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Houghton, 2041
Block B, 2nd Floor
1 Maxwell Drive
Megawatt Park,
Sunninghill,
Gauteng,
2157



REQUEST FOR PROPOSALS

**TESTING OF THE BENEFICIARY EXPERIENCE TRACKING APPLICATION IN
COMMUNITIES**

RFP/JHB/2022/004

PROPOSALS TO BE SUBMITTED

BY NOT LATER THAN

FRIDAY AT 11H00

14 OCTOBER 2022

1. Introduction

The Housing Development Agency (HDA) is a national public development agency which promotes sustainable communities by making well located and appropriately planned land available for the development of human settlement. As its primary activity, the HDA assembles state, private and communal land and releases it for development. In addition, HDA provides project delivery support services to organs of state at local, provincial, and national level. The key objective of the Monitoring and Evaluation, Knowledge Management and Research Planning Unit is (according to the HDA Act, 2008), 'to monitor the provision of all infrastructure required for housing development'. Central to achieving this objective is the development and deployment of applications and systems to improve business outcomes and drive value across the HDA.

2. Background

The HDA has established a digital capability to track Beneficiary Experience via a Beneficiary Experience Tracking Application (BETA). It is becoming increasingly evident that the task of providing secure, affordable, and appropriate housing goes beyond just bricks and mortar. A house is not just a building. It is a home—a place that shelters, protects and nurtures its occupants. It supports their personal and professional development and offers a haven. The mandate rests on the Human Settlements sector to transform communities and incorporates such elements that improve residents' circumstances and empowers them with the tools they need to help themselves, succeed in their endeavours and become productive members of society.

The objectives of the BETA are:

1. To have an interactive engagement with the beneficiaries of housing developments and gauge the pulse of the community.
2. To improve the citizen experience and facilitate two-way communication between citizens and the human settlements sector

The implementation of the BETA will provide a platform for beneficiaries to participate in decisions, and to take part in the management of the planning system. Beneficiaries today show an increased interest in getting involved in local development and they are very capable of planning their own local environment and their own future. Further, responses from the beneficiaries i.e., outputs of the BETA will help to identify obstacles and opportunities as well as potentially find an optimal combination of investments.

Via the BETA, the sector will become clearer as to whether the programmes that have been implemented over the years have improved the beneficiaries' Quality of Place, Quality of Life and Quality of Growth. This can only be achieved when

- a) Beneficiaries have an overall picture of, understand, and recognize social patterns
- b) There is service available on at least a basic level within the community
- c) There is at least a minimum of job opportunities within the community
- d) The community has a common historic and cultural affiliation that provides at least the potential for consensus and common interests
- e) There is basic management and maintenance of the public environment

The intent of the BETA is to go back to the community and ask the beneficiaries if and how the infrastructure provided to them have changed their lives or not. The long-term goal is to undertake a longitudinal study with the same beneficiaries to evaluate how their livelihoods have improved or not.

The HDA is seeking the services of a consultancy team with proven digital data collection experience to test BETA in **2 selected communities in Gauteng and Western Cape** encompassing at least 200 beneficiaries respectively across different housing options. BETA is accessible via an URL on multiple platforms i.e., Mobile/Tablet devices. The team will work under the supervision of the Senior Manager: Monitoring & Evaluation, Knowledge Management and Research Planning.

3. Scope of work

The main duties and responsibilities of the service provider are:

- 3.1. To identify beneficiaries in 2 selected communities: One in Gauteng (i.e., Johannesburg/ Ekurhuleni/ Corridors etc.) and the Second one in Western Cape (Northern suburbs/ Southern suburbs/ Corridors etc.)
- 3.2. To ensure that sample size of beneficiaries is at least 200 per community
- 3.3. To ensure that beneficiaries from different housing options are selected i.e., BNG, FLISP (Help me buy a home), Rental Housing, Rent-to-buy, MK vet.
- 3.4. To undertake the data collection on BETA (real time) for the 400 households in the 2 provinces
- 3.5. To ensure the veracity of the information provided by the beneficiaries
- 3.6. To undertake an analysis of the data collected
- 3.7. To undertake a beneficiary verification of the selected beneficiaries to confirm their authenticity as recipients of housing opportunities as per the Housing/ Human Settlements policy.

4. Particulars of the project

- 4.1. Access to BETA will be provided to authentic service providers to ensure the submission of a fully-fledged proposal
- 4.2. Training on BETA will be provided to data collectors if necessary
- 4.3. The data collection in the field is to be regarded as a research exercise to avoid raising any expectations from the beneficiaries
- 4.4. The HDA will organize its own checks to assess data quality. In case there are quality issues, the consultancy team will re-undertake data collection at no additional cost.
- 4.5. The consultancy team will need to use their own data collection devices (mobile/tablet) that supports Survey123 (ArcGIS application platform)

5. Deliverables

- a) Project plan including budget plan
- b) Real time data collection on BETA
- c) Data analyses report
- d) Beneficiaries' verification report
- e) Project close-out report

6. Time Frame

A maximum of four months is envisaged for the duration of this project.

7. Acceptable Practices

- The service provider will provide "one-point of contact" to minimize communication confusion and maximize effectiveness.
- The service provider will preserve the confidential information obtained and will not use the information for personal and commercial gain nor in a way that would be damaging to the HDA.
- The service provider must demonstrate a high degree of flexibility in how and where services are provided and must have the ability to tailor content and delivery methods to meet the specific needs of the HDA.

8. Intellectual Property Right

The design, development, and implementation of the scope of the work under the RFP are the sole property of the HDA.

9. Evaluation

To facilitate a transparent selection process that allows equal opportunity to all production companies, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that proposals will be assessed using the 80: 20 formula for Price and BEE as per the PPPFA.

- 9.1. The HDA needs to be satisfied, in all respects, that the organisation/individual selected has the necessary resources, qualifications and abilities for this project, and that all submissions are regarded in a fair manner in terms of evaluation criteria and process.

- 9.2. The general methodology of selection will be based on proposals that will first be evaluated on their technical ability to perform the task. Any proposals scoring **below 70%** of the points noted in the table below will be disqualified for the second evaluation. The second evaluation of technically competent proposals will be evaluated against Price and B-BBEE using an 80/20 Price/B-BBEE formula.

Table 1- Functionality Criteria

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Consultancy team Experience	<p>Experience working with large-scale qualitative and quantitative surveys – provide evidence (5 points)</p> <p>Experience with advanced data collection, analysis, and visualization tools – provide evidence via CV or written confirmation reports (5 points)</p> <p>Experience working with Human Settlements beneficiaries or public at large – provide evidence (5 points)</p> <p>Submit summarized resumes of all those who will be involved in completing the scope of work and responsibility allocation. Please include their experience in implementing the scope of work (5 points)</p>	20
References	Provide at least two (2) appointment letters with references for completed projects of similar size and scope, completed during the past five (6) years (5 points for each appointment letter with reference provided)	10
Project Plan	<p>Describe the preferred process, methodology and approach for completion of the scope of work (10 points)</p> <p>Indicate the reasoning behind the chosen 2 communities in Western Cape and Gauteng respectively and how the sample size required will be achieved (10 points)</p> <p>Indicate how the community will be engaged prior to the real-time data collection. (10 points)</p> <p>Indicate how the data analyses will be undertaken (10 points)</p> <p>Indicate how the beneficiaries' verification will be undertaken (10 points)</p>	50
Project Schedule	<p>The detailed project schedule, which identifies critical paths and milestones to accomplish the scope of work. (10 points)</p> <p>Strategies proposed to implement scope of work on time and within budget, identifying opportunities and threats to achieving project delivery in a timely manner. (10 points)</p>	20
TOTAL		100

The following criteria will be used for point's allocation for price and B-BBEE compliance on an 80/20-point system: -

Table 2 – Price and B-BBEE

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE Status Level Verification Certificate from accredited verification agencies	B-BBEE Level Contributor	20
TOTAL		100

10. General

10.1. Below are compulsory requirements for this service

10.1.1. It is important to note that the successful person will work under the supervision of an HDA representative, abide by HDA's Code of Conduct, and other organisational guidelines.

10.1.2. Kindly complete and submit the HDA Supplier Registration form if not already on our database and submit together with:

- Valid original tax clearance certificate.
- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: www.thehda.co.za/procurement. Under compliance checklist.
- Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.

10.2. Further information regarding the tender can be send via email to:

Jane.Mahlanqu@thehda.co.za or at tel: 011 544 1000

11. Terms and Conditions

11.1. HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

11.2. No payment will be made where there is an outstanding information/work by the service provider/s.

12. Submission of Proposal

Proposals should be submitted on or before the 14 October 2022 by no later than 11h00 to the following Address:

Attention: Procurement Officer

Block B, 2nd Floor

1 Maxwell Drive

Megawatt Park

Sunninghill, 2157

Sandton

The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the consultant.