



nhc

National Heritage Council
SOUTH AFRICA

an agency of the
Department of Arts and Culture

TERMS OF REFERENCE
MARKETING AND COMMUNICATION
SERVICES

SUMMARY OF TENDER

1. Assignment:	The National Heritage Council (NHC) requires suitably qualified and experienced service providers to submit proposals service provider to fulfil Communication and Marketing responsibilities in accordance to the given scope.
2. Name of the responsible office:	Supply Chain Management
3. Address for submitting proposals & other correspondence:	The Supply Chain Manager, National Heritage Council, Room 201, No 57 Kasteel Road, Domus Building, Lynnwood Glen, Pretoria
4. Telephone:	012-3481663/8223
5. Email:	procurement@nhc.org.za
6. Attention:	Mr Sipehelele Skenjana
7. Closing Date & Time for submission of proposals:	07 October 2016 at 11H00
8. Bid Description:	Appointment of a suitably qualified and experienced service provider to fulfil Communication and Marketing responsibilities in accordance to the given scope.
9. Bid Number:	NHC/01/2016/17
10. Briefing Meeting	None

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1. BACKGROUND AND ABBREVIATIONS

1.1. Introduction to the National Heritage Council

The National Heritage Council of South Africa (NHC) is a Schedule 3(A) Public Entity that is responsible for the preservation of the country's heritage. The important areas that the NHC focuses on is policy development for the sector to meet its transformation goals, public awareness and education, knowledge production in heritage subjects that were previously neglected, and making funding available to projects that place heritage as a socio-economic resource. The NHC came into existence through an amendment of the Cultural Laws Second Amendment Act 69 of 2001, and was officially constituted through the National Heritage Act of 1999.

ACCRONYMS:

DAC – DEPARTMENT OF ARTS AND CULTURE

NHC – NATIONAL HERITAGE COUNCIL

2. GENERAL GUIDELINES

Completed Tender submissions should be hand-delivered in sealed envelopes to the NHC at the address on page 1 of this document. All envelopes should be sealed and clearly marked.

All enquiries should be in writing and must be directed to: procurement@nhc.org.za for the attention of Mr S. Skenjana. Enquiries will be allowed from the date of invitation until seven working days before the closing date for submission of proposals.

2.1. Purpose of the Terms of Reference (ToR)

The purpose of this bid is to provide information that will enable the bidder to develop a scope and comprehensive proposal for Marketing and Communications Services for the period of three years from the date of commencement. Since not all services and requirements can be fully defined, the ToR provides an environmental sketch for Bidders to enable them to formulate their proposal for the NHC.

2.2. Objectives

The primary objective of this request for proposal is to invite suitably qualified and experienced service providers to submit proposals to the NHC to render Marketing and Communication Services for the period of three years from the date of commencement.

2.3. Submission of Proposals

2.3.1. The bid should be hand delivered or couriered to the address specified on Page 1 in six (6) sets each. The original, four copies of the proposals plus one CD (i.e. six sets in total) should be clearly marked:

**“MARKETING AND COMMUNICATION SERVICE, REFERENCE NUMBER:
NHC/01/2016/17”**

2.3.2. Bidders are requested to indicate clearly on the cover page of each document, whether it is

the original or copy 1, copy 2, copy 3 etc.

2.3.3. Bidders should adhere to the following:

2.3.3.1. The CD containing BID documents costs R200.00

2.3.3.2. All proposals must be costed in South African Rand, inclusive of VAT.

2.3.3.3. If the bid does not include all the information required or is incomplete, the bid will be non-compliant and thus be invalidated;

2.3.3.4. Any bid received after the closing date and time, will be rejected;

2.3.3.5. All costing must remain valid and open for evaluation for a period of at least ninety (90) days from the time of submission.

2.4. Infrastructure

It is expected that Bidders will be able to provide all necessary facilities, systems, equipment, personnel needed for effective and efficient delivery of the ToR requirements and Service Level Agreement (SLA), without any upfront payment by the NHC.

2.5. Cost to be borne by Service Provider

All costs and expenses incurred by the Bidder, in any way associated with the development, preparation and submission of bid documents, responses and providing any additional information required by the NHC, will be borne entirely and exclusively by the Bidder.

2.6. No Legal Relationship

No binding legal relationship will exist between any of the Bidders and the NHC until the execution of a signed contractual SLA. The ToR document will not form part of any such contract or arrangement. The SLA will be based upon the Successful Bidder's Technical Bid document.

The NHC reserves the right to split the award, or award the tender to more than one Bidder where no Bid satisfies all the requirements or the ToR document.

2.7. Evaluation of Offers

Each Bidder acknowledges and accepts that the NHC may, at its absolute discretion apply selection criteria, specific in this document for the evaluation of proposals for shortlisting/selection of eligible bidders(s), in a phased approach.

3. INSTRUCTION FOR PROPOSALS

3.1. Included on Scope of Service, please see Number 4

4. SCOPE OF SERVICE

APPOINTMENT OF SERVICE PROVIDER FOR COMMUNICATION AND MARKETING SERVICES

4.1 PURPOSE OF THE BID

The National Heritage Council of South Africa is deriving its mandate from the NHC Act of 1999. Part of the key responsibilities are to promote the heritage of the country and its people. There are many other government heritage institutions that are responsible for different areas of heritage preservation, protection and promotion. The NHC was among the other, established to broker a structured focus on heritage at a national level. This responsibility requires a substantial amount of collaborations, changing of perceptions, public interaction and engagement.

Public relations and visibility of the NHC, its stakeholders and their programmes is therefore central to realizing the vision of “a nation that is proud of it’s African heritage”.

4.2 TERMS OF REFERENCE

The terms of reference serves as a brief on the expectations of the NHC.

The proposal on the required services will have to detail the implementation plan with time frames and costs.

If there are any proposed additional service delivery areas as recommendations or added value, they should be costed separate from the main proposal and be included as an annexure named **Added Value Services**. These will be an added advantage to the bidder.

It is important to note that the terms of reference have three sections. The first one requests for costs on products (below the line), the second section is based on services required on a services fees basis and the third on projects of the NHC.

Product based

The costs of the products and the specifications can be pre-determined and thus makes it easy for the bidder to submit accurate costs.

Services Fees

Specific delivery areas are listed and can be costed accordingly. This section also includes all administration, meetings and client liaison.

The prospective service provider will be appointed for a period of three years with each year reviewed annually to be renewed based on a satisfactory performance appraisal. The prospective service provider must be prepared to accept the terms and conditions of the NHC which will among the other include a

three months' probation period and a performance review wherein not less than 80% of the key performance targets must be achieved.

4.2.1 PRODUCT BASED DELIVERABLES

The methodology/approach of how the following services will be implemented should be included in the Integrated Communication & Marketing Strategy.

The development of the following marketing products is an integral part of this assignment. All the items listed under this section will form part of the evaluation criteria. Where details of specifications are not provided, e.g. the type of paper, the service provider must propose the best quality.

4.2.1.1 Website and intranet hosting

a) Hosting

We require the hosting of the current NHC websites (www.nhc.org.za and www.liberationheritage.co.za) and the Intranet to be hosted on dedicated servers that should be provided by the bidder. The hosting of temporary microsites may be required from time to time.

- i. Provide detailed specifications of the dedicated server/s to host the website/s

4.2.1.2 Publications

Corporate publications should be developed for distribution to stakeholders and the public. These publications should also be adapted for the website as a download and different postings if viable at the time of publication.

a) Annual report [Frequency: once per annum]

NHC requires the production of the annual report for a particular financial.

Design: 3 sample designs of the cover, foreword and financials

Size: A4 landscape

Pages: 100 (including cover)

Content Layout

The text and photographs will be made available by the NHC.

Photography

Photography for approximately 20 board members will be required annually at a central location where they attend meetings in Gauteng. Provision should be made for generic stock images that will be sourced by the service provider.

Editing

A professional and accredited editorial service must be provided by the service provider.

Unlimited revision sessions of correction must be provided for.

Printing

Quantity: 200

CD copies

Quantity: 10 copies

Binding

Perfect binding

Finishing

Matt with UV spot varnish

Delivery and packaging of the annual report

Delivery to the NHC physical address in Pretoria

b) Strategy Framework [Frequency: once per annum]

Description: The NHC is expected to publish and distribute its five year strategy. The service provider will be given the information for layout and design.

Size: A4

Quantity: 200

Colour: cover in full colour and inside pages in spot colour

Orientation: landscape or portrait

Pages of cover : 4 full colour

Pages of inner: 28 full colour

Paper of inner : 130gsm Matt

Finishing : Machine varnished/ any other

Binding: saddle stitched

Research: no

Photography: no

Picture sourcing: yes, for the cover pages

Editing: yes

Design and layout: yes

c) Annual Performance Plan [Frequency: once per annum]

Description: The NHC is expected to publish and distribute its five year strategy. The service provider will be given the information for layout and design.

Size: A4

Quantity: 200

Colour: cover in full colour and inside pages in spot colour

Orientation: landscape or portrait

Pages of cover : 4 full colour

Pages of inner: 48 full colour

Paper of inner : 130gsm Matt

Finishing : Machine vanished/ any other

Binding: saddle stitched

Research: no

Photography: no

Picture sourcing: yes, for the cover pages

Editing: yes

Design and layout: yes

d) Corporate brochure [Frequency: once in three years]

Description: a corporate brochure of the NHC and its programmes

Size & orientation: A5 landscape

Colour: full colour

Quantity: 500

Pages of cover : 4 full colour

Pages of inner: 8 full colour

Paper of inner : 130gsm Matt

Finishing : Machine vanished/ any other

Binding: saddle stitched

Research: no

Photography: no

Picture sourcing: yes, for the cover pages

Editing: yes

Design and layout: yes

e) Folders [Frequency: once in three years]

Description: corporate folders with lip

Size & orientation: A4 portrait

Quantity: 500

Colour: full colour

Picture sourcing: yes, for the cover pages

Design and layout: yes

4.2.1.3 Advertising & branding

a) Television advert [Frequency: annually]

Theme: Heritage Month, Heritage Day

Duration: 30 seconds

Required: Concept development, script, production and liaison with television channel (media buying)

Not required: the airtime for the adverts will be paid directly to the Media houses (SABC, eTV) by the NHC. The service provider should therefore not budget for the airtime.

b) Radio advert [Frequency: annually]

Theme: Heritage Month, Heritage Day

30 seconds in Zulu, Xosa, Venda, Tsonga, Sepedi, Setswana, Sesotho, English, Afrikaans, Ndebele, Swati.

Not required: the airtime for the adverts will be paid directly to the Media houses (SABC, eTV) by the NHC. The service provider should therefore not budget for the airtime.

c) Print advert

Theme: Heritage Month, Heritage Day

Size: will be determined at the time of advertising

Required: a concept that inspires the public to celebrate their heritage as a unified nation

Not required: media buying

d) Media buying

The NHC places advertisement on a regular basis in various media which includes print, broadcast and will also be including online.

The service provider is required to coordinate the media placements requests for selected media. Also to provide a report with tear sheets and expenditure after each campaign. The service provider will therefore be requested to provide quotations from the selected media at the time of the campaign. The budget for media buying will not exceed two million rands annually including the placement coordination fee.

Required: The service provider is required to explain in detail the methodology, process and cost structure of the media buying.

e) Corporate video on DVD [Frequency: once off]

Duration: 1 x 3 minutes

Required: Concept development, script, acquiring footage, filming and production.

f) Brand collateral [Frequency: annually]

Produce relevant collateral material for the NHC on an annual basis based on the requirements for that particular year in line with the Integrated Communications Strategy. The material may vary from year to year. The following units will be required in the first year (2016):

6x standard pull-up banners

4x standard backdrop on an expandable frame (only covers will be produced in the second and third year)

1000x water bottles

h) Brand evaluation survey [Frequency: annually]

Develop a proposal and conduct a brand evaluation survey to determine the customer perceptions about the NHC. In this bid proposal, the bidder should detail and motivate the choice of the methodology for the brand evaluation.

i) Corporate Identity review [Frequency: once in three years]

The current corporate identity manual should be reviewed. Develop a proposal and conduct a brand evaluation survey to determine the customer perceptions about the NHC. In this bid proposal, the bidder should detail and motivate the choice of the methodology for the brand evaluation.

j) Exhibition stand [Frequency: once in three years]

The NHC will be engaging with the public at its events and would like to seize the opportunity of a captive audience to extend some of the services and products through mainly online platforms (web, social media). A customised lightweight mobile exhibition that is branded is required. It should accommodate the use of a television screen and securely mounted tablets. A design of the stand is required to be submitted with the bid.

Features and accessories should be as follows:

- 3mx4m in floor size (the height should be standard)

- 40 inch television screen (Smart TV, HDMI Ports, USB ports, and must be able to sync with the tablets mounted on the stand)
- Sound bar (120 Watts, wireless is preferable)
- 3x 7 to 9,7 inch tablet (Wifi enabled)
- 3x portable headphones for the tablets (wire connectable)
- Book display and shelve
- Magazine and brochure display

4.2.2 SERVICES FEES

A proposed Integrated Communication Strategy with an action plan is required for this section. The proposal of this section should be backed up by a media coverage report, from one of the bidder's previous clients, that simply describes the nature of the project, the experience in coordinating the publicity and a list of the media coverage reports categorized into print, broadcast and online as well as their average advertising equivalent values in rands.

The second part of the proposal should be Social media strategy for the NHC with clear objectives. The strategy should take into account the existing platforms (Facebook = National Heritage Council, Twitter = NHCSouthAfrica and YouTube). A short narrative report of previous successes with statistics indicating growth will be an added advantage.

4.2.2.1 Public relations

a) Media relations

Provide for building mutual relationships with Editors, Producers, Journalists, Presenters and media owners.

- I. Proactively drive the publicity of the NHC activities and heritage
- II. Drive the publicity of NHC partnership activities with third party stakeholders
- III. Identify publicity opportunities and manage the reactive responses to media reports about matters of heritage

b) Media monitoring

Provide an extensive media monitoring in the following: print, broadcast, online and social media

- I. Ensure the delivery of alerts twice a day to a select list of recipients
- II. Produce a monthly media analysis report
- III. Produce a monthly electronic booklet of news clips
- IV. Purchase 2x video clips per month, rebrand and upload to NHC YouTube account
- V. Purchase 2x audio clips per month, rebrand and upload to NHC YouTube account
- VI. Provide for tracing the journalists who report about heritage and establishing a communication channel with them through a reliable database.

c) Media subscriptions

Provide newspaper subscriptions to the following titles (one copy each) that should be delivered daily to the NHC:

Sowetan

Daily Sun

The Star

The Times

The Citizen

Beeld

The New Age

Mail & Guardian

African Star

The bidder should facilitate digital subscriptions for two officials for the following titles:

2x Sowetan

2x The Star

2x Mail & Guardian

1x Daily Dispatch

2x Sunday Times

2x Sunday Independent

2x City Press

1x Rapport

1x Sunday World

1x Sunday Sun

1x Marketing Magazine/Journal (monthly/quarterly)

1x PR Magazine/Journal (monthly/quarterly)

d) eMail campaign [Frequency: monthly]

Develop and distribute a monthly eNewsletter through an email marketing campaign to involve and attract existing and new stakeholders. Provide an analytics report of the campaigns and recommend implementable improvements.

e) SMS campaign

Provide for a system that will be able to run SMS campaigns. The NHC will provide a database that is generated from the website registrations and other sources. The size of the data is expected to be 1000 (year 1), 2 000 (year 2) and 4 000 (year 3). The SMS frequency is expected to be one a month excluding December and January (thus 10 month per annum).

f) Social Media [Frequency: monthly]

The social media platforms are a tool of critical engagement with the public albeit with a certain amount of risky brand exposure.

- I. Develop a social media strategy and the implementation thereof.
- II. Manage content and monitor activities on all social media platforms that are used by the NHC (Facebook, Twitter and YouTube)
- III. Produce an analytics report and recommend constructive interventions.
- IV. Recommend any new trends for consideration and implementation.

g) Graphic design [Frequency: monthly]

Graphic designing in line with the corporate identity will be required. This service will include the design of all below the line material for the NHC. Some will be for print while others will be for online and social media. This will include but not limited to corporate stationery, office templates, power point presentations, electronic forms, electronic banners, booklets, brochures, leaflet, posters, email signatures, etc.

- I. Provide for 40 hours per month
- II. Unused hours should accumulatively made available to the NHC in subsequent months

h) Website content management and editing [Frequency: monthly]

The NHC aims to position its website as the first port of entry for information about SA heritage.

Review

- I. Review the look and feel as well as the functionality of the website annually and facilitate the recommended changes
- II. Introduce innovations that will enhance the functionality of the website

Management

An opinion and innovative suggestions on developing the current NHC website into an interactive website should be provided. Monthly updates are required and should include to:

- I. Liaise with all business units of the NHC to source story subjects from projects
- II. Write stories based on the unit projects, secure pictures and upload stories to the website
- III. Research, write and upload stories other than NHC project based but relevant to heritage
- IV. Compile a monthly web analytics report for presentation and planning of the website enhancement
- V. Compile and manage the database retrieved from the registration function/page of the website
- VI. Keep a website editor activity record (especially for uploads)
- VII. Manage the Search Engine Optimisation (SEO)

5.CONTRACT MAINTANANCE REQUIREMENTS

The successful bidder will be expected to perform the following:

5.1 Meetings

Attend at least one meeting per month with the client at the client's premises for a monthly planning and reporting session.

Other adhoc meetings may be called by the client and should be attended by the successful bidder.

5.2 Reports

Prepare and submit formal reports accounting for the month in review for the monthly meetings with the client.

5.3 Planning

Formal plans for the month and an extended period of three to 12 months must be tabled and presented by the successful bidder at the monthly meetings with the client.

5. PERFORMANCE STANDARDS

The following are critical performance standards:

- The NHC require media reports on a monthly basis that is generated/solicited directly by the bidder. The value of the media reports as recorded by the media monitoring and analysis should at the least be three times (threefold) the value of the PR services fees fee (the PR multiplier effect will not be considered, only real values shall count). Failure to achieve this performance requirement (target) for two consecutive months will be considered as underperformance which provides the NHC to cancel or review the contract including the services fee.
- Website uploads of new content should be on a weekly basis in line with a predetermined diary. Ad hoc uploads will be in addition to the diary.
- Social media uploads (excluding YouTube) should take place on a daily basis in line with the social media strategy. Ad hoc uploads will be in addition to the diary.
- At least one opinion piece per month should be published in any of the mainstream South African newspapers.

6. CONTRACT PERIOD

The services are required for a period of 3 years from the date of contracting.

5. STANDARD REQUIREMENTS OF THE BID

5.1. Disclosures

The bidder must disclose:

- 5.1.1. If they are or have been the subject of any proceedings or other arrangement relating to bankruptcy/insolvency.
 - 5.1.2. If they have been convicted or, or are the subject of any proceedings, relating to:
 - 5.1.3. A criminal offence or other offence, involving the activities of a criminal nature in its organization or found by any regulator or professional body to have committed professional misconduct.
 - 5.1.4. Corruption, including the offer or receipt of any inducement or any kind in relation to obtaining any contract with any contracting authority.
 - 5.1.5. Failure to fulfil any obligation in any jurisdiction relating to the payment of taxes and other legal obligations.
- 5.2. If a bidder or related Disclosure extends to any company in the same group of the bidder, including but not limited to parent, subsidiary and sister companies, companies with common shareholders (whether direct or indirect) and parties with whom the Bidder is associated in respect of this tender.
 - 5.3. Disclosure extends to any company in the same group of the bidder, including but not limited to parent, subsidiary and sister companies, companies with common shareholders (whether direct or indirect) and parties with whom the Bidder is associated in respect of this tender.

5.4. Disclaimer

The NHC reserves the right not to appoint a service provider. The NHC also reserves the right to:

- 5.4.1. Award the contract or any part thereof to one or more service providers;
- 5.4.2. Reject all bids;
- 5.4.3. Decline to consider any bids that do not confirm to any aspect of the bidding requirements;
- 5.4.4. Request further information from any Bidder, after the closing date for clarity purposes;
- 5.4.5. Cancel this tender or any part thereof at any time; and
- 5.4.6. Should any of the above occur, it will be communicated in writing to the Bidders.

5.5. Confidentiality

- 5.5.1. Bids submitted will not be revealed to any other Bidders and will be treated as contractually binding;
- 5.5.2. All information pertaining to the NHC obtained by the Bidder as a result of participation in this Request for Bid (RFB) is confidential and must not be disclosed without written authorisation from the NHC; and
- 5.5.3. The successful Bidder will be expected to sign a SLA with the NHC.

5.6. Disqualification

- 5.6.1. Any form of canvassing/lobbying/influencing regarding the short listing will result in disqualification;
- 5.6.2. Any non-disclosure of any information pertaining to this bid will result in disqualification;
- 5.6.3. Non-compliance with the bid requirements will invalidate the bid; and
- 5.6.4. Non-compliance with all the applicable Acts, Regulations and by-laws will result in the disqualification of the bid.

6. EVALUATION CRITERIA

The bid will be evaluated in three (3) phases:

6.1. **Phase 1** – Evaluation on Compliance (Minimum qualification requirements)

This entails screening of all bid responses received at the close of the bid. During this phase, bid responses are registered to ascertain the number of bid responses received before the closing date and time, and to verify if the Bidders have submitted all mandatory requirements. The following mandatory documents should be submitted to qualify for the next phase of evaluation:

- 6.1.1. Standard Bid Document 1 – Invitation to Bid: Annexure 1;
- 6.1.2. SBD 2- Tax Clearance Certificate Requirement
- 6.1.3. Original and valid Tax Clearance Certificate;

- 6.1.4. Certified Copy of BBBEE Status level certificate;
 - 6.1.5. Certified Copy of Company Registration;
 - 6.1.7. Vat Certificate (if applicable);
 - 6.1.8. Joint Venture Certificates or Agreement signed (*if applicable*);
 - 6.1.9. SBD4 - Declaration of Interest – Annexure 2;
 - 6.1.10. SBD 6.1- PPFA Regulations claim form
 - 6.1.11. SBD8 - Declaration of Service providers past supply chain management practices – Annexure 3; and
 - 6.1.12. SBD9 - Certificate of Independent Bid Determination – Annexure 4.
 - 6.1.12 Bidders to be registered on the Government Central Supplier Database (Compulsory)
- 6.2. **Phase 2** – Technical Requirements (Functional Specifications, skills and experience, references and resources)

This evaluation will be based on the responses provided in the Bidders bid documents, using the functional requirements in the TERMS OF REFERENCE section. The threshold values set for qualification of a bid is 80/100 for weight and all bidders who score below this score will be eliminated.

TABLE 6.3

FUNCTIONALITY

INDICATOR	SCORE	EVIDENCE
<p>COMPANY EXPERIENCE</p> <ul style="list-style-type: none"> a) Relevance of the company’s core business to the scope of the bid (the portfolio of services of the bidder) b) Experience of bidder in Government Communications (proof of PR work done for government at a national level) c) Proven track record (the number of years in business with government clients & value of the projects) d) Quality of evidence (samples of previous work) e) Traceable references (names of companies previously/currently serviced, testimonial from client, names and contacts of people to contact) 	25	<ul style="list-style-type: none"> a) Company profile b) Description and value of PR generated for government clients with samples of articles published and/or radio interviews conducted c) List of work done for government client and the years of the contracts d) At least 3x samples of production work produced (e.g. publications, branding, websites) e) List of three references with testimonial letters from the clients
<p>STAFF EXPERIENCE (Capability of staff to be placed on the project)</p> <ul style="list-style-type: none"> a) Experience of staff to be placed on the Project (years of experience in the communications field outside the bidding company, years of 	25	

<p>employment with the bidding company, type of projects implemented and the level of involvement in the projects)</p> <p>b) Relevance of staff educational qualifications to their areas of work in the bid (type of NQF accredited qualifications of staff in journalism/communication/marketing)</p>		<p>CVs of the project team and management/key account manager</p>
<p>METHODOLOGY</p> <p>a) Relevance of the proposed Integrated Marketing and Communication Strategy (level of understanding of deliverables, level of creativity and innovation)</p> <p>b) Value creation opportunities through corporate partnerships</p>	<p>50</p>	<p>a) Integrated Marketing and Communication Strategy for the NHC for a 3 year period</p> <p>b) SMART proposed project ideas with capital resources that can contribute to profiling heritage</p>
<p>TOTAL</p>	<p>100%</p>	

**6.3. Phase 3 – Evaluation in terms of the PPPFA Regulations 2011
(Preference Points: BBEE contribution)**

- 6.3.1. The value of this bid is estimated to exceed one million Rand (R1 000 000 Plus), including all applicable taxes, and therefore the 90/10 system shall apply.
- 6.3.2. This bid will be evaluated and adjudicated according to the 90/10 preference point system, in terms of which a maximum of 90 points will be awarded for price and 10 points will be allocated based on the B-BBEE status level certificate.

Where
$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

B-BBEE Status Level of Contributor	Number of Points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-Compliant contributor	0

- 6.3.3. Preference Points for this bid will be awarded to a bidder for attaining the BBEE status level of contributor in accordance with the table below:

Breakdown of points:

90/10 Preference Point Component	Points
Pricing	90

B-BBEE Level Contribution	10
Total	100

- 6.3.4. The Bidder obtaining the highest number of total points will be awarded the tender.
- 6.3.5. Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 6.3.6. Points scored must be rounded off to the nearest two decimal places.
- 6.3.7. In the event that two or more bids have scored an equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 6.3.8. However, when functionality is part of the evaluation process, and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality, documented in Phase 2.
- 6.3.9. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 6.3.10. Failure on the part of the bidder to fill in and/or sign this form and submit a BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or an Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid or sworn affidavit will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 6.3.11. The NHC reserves the right to require of a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.
- 6.3.12. Bidders wishing to claim preference points must complete the Annexure 5: SBD6.1 - Preference Point Claim form in terms of Preferential Procurement Regulations 2011

7. PRICES

- 7.1. All services pricing should be inclusive of all taxes and payment shall be made in South African Rand;
- 7.2. Service Provider to provide rates per person, per hour on human resources that will be providing services to NHC;
- 7.3. The NHC may require a breakdown of rates on any of the items priced and the Bidders are to provide same without any additional costs and also provide a "Pricing Guide" or "Transaction Fee Schedule"; and
- 7.4. The total amount should be carried out on the Standard Bidding Form SBD1 – Annexure 1.
- 7.5. PRICE ADJUSTMENTS

Prices submitted for this bid will be regarded as non-firm subject to the following price adjustments:

- 7.5.1. Annual price adjustment; and
- 7.5.2. Application for price adjustments must be accompanied by documentary evidence in support of any adjustment on an annual basis.

8. PAYMENT TERMS

- 8.1. The NHC undertakes to pay valid tax invoices in full within thirty (30) days from statement date for services rendered; and
- 8.2. All supporting documents for services rendered should be submitted together with the tax invoice as and when a service has been rendered.

9. VALIDITY

- 9.1. A Proposal shall remain valid for ninety (90) days after the closing date of the submission for proposals. A Proposal which is valid for a shorter period may be rejected by the NHC for non-responsiveness.
- 9.2. In exceptional circumstances, the NHC may solicit the Bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing. A Bidder that has been granted the request will neither be required nor permitted to modify the Proposal.

10. SIGNATORIES

All responses to this RFP should be signed off by the authorised signatories of the Bidder.

11. SPECIAL TERMS AND CONDITIONS

- 11.1. The NHC reserves the right to accept or reject any submission in full or in part, and to suspend this process and reject all proposals or part thereof, at any time prior to the awarding of the contract, without thereby incurring any liability to the affected bidders.
- 11.2. This bid and the contract will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the PFMA. The special terms and conditions of contract are supplementary to that of the general conditions of the contract.
- 11.3. Where, however, the special conditions of contract are in conflict with the general conditions of contract, the general conditions of contract will prevail.
- 11.4. The NHC is the sole adjudicator of the suitability of the Backup / Business Continuity facility for the purpose for which it is required. Therefore, the NHC's decision in this regard will be final.
- 11.5. No bids sent by the facsimile or email will be accepted.
- 11.6. Bids must only be submitted at the NHC Office in Pretoria by the specified date and time.
- 11.7. Bidders are welcome to be present at the opening of bids.
- 11.8. The annexures are part of the bid documentation and must be signed by the bidder and attach to the bid document.
- 11.9. The bid forms must not be retyped or redrafted but copies may be used.
- 11.10. Additional offers may be made but only photocopies of the original supporting documents are required. Additional offers/submissions are regarded as separate and must be treated as such by the bidder. The inclusion of various offers as part of a

single submission in one envelope is not allowed and will not be considered. Additional bid offers must be submitted separately in separate sealed envelopes.

- 11.11. The original valid Tax Clearance Certificate should be submitted together with the completed bid.
- 11.12. Failure to comply with the above-mentioned conditions will invalidate the bid.
- 11.13. Certified copies of the company registration documents or proof of ownership of the company or agency i.e. Shareholders Certificates must be submitted.
- 11.14. Original Sworn Affidavit, Certified copy of B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the founding documents of a CC must be submitted.
- 11.15. Subcontracting of all or any part of this contract will not be permitted.

12.SUBMISSION OF BID DOCUMENTS

Responses to this bid must be submitted to the NHC by no later than:

Date: 07 October 2016

Time: 11H00

Address: NHC Offices, 57 Kasteel Road, Domus Building, Room 201, Lynnwood Glen, Pretoria.

13.LATE SUBMISSION

- 13.1. A response to this RFB shall be late if it is received by the NHC at any time after the closing date and time indicated in Paragraph above.
- 13.2. A late submission shall be clearly marked as late and shall not be admitted for consideration by the NHC.

14.CLARIFICATIONS / ENQUIRIES

Telephonic request for clarification will not be considered. Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference or any other aspects concerning the bid is to be requested in writing (letter or e-mail) from the below contact persons. The bid reference number should be mentioned in all correspondence.

- 14.1 Bid Enquiries :Mr Sipehelele Skenjana

Email: procurement@nhc.org.za

- 14.2. Enquiries received will be responded to within three (3) working days.