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Riviera



REQUEST FOR PROPOSALS

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR
THE DEVELOPMENT OF A WEB BASED STAKEHOLDER DATABASE**

RFP/JHB/2018/025

PROPOSALS TO BE SUBMITTED BY

NOT LATER THAN

12H00 NOON ON 13 NOVEMBER 2018

1. INTRODUCTION

The Housing Development Agency (HDA) is a national public sector development agency that acquires and prepares land as well as develop the land and project manage the development of housing and human settlements. We carry out our activities in partnership with a range of stakeholders including national, provincial and local government and municipalities, as well as with communities, developers, financiers and other affected parties. Established in 2009, the Agency was established by an Act of Parliament in 2008 and is accountable through its Board to the Minister of Human Settlements. For more information about the HDA, please visit our website: www.thehda.co.za

The HDA therefore hereby invites professional service providers to submit proposals for the development of a web based and interactive stakeholder database.

2. DESCRIPTION OF TASKS OF THE DATABASE DEVELOPER

The database developer will be responsible for the following tasks:

- Overall development of a database that will encompass all the stakeholder for the entire organisation.
- Ensure that the database works with Microsoft Office environment and can be accessed by everyone at the HDA both on and off server
- The database must be able to do the following functions:
 - Profile and provide relevant information of all stakeholders
 - Updating database of key stakeholders to ensure alignment and relevance for business generation
 - Maintain a log of all concerns/challenges, how & when & by whom these grievances were resolved
 - Register and maintain a risk pertaining to stakeholder (risk register) and dealing with stakeholder concerns and grievances
 - Categorise stakeholders per service/goods and or professional field
- Develop an online interface with external stakeholders to enable staff members to monitor the concerns/ grievance attendance.
- The database must be linked or accessible through the HDA website and must interface with the backend CMS of the current HDA website
- The database must be suitable for deployment on any environment
- The database must be able to record the stakeholder contacts data (at least 10,000) with the at least the following items:

 Organisation/ Stakeholder /Company

- ✚ Full Name
- ✚ Job Title
- ✚ Addresses
- ✚ E-mails
- ✚ Telephone Numbers
- ✚ Profile
- ✚ Concerns raised - how & when & by whom these grievances were resolved
- ✚ Possible risk pertaining to the stakeholder

In order to get the following outputs:

- ✚ Send List (Report) to all those who are requesting a report on the profile,
- ✚ Send Report the on queries/concerns logged
- ✚ Send to E-mail (Report) on the concern/grievances resolved or escalated ,
by whom, when and
- ✚ Any other requirements as necessary.

3. MANAGEMENT OF THE STAKEHOLDER DATABASE

The SIR Unit as the custodians of all the HDA stakeholders will act as a single point of reference in resolving core business stakeholder relationship challenges. It is therefore through the SIR administrator and coordinator that all the concerns raised by stakeholders will be channelled.

The service provider must ensure that there is training and a training manual developed to ensure that the HDA is able to manage the database without any reliance on the service provider post contract.

4. CONTRACT DURATION

The contract duration will be 3 months from the date of the appointment.

Payments will be released upon approval of the required deliverables and a detailed time sheet. The first deliverable being a framework of the database with options on platform possibilities by the end of November.

5. QUALIFICATIONS AND EXPERIENCE REQUIRED

- Experience (at least 5 years), knowledge and skill in database development & maintenance (provide CV of project team)
- Understanding of the work to be demonstrated through approach and methodology
- Good analytical and trouble shooting skills.
- Cutting edge webbased/app capabilities
- Good oral and written skills in English

6. EVALUATION PROCESS

Please note that bidders who do not meet the Administrative Compliance Requirements as outlined in section 7 below, shall not be considered for Stage 1 evaluation. Proposals will be evaluated on the basis of the following criteria:

- Technical Functionality.
- Cost and Broad-Based Black Economic Empowerment (B-BBEE)

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above.

6.1 TECHNICAL (FUNCTIONALITY) CRITERIA

Stage 1 Evaluation: Scorecard – Table 1

Evaluation criteria		Max points
Company profile (Attach Organogram)	Company profile (s) to be submitted (in case of a joint Venture, all companies must submit separate profiles) indicating the Lead Company. (Profiles to be appropriate to tender subject matter).	10
Company's experience	Expertise and related experience in executing similar projects (Portfolio of similar work done is required on softcopy or live format)	40
Approach and Methodology	Project Plan (approach and methodology, process plan, expected outputs, deliverables and milestone/ timeframes)	30

	and risks).	
Capacity (Human resource and qualification)	Personnel/Capacity (number and instruments/tools) Team skills set and qualifications/software and tools	20
Total score		100

It is important to note that only Bids scoring a minimum threshold score of 70 points in terms of the above evaluation criteria will be considered for stage 2 evaluation below.

6.2 B-BBEE and COST EVALUATION CRITERIA

The following table demonstrates the criteria to be used for allocation of B-BBEE and cost points.

Stage 2 Evaluation: Price and B-BBEE – Table 2

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

Table 3 – 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

7. REQUIREMENTS

Below are compulsory requirements for this service.

7.1 It is important to note that the successful applicant will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

7.2 Kindly submit the following documents:

- CSD report
 - SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: www.thehda.co.za/procurement. Under compliance checklist.
 - Total price proposals on all work to be done.
 - Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.
- 7.4 Further information and queries regarding technical matters can be sent via email to: Zingaphi.Matanzima@thehda.co.za or Tel: 011 544 1000.
- 7.5 Further information regarding Supply Chain Management matters can be sent via email to: Nqobile.Mkhwanazi@thehda.co.za or Tel: 011 544 100
- 7.6 Proposals should be submitted on or before the 13th November 2018 by no later than 12h00 to the following address:
**The Procurement Officer,
The Housing Development Agency,
Block A, 6-10 Riviera Road,
Killarney, Johannesburg, 2193**

8. GENERAL

- 1) The selection of the qualifying proposal will be at the HDA's sole discretion.
- 2) The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.
- 3) The HDA expresses that in an event of any service provider being appointed on this job, there is no expectation that any follow up work on this project will be granted to him/her.