service Provider shall conclude its work within 04 months (December 2021 – March 2022) from the date of appointment. This period shall include completion of the above-mentioned report by the service provider.

4. SUBMISSION OF DOCUMENTS

Bidders must submit the following documents:

- 4.1 A proposal outlining the approach and methodology for the execution of the terms of reference.
- 4.2 Budget indicating all cost assumptions and a maximum amount for the assignment.
- 4.3 Central Supplier Database (CSD) report
- 4.4 BBBEE certificate/ affidavit.
- 4.5 Company profile, including CVs of relevant individuals which must clearly demonstrate the necessary skills and experience in the area of expertise listed below.
- 4.6 Three contactable references.
- 4.7 Details of five projects that are similar in nature, including:
 - a) Project name
 - b) Project objectives
 - c) Role on the project
 - d) Number of years worked on the project
 - e) Relevance or link of the project to these terms of reference.

5. BID SUBMISSION AND ENQUIRIES

- 5.1. Bidders should send their completed quotations and accompanying relevant documentation to SCM unit at sibongile@nedlac.org.za and copy procurement@nedlac.org.za by **14 December 2021 at 12 noon.**
- 5.2. Any technical enquiries should be sent to Nozipho@nedlac.org.za and SCM related enquiries should be sent to sibongile@nedlac.org.za and copy procurement@nedlac.org.za
- 5.3. Note that no late proposals will be considered.
- 5.4. Nedlac reserves the right to cancel this bid should such be deemed necessary.

6. SELECTION AND EVALUATION CRITERIA

6.1. Evaluation criteria

The evaluation criteria to be utilised will be the following:

5= Excellent, 4 = Good, 3 = Satisfactory, 2 = Poor, 1= Unacceptable

The below matrix will be used in scoring the proposals:

A. Approach and methodology in managing this project which should include:		
Interpretation of Terms of Reference to demonstrate understanding of what is required:		
What is required	Application of evaluation criteria	% allocation
5. Excellent understanding of what is required in the terms of reference; innovative and practical approach; quality project proposal including milestones and timeframes.	5 = Excellent	40%
4. Good understanding of what is required in the terms of reference; practical approach and methodology; quality project proposal	4 = Good	
3. Satisfactory (or repeat of ToR) understanding of what is required in the terms of reference; generic or text book approach and methodology; project proposal	3 = Satisfactory	
2. Poor understanding (wrong interpretation) of what is required in the terms of reference and missing one of the critical components	2 = Poor	
1. No action plan submitted.	1 = Not Acceptable	
B. Relevant expertise		
Competency and expertise of bidder in the following areas: Data collection, Data analysis, report writing, research and related areas. A post graduate qualification will be an added advantage.		
What is required	Application of evaluation criteria	% allocation
Leader and team member/s have excellent levels of competency and expertise, including being involved in innovative programmes.	5 = Excellent	20%
Leader and team members are competent with high levels of expertise	4 = Good	
Leaders and team members have sufficient competence and expertise	3 = Satisfactory	
Competence and expertise are lacking	2 = Poor	
Limited expertise.	1 = Not Acceptable	

C. Relevant experience of the organisation		
What is required	Application of evaluation criteria	% allocation
5 and above years or more relevant experience = Excellent	5 = Excellent	20%
4 years' relevant experience = Good	4 = Good	
3 years' relevant experience = Satisfactory	3 = Satisfactory	
2 years' experience = Poor	2 = Poor	
1-year experience = Not Acceptable	1 = Not Acceptable	
D. Similar Projects Completed with good references		
What is required	Application of evaluation criteria	
5 or more completed similar projects	5 = Excellent	20%
4 completed similar projects	4 = Good	
3 completed similar projects	3 = Satisfactory	
2 completed similar projects	2 = Poor	
1 completed similar projects	1 = Not Acceptable	

7. Minimum score for **Functionality Evaluation**

- 7.1 Service providers that attain a minimum score of 90% in both the technical and interview evaluation will be evaluated for price and BBBEE.
- 7.2 The final decision and successful appointment will be made by Nedlac and no correspondence will be entered into thereafter. Nedlac reserves the right to ultimately decide not to appoint any service provider in terms of this call for quotations.
- 7.3 The successful applicant must be ready and available to commence work immediately after appointment.

8 **ENQUIRIES**

- 8.1 Technical enquiries regarding this Terms of Reference should be emailed to Ms Nozipho Ngema noziphon@nedlac.org.za
- 8.2 Procurement enquiries regarding these terms of reference should be emailed to sibongile@nedlac.org.za and copy procurement@nedlac.org.za

