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# TERMS OF REFERENCE FOR APPOINTMENT OF PANEL OF SERVICE PROVIDERS TO UNDERTAKE SOCIAL FACILITATION FOR THE DEPARTMENT OF ENERGY UNDER THE NATIONAL SOLAR WATER HEATER PROGRAMME FOR THE PERIOD 2018/19, 2019/20 AND 2020/21 FINANCIAL YEARS

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## 1 BACKGROUND

- 1.1 From the 2009/10 financial year to date the South African government has been appropriating annual solar water heater (SWH) grant funding with the objectives to reduce electricity demand and greenhouse gas (GHG) emissions; pursue socio-economic imperatives such as job creation and widening access to hot water; and facilitate the creation of a robust local manufacturing industry with higher levels of local production and content.
- 1.2 Medium to long term SWH installation targets have been pronounced as a reflection of national commitment in realising the above listed government objectives. In this regard the current Administration has set a cumulative target of 1.75 million SWH installations by 2019 and further pronounced a long term target through the National Development Plan (a cumulative target of 5 million SWHs by 2030).
- 1.3 Under the custodianship of the Department of Energy (DoE), the government remains resolute to roll out a countrywide SWH programme. The programme's Conceptual Framework includes two main components, namely, the Social and Load Reduction components. Both components are largely driven by the country's developmental imperatives with a common focus on increasing local manufacturing capacity, job creation and skills development.
- 1.4 DoE is mindful of the fact that a community-based approach is one of the key success criteria for most community projects. Before implementing any SWH project, communities that are affected by the project need to be consulted. Such consultation aids in ensuring stakeholder engagement comprising a series of interactions that are

well planned and executed to systematically draw all affected stakeholders into working together.

- 1.5 In implementing the Social Programme DoE will adopt an approach that is based on community involvement. This community-based approach will endeavour to encourage community participation, thus ensuring that community members are able to not only influence activities that will affect them, but also build their capacity and contribute to their empowerment. Consequently this will go a long way in ensuring sustainability of the project as well as encouraging responsibility and project ownership.
- 1.6 In giving effect to the above, DoE hereby invites competent Service Providers to express their interest in conducting social facilitation in accordance with the scope of work outlined below.
- 1.7 The selected Service Providers (Social Facilitation Consultants) need to demonstrate an understanding about indicators of successfully mobilized communities. These Service Providers will be listed on the DoE panel and appointed to undertake this function on an as and when required basis. All selected service providers will be given a fair chance to compete for the work as and when the need arises.
- 1.8 The selected Service Providers will work hand-in-hand with DoE, participating municipalities and other Service Providers to be appointed by DoE (e.g. for Technical Feasibility Assessments, SWH installations, SWH training, etc.). The participating municipalities will make available all relevant data and information such as the location, and details of targeted beneficiaries or households, councilors or leadership and structures responsible for each area and etc., to assist the service providers in order to ensure that all stakeholders are involved.
- 1.9 The DoE will collaborate with the Department of Labour, Higher Education and industry appropriate for Skills Education and Training Authorities (SETAs) including Expanded Public Works Programme (EPWP) and Community Work Programme (CWP) located in the Department of Public Works in order to establish a national training programme to train potential installers and repairers identified by the municipality. The participating municipalities are envisaged to propose

Identified installation Areas for the supply and installation of Baseline Systems in accordance with the signed Municipal Framework Agreement.

- 1.10 The municipality is expected to notify the DoE within 40 days of the signature of the Municipal Framework Agreement, of the initial identified Residential Areas
- 1.11 It is expected that preference should be given to newly proclaimed residential areas and residential developments whether or not such areas and developments are designated or envisaged to be low-income or low-to- medium income residential areas or which are economically depressed or socially and infrastructural underdeveloped.
- 1.12 Municipality is also expected to establish a local labour desk and/or database to identify person within the municipal boundaries, who can be appropriately trained to act as installers or repairers.
- 1.13 It is expected that the municipalities will be requesting assistance from the Small Business Development and Department of Military Veterans for identification of potential installers and repairers.

## **2 OBJECTIVES**

- 2.1 The main objective of this social facilitation assignment is to:
  - 2.1.1 Promote participation, ownership and active involvement of stakeholders including beneficiary communities throughout the life cycle of SWH projects.
  - 2.1.2 Mobilize communities in order to identify what they have and what they know that can be put to better use, and to make linkages and partnerships to expand the knowledge, skills and resources available to them.

### **3 SCOPE OF WORK**

- 3.1 In an Identified Residential Area the successful service providers are expected to perform the following functions:
  - 3.1.1 Conduct stakeholder mapping;
  - 3.1.2 Consult all relevant stakeholders;
  - 3.1.3 Convene community mobilisation meetings;
  - 3.1.4 Raise community awareness about the government's SWH programme;
  - 3.1.5 Compile a database of beneficiaries that are interested to receive SWHs including their socio-economic status;
  - 3.1.6 Compile a database of houses, in a form to be prescribed by DoE, that already have received SWHs;
  - 3.1.7 Set up the project Steering Committee;
  - 3.1.8 Conduct skills audit to train and capacitate the Steering Committee members on their roles and responsibilities, procedural terms for meetings and conflict resolution; and
  - 3.1.9 Secure community support in all project phases.

### **4 DURATION OF THE PROJECT**

- 4.1 The duration of each social facilitation assignment will be limited to **(6) SIX MONTHS** per contract. The selected Service Providers will be appointed under this function as and when required during the three year (3) Medium Term Expenditure Framework (MTEF).

### **5 PAYMENT**

- 5.1 Payment will be based on the achievement of pre-determined milestone and submitted reports. The Department will not make an upfront payment to a successful service provider. Payment will only be made within 30 days upon receipt of an original invoice and will be done in accordance with the delivery of service that will be agreed upon by both parties.

## **5.2 TAX CLEARANCE**

- 5.2.1 The potential service provider/s must ensure compliance with their tax obligations.
- 5.2.2 The potential service provider/s are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 5.2.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 5.2.4 The potential service provider may also submit a printed TCS together with the proposal.
- 5.2.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of TCS / pin / CSD number.
- 5.2.6 Where no TCS is available but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

## **6 REPORTING**

- 6.1 It is envisaged that DoE will require an initial meeting with the successful bidder(s) to agree on the project process and options to be investigated.
- 6.2 Progress meeting feedback shall be held as and when necessary, but at least twice a month. The venue for these meetings should take place at offices to allow all parties to be involved and have DoE officials familiarize themselves with where the programme is being implemented. Representatives from the selected service provider shall be obliged to attend. Where applicable, conference calls shall be held to facilitate such meetings.
- 6.3 The service provider shall work closely with, and report directly to, an official to be assigned by DoE.

- 6.4 All resulting reports and data shall be delivered in two copies, namely, in electronic format and in hard copies. All draft and final reports shall be printed in full colour. The reporting language is English. All documents and copyrights, including data and any associated databases developed during the Social Facilitation assignments will remain the intellectual property of DoE.
- 6.5 All drafts and final reports shall be submitted to DoE in full by the end of the project.

## **7 PROJECT OUTPUTS/DELIVERABLES**

- 7.1 *Inception Report*: The report shall cover an overall project plan (inclusive of a project schedule) with intermediate and final outputs, proposed methodology and identified timeframes/milestones.
- 7.2 *Stakeholder mapping report*: The report shall indicate all stakeholders that are relevant to the projects and include their interests as well as influence.
- 7.3 *Evidence of stakeholder consultation and community mobilisation*: The minutes of all meetings held with the relevant stakeholders, including a summary of community mobilisation meeting outcomes, shall be provided. In addition practical information with clear step-by-step guidelines for field facilitators (inclusive of local community members) engaging with the community shall also be provided.
- 7.4 *Evidence of community awareness raising* Report on all community awareness raising activities shall be provided.
- 7.5 *Beneficiary databases*: Both databases of beneficiaries interested to receive SWHs (supported by signed consent forms), including their socio-economic status, and those that have already received SWHs shall be provided.
- 7.6 *Mapping of project areas*: Maps of Identified Residential Areas (for new SWH installations) and that of those that have already received SWHs (for old SWH installations) shall be provided in a format to be prescribed by DoE.
- 7.7 *Evidence of Project Steering Committee establishment*: The Terms of

Reference for each project Steering Committee shall be provided in a format to be agreed to with DoE.

7.8 *Project Steering Committee Skills Audit Report:* A report outlining the skills set of members of the Project Steering Committee shall be provided.

7.9 *Project Steering Committee Members' Capacitation Report:* A report regarding the training of Project Steering Committee on their roles and responsibilities, procedural terms for meetings and conflict resolution shall be provided.

7.10 *Final Report:* An overall Social Facilitation report shall be submitted to, and accepted by, DoE before the release of final payment.

## **8 COMPULSORY BRIEFING SESSION**

8.1 A Compulsory Briefing Session will be held at the Department of Energy on **11 June 2018 @ 10:00**, 192 Matimba House, Corner Paul Kruger and Visagie Streets, Pretoria.

## **9 EVALUATION METHODOLOGY**

### **9.1 Cost**

9.1.1 Service Providers will be requested to provide a quote as and when required by the Department which as a minimum covers the functions listed under the scope of work and the associated outputs/deliverables.

9.1.2 The total cost must be VAT inclusive and should be quoted in South African currency (i.e. rand).

### **9.2 Broad-Based Black Economic Empowerment**

9.2.1 Provisions of the Preferential Procurement Policy Framework Act (PPPFA) 2011 as amended in April 2017 and its regulation will apply in terms of awarding points.

9.2.2 Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their

bids, to substantiate their B-BBEE rating claims.

9.2.3 Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

9.2.4 A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate for every separate bid.

9.2.5 Accounting Officers must ensure that the B-BBEE Status level Verification. Certificates submitted are issued by the following agencies:

9.2.6 The list below indicates the provinces where Social Facilitation will be carried out by selected Service Providers. Service Providers are therefore requested to indicate the province where they are interested to undertake Social Facilitation. For Service Providers who are interested to bid at national level, the list will encompass all provinces

<b>Name of the province</b>
North West
Limpopo
Western Cape
Northern Cape
Eastern Cape
Kwazulu Natal
Gauteng

9.2.6 The table below depicts the B-BBEE status level of contribution

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2

Non-compliant contributor	0
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### **9.3 Company Experience**

9.3.1 Service Providers should at least have a minimum of five (05) year experience in executing social or grass root level development and mobilization process or Social Facilitation.

9.3.2 The above mentioned experience must be supported by proof of three (03) contactable references indicating when and where Social Facilitation was executed.

### **9.4 Team Leader and Team Members' Experience**

9.4.1 Team Leader must at least have a minimum of five (05) year experience in working with local communities on community level local development projects.

9.4.2 Individual Team Members must have a minimum of at least two (02) year experience in working with local communities on community level local development projects.

9.4.3 CVs of the Team Leader and Team Members must be attached to the technical proposal reflecting proof of the above mentioned experience and should list the relevant projects executed by the Team Leader and each Team Member.

### **9.5 Qualification**

9.5.1 Team leader must have Post graduate Degree in Social Sciences (Social Work, Sociology, Socio-economics, etc.) or Development Studies or Communication.

9.5.2 Team members must possess a bachelor's degree or National Diploma in Social Sciences (Social Work, Sociology, Socio-economics, etc.) or Development Studies or Communication.

9.5.3 Certified copies of certificates for the team leader and team members must be attached to the technical proposal reflecting proof of the above mentioned qualification. Failure to attach the required certified copies will imply the bidder will forfeit the allocated points.

## 9.6 Project Plan

9.6.1 The service provider will be required to provide a Project Plan detailing, among others:

9.6.1.1 Intermediate and final outputs, identified timeframes and milestones.

9.6.1.2 A clear methodology and tools to be used in executing the project whilst demonstrating an understanding about indicators of successfully mobilized communities.

9.6.1.3 Overall project management structure related to the management of activities related to execution of the project.

## 10 EVALUATION CRITERIA

10.1 Bids will be evaluated on **80/20** point system as outlined in the PPR of 2017.

10.2 The proposals will be evaluated in two phases:

### Phase 1:

Bidders will be evaluated based on functionality. The minimum threshold for functionality is **70 out of 100 points**. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price points.

No	Criteria	Weights
1	<b>Company Experience:</b> <ul style="list-style-type: none"><li>❖ Service providers should at least have a minimum of five (05) year experience in executing social or grass root level development and mobilization process or Social Facilitation.</li><li>❖ The above mentioned experience must be supported by proof of three (03) contactable references indicating when and where Social Facilitation was executed.</li></ul>	15

<p><b>2</b></p>	<p><b>Team Leader and Members' Experience:</b></p> <ul style="list-style-type: none"> <li>❖ Team Leader must at least have a minimum of five (05) year experience in working with local communities on community level local development projects.</li> <li>❖ Individual Team Members must have a minimum of at least two (02) year experience in working with local communities on community level local development projects.</li> <li>❖ CVs of the Team Leader and Team Members must be attached to the technical proposal reflecting proof of the above mentioned experience and should list the relevant projects executed by the Team Leader and each Team Member.</li> </ul>	<p><b>25</b></p> <p>15</p> <p>05</p> <p>05</p>
<p><b>3</b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>❖ Team leader must have a postgraduate Degree in Social Sciences (Social Work, Sociology, Socio-economics, etc.) or Development Studies or Communication.</li> <li>❖ Team members must possess a bachelor's degree or National Diploma in Social Sciences (Social Work, Sociology, Socio-economics, etc.) or Development Studies or Communication.</li> <li>❖ Certified copies of certificates team leader and team members must be attached to the technical proposal reflecting proof of the above mentioned experience. Failure to attach the required certified copies will imply</li> </ul>	<p><b>15</b></p> <p>07</p> <p>05</p> <p>03</p>

<b>4</b>	<b>Project Plan:</b> Project plan with	<b>45</b>
	❖ intermediate and final outputs, identified timeframes and milestones.	15
	❖ a clear methodology and tools to be used in executing the project whilst demonstrating an understanding about indicators of successfully mobilized communities	20
	❖ Overall project management structure related to the management of activities related to execution of the project.	10
<b>Total</b>		<b>100</b>

**For purpose of evaluating functionality, the following values will be applicable:**

<b>1=</b>	<b>Very poor</b>	Will not be able to fulfil the requirements
<b>2=</b>	<b>Average</b>	Will partially fulfil the requirements
<b>3=</b>	<b>Good</b>	Will be able to fulfil the requirements
<b>4=</b>	<b>Very Good</b>	Will be able to fulfil better in terms of the requirements adequately
<b>5=</b>	<b>Excellent</b>	Will fulfil the requirements exceptionally

**Phase 2:**

<b>Price</b>	<b>80</b>
<b>B-BBEE compliance</b>	<b>20</b>

**11 FORMAT AND SUBMISSION OF THE PROPOSAL**

11.1 All the standard bidding documents (SBD) must be completed in all respects by bidders. Failure to comply will invalidate a bid.

11.2 Bidders are requested to submit two (02) copies: 01 original plus copy of the proposal and bid documents.

## 12 CLOSING DATE

- 12.1 **Proposals** must be submitted at the Department of Energy on or before **21 June 2018 @ 11:00**, 192 Matimba House, Corner Paul Kruger and Visagie Streets, Pretoria in a bid box marked Department of Energy.

## 13 ENQUIRIES

- 13.1 All technical enquiries to be directed in writing to:

Ms Lebogang Mosenthal

Tel: 012 406 7655

Email: [Lebogang.Mosenthal@energy.gov.za](mailto:Lebogang.Mosenthal@energy.gov.za)

- 13.2 All bid enquiries to be directed to:

Ms Daisy Maraba/ **OR** Ms Rachel Moerane **OR** Ms Keitumetse Pitse

Tel: 012 406 7748/7747/7742

Email: [Daisy.Maraba@energy.gov.za](mailto:Daisy.Maraba@energy.gov.za) **OR** [Rachel.Moerane@energy.gov.za](mailto:Rachel.Moerane@energy.gov.za)  
[OR Keitumetse.Pitse@energy.gov.za](mailto:Keitumetse.Pitse@energy.gov.za)