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Riviera



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**REQUEST FOR PROPOSALS**

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**BENEFICIARY ADMINISTRATION OF FULLY SUBSIDIZED HOUSING UNITS IN  
VARIOUS MUNICIPALITIES IN GAUTENG PROVINCE**

**RFP/JHB/2018/006**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN**

**12H00 ON 24 MAY 2018**

## 1. INTRODUCTION

The Housing Development Agency (HDA) is a national public development agency established by an Act of Parliament (Act 23 of 2008). The HDA promotes sustainable integrated communities by making well-located land and buildings available for the development of housing and human settlements. As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information.

In Gauteng Province, the HDA has concluded an Implementation Protocol with the Provincial Department of Human Settlements to support the implementation of activities relating to Human Settlements delivery within the Province. The department has subsequently mandated the Agency to undertake construction of fully subsidised housing units located in various Municipalities within the Province. In order to achieve this objective, the HDA intends to utilize services of relevantly qualified, capacitated and experienced Service Provider for the beneficiary administration of housing units in Gauteng Province.

## 2. LOCATION

The list of the projects located within various Municipalities within the Province is as follows:

Municipality	Project Name	Project Description	Number of Units
<b>Ekurhuleni Metropolitan Municipality</b>	Palm Ridge Ext 9	Construction of top structures (in-situ)	500
<b>City of Tshwane</b>	Nellmapius Extension 21 and 24	Construction of top structures (in-situ upgrading)	500
<b>TOTAL</b>			<b>1000</b>

Prospective service providers can submit proposals for more than one project. The HDA will determine number of beneficiaries to be allocated per service provider per project.

## 3. SCOPE OF WORK/ TASK

This assignment will focus on expediting the process of getting more approved subsidies for beneficiaries of these Human Settlement Development Projects in Gauteng Province. The scope of work for the service provider shall include, but not limited to the following:

- i. to undertake beneficiary administration in the form of conducting beneficiary verification;
- ii. conduct door to door Surveys in order to keep up to date the record of all occupants within an in-situ projects;

- iii. Follow up on completed subsidy applications forms or fill new subsidy applications where required for BNG housing units in accordance with Gauteng Department of Human Settlements requirements;
- iv. The collection of certified supporting documentation and submission of forms to the relevant authority;
- v. The service provider is required to engage directly with beneficiaries and community alike, with the assistance of HDA.
- vi. Secure approvals of beneficiaries subsidy application forms from Gauteng Human Settlements Department.
- vii. Undertake administration, project management and reporting to the HDA and other relevant stakeholders.

## **METHODOLOGY**

It is envisaged that the service provider will make use of secondary/existing data sources in conducting this assignment. It is the aim of the HDA to secure the services of the multidisciplinary team of professionals who possess relevant and applicable beneficiary management skills and related experience in the area of informal settlements upgrading. The service provider's submission shall provide a concise methodology of the intended implementation plan taking community dynamics into consideration as well as responsible programming and a close out report.

The service provider must supply a detailed methodology. This must include:

- i. A statement on how the service provider understands the requirements of this assignment.
- ii. An indicative plan of the service provider's approach, referring to the assignment milestones and timeframe
- iii. A clear statement of available expertise and capacity to match the requirements of this assignment.
- iv. An indication of any innovative approaches and 'value-added' initiatives that the service provider may think appropriate.

## **OUTPUTS/ DELIVERABLES**

- i. Submission of the work programme;
- ii. Beneficiary verification report which will indicate different categories of beneficiaries;
- iii. Conclude signing of Subsidy Application forms for submission to the Department of Human Settlements;

- iv. Collection of certified copies of the required documentation (Id, Birth, Marriage & Death certificates, Pay slips, divorce papers etc.) as per qualifying criteria;
- v. Commission the subsidy application form with the Commissioner of Oaths stamps;
- vi. Submission of progress report on a weekly basis;
- vii. The Service Provider is expected to provide HDA with all the data collected in MS Excel format;
- viii. Completion and submission of project administration, contract documentation and project close out report in accordance with the relevant standards and procedures for professional practice, and contracted scope of work.

#### **4. CONTRACT PERFORMANCE**

The beneficiary verification and submission of subsidy applications forms must be completed and submitted within (1) one month. This timeframe commence once the SLA has been signed by the HDA and the service provider /s.

#### **5. REPORTING**

A Service Level Agreement will be entered into between the successful service provider and the HDA to manage the quality of the service. In terms of reporting, the service provider will be required to:

- i. Provide the Project Manager with weekly status reports documenting progress of the project.
  - ii. Attend weekly project meetings with the HDA's Project Manager at the request of HDA
  - iii. The methodology requires an interactive approach among all stakeholders i.e. Department, Municipality, HDA and contractor to achieve the key outputs;
  - iv. The service provider will undertake the assignment under the direct supervision of HDA officials;
- (i) The service provider will be required to submit standard weekly and monthly reports on work undertaken and targets achieved. The reports shall broadly cover the following :
- **Beneficiary verification;**
  - **Data relating to the subsidy applications captured and submitted;**
  - **Beneficiary approvals status;**

#### **6. REQUIRED SKILLS AND EXPERIENCE**

The service provider must demonstrate the following characteristics as an indication of its capacity and readiness to implement the assignment:

- i. At least 5 -10 years' experience in the field of human settlements development with emphasis on low cost housing development. Extensive and demonstrable experience in human settlements programme(s), Breaking New Ground / RDP house model.
- ii. Working knowledge and proven experience in Housing Subsidy Systems (HSS), Qualification Criteria, Subsidy administration and beneficiary management.
- iii. Proven experience in social facilitation / stakeholder management.
- iv. Promotion of integration-multi-sector interventions from other government departments.
- v. Knowledge of the Housing Act 107 of 1997, BNG and other related legislation, regulatory environment relating to human settlements, informal settlement upgrading and qualifying criteria.
- vi. Proven ability in effective written and oral communication.
- vii. Proficiency in the use of standard word processing, web browsers, spread sheets and presentation software.
- viii. Institutional capacity to successfully carry out an assignment of this nature.
- ix. Service provider must have Commissioners of Oath in house, as the copies of the documents will be required to be certified

In an event of a bid from a multi-disciplinary team, it is the responsibility of the lead consultant to appoint and manage all other sub-consultants.

## **7. CONTRACT**

HDA shall enter into a legally binding contract with the successful bidder, in addition to the letter of appointment.

## **8. TECHNICAL EVALUATION CRITERIA**

In order to facilitate a transparent selection process that allows equal opportunity to all services providers, the HDA will adhere to its policy on the appointment of services providers.

The following functionality criteria will be used for evaluating the tender.

- i. The benchmark of minimum **70 points out of 100 points** on technical functionality will be the cut off to qualify for further evaluation
- ii. Those that qualify will be assessed using the **80:20** formula for Price and B-BBEE as per the PPPFA

**Table 1 – Technical Evaluation Criteria**

<b>CRITERIA</b>	<b>SUB-CRITERIA</b>	<b>WEIGHTING/ POINTS</b>
<b>Lead Company profile (Attach Organogram)</b>	Company profile (s) to be submitted (in case of a joint Venture, all companies must submit separate profiles) indicating the Lead Company	<b>10</b>
<b>Related Work</b>	<p>Related work of the lead company and experience. The experience must be supported by proof of three (3) letters of appointment indicating when and where social facilitation was executed:</p> <p>1 - Letter of appointment (10 Points)                      2- Letters of appointment (20 Points)                      3 - Letters of appointment (30 Points)</p>	<b>30</b>
<b>CVs of team members proposed to do the work</b>	Team leader must have a Degree in Social Sciences, Economics, Development Studies or Communication.	<b>20</b>
	<p>Team members must possess a National Diploma in Social Sciences (Social Work, Sociology, Socio-economics, etc.)</p> <p>(Certified copies of certificates of the team leader and team members must be attached to the technical proposal reflecting proof of the above mentioned qualification/s. Failure to attach the required certified copies will imply the bidder will forfeit the allocated points)</p>	<b>10</b>
<b>Methodology &amp; Approach</b>	Work programme, plan and allocation of resources and tasks.	<b>10</b>
	Meeting deliverables and timeframes	<b>10</b>
	Proposed delivery methodology	<b>10</b>
<b>TOTAL</b>		<b>100</b>

**NB: Service providers may be requested to clarify information in their proposal. This information must be supplied to HDA free of charge.**

**NB: Standard fixed cost of R300.00 (All Incl.) per beneficiary.**

## **9. PAYMENT STRUCTURE**

10.1 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.

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

## **10. GENERAL**

### **11.1 Below are compulsory requirements for this service**

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

11.1.2. Kindly complete and submit the following:

- SBD Forms (SBD4, SBD6.1 SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://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.**

**11.2 Further information regarding technical matters can be sent an email to: [tsokolo.monareng@thehda.co.za](mailto:tsokolo.monareng@thehda.co.za) or Cell-phone: 0781410240.**

**11.2 Further information regarding supply chain matters and queries can be send via email to: [jerry.makofane@thehda.co.za](mailto:jerry.makofane@thehda.co.za) or tel: 011 544 1000**

## **11. SUBMISSION OF PROPOSALS**

11.1. Proposals should be submitted on or before **24 May 2018** by no later than 12h00 to the following address:

**The Procurement Specialist  
The Housing Development Agency,  
Block A, 6-10 Riviera Road, Killarney, 2193,  
Tel: 011 544 1000**

11.2. 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 service provider.