

17 Harrison Street
Marshalltown

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Tel : (011) 688-1400 Fax : 116886949



Johannesburg Water

REQUEST FOR PROPOSALS

QUOTATION Validity
60 DAYS

| | |
|------------------------------|--------------|
| PAGE NO. | |
| CLOSING DATE AND TIME | |
| 01-Feb-21 | 12:00 |
| Date of Issue | |
| 25 January 2021 | |
| VALIDITY | |
| 7: DAYS | |

| | |
|---|-----------------------|
| INITIATING DEPARTMENT | INITIATOR |
| SRD | Nobom Mkondweni |
| QUOTATION REFERENCE | COLLECTIVE NO. |
| Jw60 MC 2021 RFQ extensive public education | |
| QUOTATION REQUESTED FROM | |
| | |
| CONTACT NOBOM FOR MORE INFO 011 688 1696 | |

QUOTATIONS WILL BE EVALUATED ON THE 80/20 POINT SCORING SYSTEM.80 POINTS WILL BE ALLOCATED TO PRICE AND THE REMAINING 20 POINTS WILL BE ALLOCATED FOR BBBEE AND PREFERENTIAL PROCUREMENT ALL SUPPLIERS RESPONDING TO QUOTATIONS SHOULD BE REGISTERED ON CENTRAL SUPPLIER DATABASE(CSD)

JW CONTACT PERSON: Maria Chirindze

TELEPHONE NUMBER:...011...688 6610...Email:maria.chirindze@jwater.co.za

| ITEM NO. | DESCRIPTION | BRAND NAME OFFERED | UOM | QTY REQUIRED | PRICE QUOTED EXCL. OF V.A.T. | DIS |
|----------|--|--------------------|-----|--------------|------------------------------|-----|
| | Service providers are invited to submit quotations for the following : | | | | | |
| | Proposal for extensive public education in Stredford 6 -10 in Orange Farm, Region G. | | | | | |
| | | | | | | |
| | NB:Email quote to maria.chirindze@jwater.co.za All suppliers responding to Rfq's should use their own company | | | | | |
| | letter head not Jw Rfq Template AND MAKE SURE THEIR EMAIL ADDRESS IS VISIBLE ON THEIR QUOTATION. | | | | | |

| SUPPLIER DETAILS | |
|-------------------------|----------------------|
| OFFICIAL STAMP | AUTHORISED BY: |
| | SIGNATURE:..... |
| | DATE:..... |

| CONDITIONS |
|--|
| 1. QUOTATIONS RECEIVED AFTER CLOSE OF BUSINESS ON THE CLOSING DATE WILL NOT BE ACCEPTED. |
| 2. QUOTATIONS WITHOUT BRAND NAMES WHERE REQUIRED WILL NOT BE ACCEPTED |
| 3. PRICES QUOTED MUST BE AS PER THE UNIT INDICATED AND BE EXCLUDED OF VAT |
| 4 QUOTATIONS WITHOUT THE SUPPLIER'S AUTHORISED SIGNATURE WILL NOT BE ACCEPTED. |
| 5 ACCEPTANCE OF A QUOTATION WILL BE SUBJECT TO JOHANNESBURG WATER'S SUPPLY CHAIN POLICY |



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TARGETED PUBLIC EDUCATION

BACKGROUND

Johannesburg Water was established in January 2001 as an independent company, the City of Johannesburg being the sole shareholder, JW is a municipal owned entity (MOE) mandated to provide water and sanitation services to the residents of Johannesburg.

JW experiences high levels of abuse on infrastructure especially the sewer network by residents and in some areas due to ageing infrastructure. JW will continue to implement infrastructure upgrading projects to minimize the continuous overflow of sewer manholes as a result of ageing infrastructure. In support of technical intervention communities also have to play a critical role in ensuring that the system is not overloaded and burdened with foreign objects and in the same manner conserve water and use it sparingly. There have been requests for JW's intervention in different parts of Ward 1 which is made up of Stretford 6-10. According to the 2011 census results Ward 1 had a population of 32 888 so the Service Provider should try and reach as many people as possible beside the number of households.

PURPOSE

To provide guidelines for the request for quotation of a Service Provider who will create awareness on proper use of sewer infrastructure in Stredford ext 8- 10 in Ward 1.

OBJECTIVES

To influence behavioral change towards the proper use and maintenance of the sewer infrastructure as well as the conservative use of water.

OUTCOMES

Directors:

Mr Sibusiso Buthelezi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director), Mr Johan Koekemoer (Financial Director), Dr Jack Maduna, Ms Aggie Sekoba, Ms Rachel Kalidass, Ms Patricia Marah, Professor Clinton Aigbavboa, Ms Mpusi Mangena; Ms Nomvuyiso Batyi; Mr Mongezi Ntsokolo

Ms Kethabile Mabe (Company Secretary),
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- Proper use of sewer infrastructure
- A well-developed sense of ownership towards infrastructure
- Conservative use of water
- Responsibility to report service delivery failures
- Respect for municipal servitudes
- Reduction of sewer blockages by 5%

TARGETED PUBLIC EDUCATION

Education is the key in empowering our people to take charge of their lives. In order to fulfill legislative requirement and create a sense of ownership in communities state organs should provide education.

Johannesburg Water in providing potable water and sanitation services within the City is confronted by various challenges of water wastage and sewer system abuse. Orange Farm has been identified as a hotspot for both but the main focus of the document would be on sewer system abuse. Johannesburg Water seeks to appoint a Service Provider that will conduct an innovative public education program in Ward 1, Orange Farm within the City of Johannesburg. The Service Provider needs to show in his/her program as to how best these areas can be impacted. These will take various forms such as door to door campaigns, workshops in various public institutions such as clinics, churches, crèches, schools and other hang-out areas. Based on the purpose and objectives of the program as indicated above, the expected outcome of the program is for JW to minimize sewer blockages.

AIM

In embarking in the targeted public education drive Johannesburg Water hopes to achieve the following:

- Establish the causes of sewer system abuse so as to inform mitigation thereof
- Influence behavioral change to ensure proper use of sewer infrastructure

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- To encourage conscious and active community participation in issues that affect their environment
- To encourage the highest health and hygiene standards with conservative use of water in various communities
- To solicit commitment from the residents to be ambassadors of change

PROCESS PLAN

The effective intervention would be that which will involve the community members in participating in issues that affect them and will have the following benefits other than the education:

- Employing local people
- Capacity building for young persons to be appointed on the program

Johannesburg Water acknowledges that behavioural change cannot be achieved overnight but rather a process. However it is important to have a plan in place in establishing facts, mitigate and assess if one had succeeded or attempted to succeed in that course. Due to enormous work involved in so doing and the capacity within the department, an independent Service Provider(s) needs to be solicited. A thorough consultative process should be done with the leadership, all stakeholders and community at large to ensure buy-in and gather ideas from the community as to the best times of getting the relevant people.

APPOINTMENT OF A PUBLIC EDUCATION SERVICE PROVIDER

The appointed service provider will conduct a pre-assessment survey that will assist with the analysis that will inform the trends and attitudes towards the proper use of the sewer infrastructure and to assess impact of the intervention thereof. Subsequent to the analysis and stakeholder consultation, constant awareness should be done using various forms of media and interactions within the community like door to door campaigns.

Supplementary activities should be conducted like exhibitions next to busy areas like shopping centres and taxi ranks. The responses received would assist to provide guidance

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on what to improve upon based on the weaknesses that would be identified from the intervention. The service provider is to constantly provide a report on weekly basis as well so as to identify challenges and deal with them as they arise.

TERMS OF REFERENCE FOR THE SERVICE PROVIDER

The following is expected from the Service Provider:

- Must present a pre-assessment tool to be used for JW's approval
- Must develop publicity material like flyers; banners for the project in order to create awareness and education
- The developed material will need to be approved by JW before it could be printed
- Must facilitate the recruitment and training of Community Based Facilitators
- Must have a payroll system in order to be able to administer wages
- Must be responsible for the appointment of the Community Based Facilitators in order to be able to manage the payment of wages and all HR related issues.
- Must provide and present a detailed project implementation plan developed on MS Project
- Must ensure successful implementation of the door to door campaign; clinic workshops; school presentations; street corner exhibitions; church presentations; and any other innovative ways to influence behavioral change towards proper use of sewer infrastructure
- Must ensure that all the project team members are identifiable (provide identification tags)
- Must be responsible for the safe keeping of JW branded reflector vests and provide A5 identification card for the back pocket of the reflector vests
- Must conduct adhoc activities within the neighboring areas
- Must submit a weekly operational plan for the following week stating the type of work and area of engagement
- Must address challenges arising on site, report on them in the weekly reports while giving recommendations

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- Must prepare and present a final report with photographs as evidence of work done
- Present the final report on a PowerPoint format to the Project Team
- SP will be expected to capture key activities using a camera and audio visuals of which they should provide JW with soft copies
- Acknowledge that the final report and the captured data remains JW's intellectual property
- The core team presented to JW must always be available for the entire duration of the project.
- Must be able to give JW assurance that they can carry out the payment of community facilitators for the period of engagement before being paid by JW
- Must not be reminded to submit reports or any responsibility they have over the project.
- Must adhere to 5% sample for both the pre and post project assessments.
- At pre-assessment stage the Service Provider will receive statistics on sewer blockages in the area for the past three months
- At post-assessment stage the Service Provider would be expected to have reduced the number of blockages by at least 5%
- The Service Provider must reach a minimum of 1 000 households during their time of engagement on public education
- The Service Provider must include a Company Profile when responding

REQUIREMENTS OF SUITABLE SERVICE PROVIDER

- The Project Manager/s must have a minimum qualification of a degree in Humanities/ Social Sciences
- The Service Provider must have some experience in the field of community education or similar field (minimum of 3 years)
- Service Provider's ability must be suitably acknowledged and referenced by previous clients or any successfully completed operation (minimum 2 reference letters)
- Good presentation skills for proper impartation of information
- Ability to manage large numbers of temporary employees effectively and efficiently

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- Ability to create public awareness for the public education project; its objectives and expected outcomes
- Ability to protect the image and reputation of the client
- Ability to manage multi-faceted stakeholders
- Ability to identify critical stakeholders to ensure successful implementation of the project and create effective engagement processes with them.

CONCLUSION

Service Provider is expected to provide clear and step by step proposals on how to deliver the desired outcomes for the intervention. The duration of the project with clear timelines and the project cost.

TIMELINES & OTHER DETAILS:

Date of issue: 25 January 2021

Closing date: February 2021

Targeted areas: Stretford 6-10

Estimated project duration: 6 -8 weeks

Targeted number of households: 1 000 and more

Contact person & contact details: Nobom.mkondweni@jwater.co.za

011 688 1696 Tel

Where and when to submit the RFP's: refer to the excel document for Supply Chain Specialist

PROPOSAL COVER: "ORANGE FARM SOCIAL ENGAGEMENT"

| ACTIVITY | UNIT | UNIT COST (R) | TOTAL COST (R) | Duration |
|--------------------------------|-------------------------|---------------|----------------|----------|
| Pre-assessment | | | | |
| Training Workshop | | | | |
| Public Education -Door to door | Appoint 10 facilitators | | | |

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| | | | | |
|---|--|--|--|--|
| -Clinic Visits -School Visit -Taxi Rank | @ R300pd x -- pp x-- days Stationary = Reflective vests Pens Clipboards | | | |
| Post – Survey | | | | |
| Project Management Fees | | | | |
| Close-out report | | | | |
| TOTAL COST | | | | |

NB: Due to the resurgence of Covid 19 and current regulations there will be no briefing session hence the above template to guide the process, However for further queries do not hesitate to email to: nobom.mkondweni@jwater.co.za as she works out of office sometimes and might not get hold of her on the office number. She will respond to these as soon as she receives them. Please be mindful of the closing date as no queries will be responded to after the closing date.

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