

REQUEST FOR INFORMATION

RFI NUMBER:	JW RFI 26/08/2024	CLOSING DATE:	02 September 2024 @4h00
DESCRIPTION:	PROJECT MANAGEMENT AND SOCIAL FACILITATION SUPPORT SERVICES ACROSS THE CITY OF JOHANNESBURG ON AN AS AND WHEN BASIS FOR THE PERIOD OF 36 MONTHS.		
ISSUE DATE	26/08/2024		
Submit via Email to:	sinna.hlongwane@jwater.co.za		

ENQUIRIES MAY BE DIRECTED TO:			
Bidding procedure enquiries <u>must</u> be sent to		Technical enquiries must be directed to	
CONTACT PERSON	Sinna Hlongwane	CONTACT PERSON	Avuyile Mcimbi
TELEPHONE NUMBER	011 688 1410	TELEPHONE NUMBER	011 688 1580
E-MAIL ADDRESS (Submissions must be made to this address)	sinna.hlongwane@jwater.co.za	E-MAIL ADDRESS	Avuyile.mcimbi@jwater.co.za

SUPPLIER INFORMATION			
NAME OF BIDDER			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
CENTRAL SUPPLIER DATABASE No:			
MANUFACUTER OR THIRD PARTY			

1. PURPOSE OF THE REQUEST FOR INFORMATION

To assist the organization with business decision-making purposes for a once-off Request for Tender with regards to budget, cost-effectiveness, risk assessment, specific goals to include in the tender, award, and allocation strategy to incorporate, non-firm prices, pricing schedule, and special conditions of the tender.

2. BACKGROUND

Johannesburg Water invites service providers to respond to a Request for Information for the project management and social facilitation support services across the city of Johannesburg on an as and when basis for the period of 36 months. at across the city of Johannesburg. This RFI is strictly to solicit market-related information from potential bidder(s) project management and social facilitation support services across the city of Johannesburg on an as and when basis for the period of 36 months. at across the city of Johannesburg. This RFI does not constitute; an offer; or any impression none so ever to do business with Johannesburg Water.

3. SCOPE OF WORK AND SPECIFICATIONS REQUIREMENT

Johannesburg Water (JW) has a high percentage of unaccounted for water due to aging infrastructure and ill-use of water and sewer infrastructure by residents. In response to the challenges above, JW continues to implement infrastructure upgrading projects to minimise the continuous overflow of water and sewer because of ageing infrastructure. JW has been implementing Water Demand Management projects and other infrastructure upgrading projects across the City of Johannesburg that require a rigorous social facilitation and public awareness to secure, enhance and maintain community buy-in furthermore, ensure the success of the project. The Service Provider will support all CAPEX and Basic services, or any other project required by Stakeholder Relations.

3.1 LOCATION OF SITES

Across the City of Johannesburg where Water demand management and Basic services projects are implemented.

3.2 SPECIFICATION & SCOPE OF WORK

3.2.1 Stakeholder Management

This exercise includes engaging segmented stakeholders for project introduction and give regular updates on the progress of the project. The engagement entails:

- One on one meetings with the Councillors;
- Develop Stakeholder Engagement Plan to indicate how Stakeholder engagement will be conducted;

- Lobby and advocacy to solicit buy-in from influential groups for the smooth running of the projects;
- Stakeholder meetings to appraise affected Stakeholders on the progress and to resolve issues raised;
- Public meetings to introduce and provide updates on the developments of the projects;
- Acquire both social and political buy-in to ensure successful implementation of CAPEX projects;
- Develop messages tailored for each stakeholder group interests;
- Identify interests of each stakeholder group;
- Deliver messages using multiple public participation platforms (e.g., meetings, bulk SMS, WhatsApp);
- Design participation programmes for effective participation and
- Initiate and attend all public meetings (Registers and minutes should be provided).

3.2.2 Public Awareness

Develop collateral as well as project related educational material, but not limited to the following:

- Purpose and benefits of each project;
- Meter usage and meter reading;
- Airtime loading content ;
- Develop messages tailored for each stakeholder group interests;
- Proper use of JW infrastructure i.e. Fire hydrants;
- The importance of paying for services;
- Water conservation and proper use of sanitation infrastructure;
- Prepaid meter demonstration;
- Aftercare programme (checking with Customers if they are happy with how the work was carried out);
- Develop public engagement plan;
- Conduct project-based workshops and
- Project related activations.

3.2.3 Administrative Support

- Manage all documents related to the projects;
- File and submit hard and soft copies;
- Record all public engagements (weekly, monthly, quarterly, annual reports and comprehensive close out reports);
- Provide attendance registers and minutes for all Stakeholder meetings and
- Print and ensure that consent forms and related forms are signed correctly.

3.2.4 Human Resources

The Service Provider will be responsible for recruitment, induction, management, conflict resolution, signing of contracts and employment exit of Community-based Workers. Community-based workers will be employed from the communities where the projects are implemented. This will assist in instilling a sense of ownership of the project by the community. Various responsibilities will be allocated as per the Service Provider's plan and programme approved by JW. Manage recruitment and appointment of CLOs as per CoJ CLO Policy and Guidelines. Recruit and manage performance and payment of community-based workers.

3.4.5 Project Support

- Conflict resolution (resolve project and community issues.);
- Signing of project related forms;
- Distribution of relevant notices (tailor made messages for different projects);
- Attend public meetings to introduce and provide updates on the developments of the project and
- Attend technical/site progress meetings to report on social issues and to get updates on the project progress and issues raised.

3.2.6 Monitoring and Evaluation

This refers to ongoing (daily) oversight of the project to help identify gaps and try to address them as the project progresses. This also includes being on the ground and checking whether Community-Based Workers are doing their duties as per the contract.

- Development of a monitoring tool approved by JW;
- Administration of the tool;
- Reporting of findings and recommendations;
- Evaluation report and
- Collate data, analyse, and prepare a report.

3.2.7 Reporting

- Must submit an operational plan weekly stating the type of work and area of engagement;
- Must submit EPWP report each month;
- Must submit monthly, quarterly, annual or any report requested by JW;
- Must address challenges arising on site, report on them in the monthly reports while giving recommendations;
- Must be available to attend monthly progress meetings and provide written monthly reports by the 3rd of every month and provide copies of the report to the Project Steering Committee members (PSC);
- Must prepare and present the closeout final report, lessons learnt and recommendation at the end of the project with photographs as evidence of work and
- Present the final report on a power-point format to the project team.

4. PRICE SCHEDULE

ITEM DESCRIPTION	UNIT PRICE Excl VAT R	VAT@15% R	UNIT PRICE INCL VAT R
Councillor Meetings			
Stakeholder Meetings			
Public Meetings			
Pre and post Implementation Survey- Designing of Assessment Tool, Administration of the tool, data collation and analysis and Report			
Development of project material (pamphlets and booklets or any other project material)			
Printing of project Material; 1. A4 notice 2. Leaflet 3. A5 booklet (up to 20 pages)			

Local labourers /Facilitator			
Supervisor			
Mark up/ Management Fee			

Prices Firm / Non-Firm?

Suppliers to complete the below according to their company details.

INFORMATION FOR SPECIFIC GOALS ANALYSIS	
BUSINESS OWNED BY 51% OR MORE -BLACK PEOPLE	
1. Percentage (%) of Black Ownership)	
2. Is Black Ownership 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE – BLACK YOUTH	
1. Percentage (%) of Ownership by Black Youth	
2. Is the percentage of Black Youth Ownership 51 % or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-WOMEN	
1. Percentage (%) of Ownership by People who are Women	
2. Is the percentage of People who are Women 51 % or more? (Yes or No)	
BUSINESSES LOCATED WITHIN THE BOUNDARIES OF A REGION IN COJ, COJ MUNICIPALITY OR IN GAUTENG PROVINCE	
1. Is your business located in the Gauteng Province? (Yes or No)	
2. Is your business located in the COJ Municipality? (Yes or No)	
3. Is your business located within the region of the COJ? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE - BLACK PEOPLE WHO ARE MILITARY VETERANS	
1. Percentage (%) of Ownership by Black People Who Are Military Veterans	
2. Is the percentage of Ownership by Black People Who Are Military Veterans 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-BLACK PEOPLE WITH DISABILITIES	
1. Percentage (%) of Ownership by Black People With Disabilities	
2. Is the percentage of Ownership by Black People with Disabilities 51% or more? (Yes or No)	
SMME (AN EME OR QSE) OWNED BY 51% OR MORE - BLACK PEOPLE	



1. What is the Enterprise Type? EME – turnover is less than R10m QSE – Turnover between R10m and R50m Generic – Turnover is R50M of more	
JOINT VENTURE (JV), CONSORTIUM OR EQUIVALENT	
1. What is the percentage (%) of ownership for each party?	
SUBCONTRACTING WITH COMPANIES AT LEAST 51% OWNED BY HISTORICALLY DISADVANTAGED INDIVIDUAL (HDI) GROUPS MENTIONED ABOVE	
1. What is the percentage (%) that will be sub-contracted to companies that are at least 51% owned by Historically Disadvantaged Individual (HDI) groups mentioned above?	