



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

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PO Box 61542
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REQUEST FOR INFORMATION

RFI NUMBER:	JW RFI 27/08/2024	CLOSING DATE:	04 September 2024 @16h00
DESCRIPTION:	Service provider to conduct a Customer Satisfaction Survey across the City of Johannesburg		
ISSUE DATE	27 August 2024		

ENQUIRIES MAY BE DIRECTED TO:

Bidding procedure enquiries <u>must</u> be sent to		Technical enquiries must be directed to	
CONTACT PERSON	Tshilidzi Takalani	CONTACT PERSON	Ntshepisieng Mulaudzi & Koketso Nakeng
TELEPHONE NUMBER	011 688 1772	TELEPHONE NUMBER	083 294 0571/083 300 8930
E-MAIL ADDRESS (Submissions must be made to this address)	tshilidzi.takalani@jwater.co.za	E-MAIL ADDRESS	koketso.nakeng@jwater.co.za ntshepisieng.mulaudzi@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:			
MANUFACTURER OR THIRD PARTY			

Directors:

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1. PURPOSE OF THE REQUEST FOR INFORMATION

The RFI response proposals is enquired to assist the organisation with business decision making purposes for an upcoming thirty-six (36) months Request for Tender with regards to budget, cost effectiveness, risk assessment, specific goals to include in the tender, award and allocation strategy to incorporate, firm or non-firm prices, pricing schedule and special conditions of tender.

2. BACKGROUND

Johannesburg Water invites service providers to respond to a Request for Information for conducting a Customer Satisfaction survey across the City of Johannesburg for a period of 36 months. This RFI is strictly to solicit market related information from potential bidder(s) for conducting a Customer Satisfaction survey 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

3.1. REQUIREMENTS

The service provider will be required to conduct a Customer Satisfaction survey across the City of Johannesburg for a period of 36 months.

The scope of work for this tender will entail the following:

- 3.1.1 A Customer Satisfaction Survey across the City of Johannesburg.
- 3.1.2 Stakeholder Audit across the City of Johannesburg

3.2. DELIVERIES

3.2.1. STAGE ONE: QUESTIONNAIRE DESIGN

- The service provider will be required to draw a sample that is a proportional representation of the 3 segments of our customers mainly domestic: commercial and institutions.
- Must develop a questionnaire that will be pre-approved by Johannesburg Water.
- Printing and distribution of the questionnaire.
- Survey to be qualitative and quantitative.

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3.2.2. STAGE TWO: INTERVIEWING PROCESS INCLUDING FOCUS GROUP DISCUSSION

- The service provider must establish key drivers of customer satisfaction.
- Must ascertain overall satisfaction of Johannesburg Water's products, services, and image.
- Must determine customer perception of Johannesburg Water as a water and sanitation utility. Must conduct a tracking survey based on the 3 previous survey already conducted.
- Must identify any performance shortfalls.
- Must establish levels of awareness of services as well as the current use of services.
- Must determine level of satisfaction of customers in terms of complaints handling system and the Customer Charter.
- Must provide a statistically defensible database of citizen and business perception (satisfaction levels) of services provided by Johannesburg Water.
- Must get an indication of the reasons for the perceptions with regards to the service levels.
- Must be able prioritise those services requiring the most urgent attention in order to implement the necessary interventions.
- Must evaluate the level of customer satisfaction from Johannesburg Water customers.
- Must determine customers understanding of Johannesburg Water's vision and mission, and its strategic plans.
- Must identify specific areas that require improvement.
- Furthermore, the Customer Satisfaction Survey must help Johannesburg Water to:
 - ✓ Establish a platform for on-going performance tracking.
 - ✓ Create an information base that will help guide future strategy development and highlight areas of weakness.

3.2.3. STAGE THREE: DATA COLLECTION AND ANALYSIS

- Must perform competitive analysis through assessing the performance of Johannesburg Water to other water and sanitation providers.

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- Must determine whether the services rendered by Johannesburg Water has improved or deteriorated with comparison to the last three years focusing on the key deliverables.
- The service provider must conduct interviews and collect data from the interviewees.

3.2.4. STAGE FOUR: REPORT WRITING AND PRESENTATION

- Must provide a Comprehensive presentation of the project implementation plan.
- The service provider will be expected to capture key activities using a camera and a video and provide Johannesburg Water with soft copies.
- Must prepare and submit a comprehensive report on the findings, methodology and recommendations from the survey and must acknowledge that the final report and the captured data remains Johannesburg Water's intellectual property.
- Must report on each and every milestone in the project on a regular basis and ensure representation of the key project team members in all the meetings.
- Must provide regular progress reports.
- Must prepare a final report on a PowerPoint and Word format which must be presented to the Exco and the Board of Directors, by Leader Researcher.
- The survey will be conducted on an annual basis for three consecutive years.

3.2.5. STAGE FIVE: STAKEHOLDER AUDIT

- Must be able to extract from the study a part quantifying stakeholders' perception.
- Must be able to identify development priorities of future needs (next five years).
- Must recommend measures to enhance customer's satisfaction and loyalty.

3.2.6. METHODOLOGY AND SAMPLE SIZE

- The service provider will be required to conduct customer satisfaction survey through the provision of a systematic assessment of Johannesburg Water customer attitudes and perceptions by carrying out a comprehensive survey from which a stakeholder audit can be quantified as part of the survey.

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- Qualitative and quantitative research methodologies should be used and focus group discussions should be included in the study.
- The study should encompass a qualitative stage, with 14 focus group discussions amongst the general public from different City of Johannesburg Regions and who received different levels of service.
- Must be able to conduct the survey with the total sample size of 3400.

Sample size per administrative region (2500)

Sample	Regions						
	A	B	C	D	E	F	G
Size	338	172	269	438	355	438	490

- 100 Stakeholder interviews
- 800 Business customers (633 commercial companies and 167 of industrial companies)
- The study must also take into account the views of commercial & industrial customers in 30 in-depth interviews and 10 in-depth interviews with Stakeholders from various sectors.
- The Stakeholder Audit should be part of the overall study and three stakeholder areas should be identified, Owner Stakeholders, Operator Stakeholders and Beneficiary Stakeholders, with an outline of the role of each in relation to Johannesburg Water, their current known perceptions as well as issues and concerns of each group towards Johannesburg Water.

OPERATORS: Those whose support the business mission and vision by providing resources, research/intelligence, and services but hold no power of veto or permanent role in its existence.

OWNERS: Those who hold the power of veto over the organisation's business existence and operations. They can determine or affect its mandate.

BENEFICIARIES: Those who stand to benefit from the existence of the business/organisations, whether or not they are paying.

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- Amongst others the following are the stakeholders identified: key influential stakeholders at Government Department and Entity level, as well as bulk users, community representatives, suppliers, vendors and other groups such as NGOs, educational establishments, etc.

Stakeholders segmentation:

OWNER STAKEHOLDERS	OPERATOR STAKEHOLDERS	BENEFICIARY STAKEHOLDERS
Department of Water Affairs	Bulk water supplier	Domestic water users
Gauteng Provincial Government	All other suppliers	Industrial water users
	Research institutions	Community organisations
	Academic institutions	NGOs
	SALGA	Educational Institutions
	Environmental conservation agencies	Hospitals and clinics

STAKEHOLDERS	Number
Government Departments, etc.	10
Top stakeholders - qualitative	10
Stakeholders: various - including Property Management Companies	18
Suppliers	20
Vendors	10
Ward Councillors – townships	14
Ward Councillors – suburbs	6
Community Leaders – townships	12
Total	100

3.2.7. PROJECT TEAM

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a world class African city



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- The company should have experience of a minimum of 5 years in conducting Customer Satisfaction Survey using qualitative and quantitative methodologies including focus groups discussions and must have the ability to write high level reports.
- The Project team to comprise of a Project Leader with Post Graduate qualification in Project Management, a Statistical Professional with a Post Graduate qualification in Statistics and a Lead Researcher with a minimum of a Masters Degree in Social Science.
- The minimum qualification required for the Project Leader is a Post Graduate qualification in Project Management, with a minimum of 2 year's project management.
- The minimum qualification required for a Statistical Professional is a Post Graduate qualification in Statistics with a minimum of 2 years of experience in analysing statistical data.
- The minimum qualification required for Lead Researcher is a Master's Degree in Social Science, and a minimum of 3 years' experience in conducting Customer satisfaction surveys, data analysis and report writing.
- The company should have experience in conducting a minimum of 2 Stakeholder Audits.
- The project team introduced at the commencement of the project should remain the same for the duration of the project and where there are changes the client should be notified immediately in writing.

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4. PRICE SCHEDULE

Pricing Conditions

All price(s) tendered shall include the cost of all insurances, services, labour, equipment, fuel, materials, operational assistants, and all other expenses incidental to the operation and work to be performed etc. and be the nett price after all discounts and settlement discount have been deducted.

Year 1

DESCRIPTION	ESTIMATED QUANTITY	UNIT PRICE Excl VAT	UNIT PRICE Incl VAT
Questionnaire design for CSS and Stakeholder audit	1		
Administration of the tool	1		
Interviewing process including focus group discussion	14		
Data collection, analysis and report writing	1		
Stakeholder audit and report writing	1		
Estimated financial year 1 Costs			

Year 2

DESCRIPTION	ESTIMATED QUANTITY	UNIT PRICE Excl VAT	UNIT PRICE Incl VAT
Interviewing process including focus group discussion	14		
Administration of the tool	1		
Data collection, analysis and report writing	1		
Stakeholder audit and report writing	1		
Estimated financial year 1 Costs			

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Year 3

DESCRIPTION	ESTIMATED QUANTITY	UNIT PRICE Excl VAT	UNIT PRICE Incl VAT
Interviewing process including focus group discussion	14		
Administration of tool	1		
Data collection, analysis and report writing	1		
Stakeholder audit and writing	1		
Closeout report	1		
Estimated financial year 1 Costs			

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	

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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?	

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