



TERMS OF REFERENCE AND CALL FOR PROPOSALS:
FOR FAMILY STRENGTHENING INTERVENTIONS IN CONFLICT AREAS IN KWAZULU-NATAL (PHOENIX, BHAMBAYI AND PIETERMARITZBURG)

Deadline for Submissions: 26 July 2022

SAHRC RFP 4-2022

1. PURPOSE AND PROJECT DESCRIPTION

Title:	Developing resilience in families and communities at risk through family strengthening interventions in four geographic areas - Phoenix, and Bhambayi (located in Durban – eThekweni Municipality); and Northdale and Khan Road Informal Settlement (located in uMsunduzi Municipality).
Type of agreement:	Consultancy Contract
Mandate:	Promotion, monitoring and protection mandate of the South African Human Rights Commission
Supervising:	Children’s Rights Unit
Duration:	1 September 2022 to 30 December 2022

2. BACKGROUND

The South African Human Rights Commission (Commission/SAHRC) is established in terms of the Constitution of the Republic of South Africa 1996 (Constitution). It is one of the constitutional institutions established to strengthen constitutional democracy.

In terms of Section 184(1) of the Constitution, the mandate of the Commission is to:

- a. promote respect for human rights and a culture of human rights;
- b. promote the protection, development, and attainment of human rights; and
- c. monitor and assess the observance of human rights in the Republic.

To realize the above mandate, the Commission is empowered to investigate, report on human rights, take steps to ensure redress, undertake research and educate on human rights.

The Commission seeks to conduct family strengthening interventions in four geographic areas in KZN to enable social cohesion and promotes a conducive environment for children to survive and thrive.

In July 2021 there was unrest, looting and loss of life in, amongst others, Phoenix, Bhambayi, Northdale and Khan Road Informal Settlement in the KwaZulu-Natal Province. Lack of social cohesion and mistrust are underpinned by a range of social problems including deprivation and fractured families together with a lack of solidarity and stressed race-relations in these areas. This together with a lack of progressive mechanisms to deal with differences and conflict may have contributed to the unrest and social upheaval experienced in July 2021 in these areas.

The SAHRC has committed to a national effort aimed at shoring up social cohesion, solidarity, restitution, healing, and cleansing, particularly in communities at risk. Therefore, the SAHRC is intending to introduce an intervention aimed at assisting families at risk through a programme designed to build resilience and positive ways of conflict management beginning in the above-identified areas, to improve living and nurturing conditions for children. It is envisaged that such intervention would include training of community activists who would in turn be able to work with and develop within the identified communities, supportive family structures that are mutually supportive, resilient, and within which children can thrive.

It is recognized that the communities identified are non-homogenous and display varied complexities. As such the intervention must be context-specific particularly in overcoming pre-existing forms of resistance. To ensure that the initiative is owned and driven by the community.

It is hoped that through the intervention we will derive lessons that would inform a model approach that the Commission can use in various communities at risk around the country.

3. KEY OBJECTIVES OF THE PROJECT

- Consultative processes with the relevant community-based organisations, to obtain synergies on transformative outcomes and methodology.
- Devising specific and focused training for identified community activists representing existing community organisations.
- Training identified community activists to organize and develop resilient family networks on an ongoing basis as part of work conducted by the organisations they represent.
- The intervention must include tools on how to positively resolve conflict, effectively communicate and how access existing levers of support within the community.

4. OBJECTIVE

The primary objective of this consultancy will be to ensure that community activists are empowered to build networks of families that are resilient, supportive, and self-sustained within the affected areas.

5. PROJECT SCOPE AND DELIVERABLES

Scope of Work

The contractor will perform the following tasks:

- Develop a comprehensive database of organisations within the identified communities.
- Map out a consultative process with the community-based organizations.
- Hold meetings with community organisations to identify activists that should be trained.
- Design needs-specific training sessions incorporating conflict management, constructive communication, organizing and providing support training to families at risk.
- Conduct the training of identified activists in the affected areas.
- Draft report/s after the training and engagements.
- Draft a recommendation on how to ensure the intervention is self-sustaining.
- Develop a model for the SAHRC to use in communities at risk throughout the country.
- A follow-up session with the organisations and activists that have been trained, to gauge the impact of the intervention.
- To always act in and after consultation with the Children's Rights Unit and the Office of the Deputy Chairperson in the SAHRC.

6. DELIVERABLES

- a. Inception report with project plan and timeline
- b. Database
- c. Training Design
- d. Report on Consultation
- e. Report on the training
- f. A model for the SAHRC to use in communities at risk throughout the country.
- g. A report on the follow-up session pertaining to the impact assessment.
- h. A set of recommendations on how to ensure the intervention is self-sustaining.

7. REQUIRED EXPERTISE

Corporate competencies

- a. Demonstrates commitment and dedication toward the Commission's mission, vision, and values
- b. Proven organizational and interpersonal skills, and ability to work in a multi-cultural team environment

- c. Ability to work under pressure and according to deadlines
- d. In addition to skills such as Word, PowerPoint, Excel.

Operational effectiveness

- a. Results-driven and initiative-taking behavior
- b. Ability to plan and organize work and establish priorities
- c. Remains calm and in control even under pressure, and consistently approaches work with energy and a positive and constructive attitude
- d. Informed, sound, and transparent decision-making skills
- e. Thoroughly and methodically collects, verifies and records data, demonstrating attention to detail and identifying and correcting errors at own initiative

Orientation and communication

- a. Good interpersonal and networking skills
- b. Ability to establish and maintain effective working relations between colleagues and seniors
- c. Supports and encourages open communication in the team and facilitates teamwork
- d. Ability to work under minimum supervision
- e. Ability to work with multiple stakeholders from a wide range of disciplines and fields, from both the Research Unit, Provincial offices, and other units within the Commission who may have diverse and competing views and interests

Professional competencies required of the contractor

- a. Professionalism (conduct data analysis using various methods, apply independent judgment, plan own work, manage competing priorities, persistent in pursuit of goals and despite challenges, calm, receptive to new ideas)
- b. Communication: (Speaks and writes concisely, in plain language, clearly and effectively; shows interest in two-way communication; open to sharing information and keeping relevant persons informed).
- c. Teamwork: (Works effectively in a collaborative effort with others, acknowledges the contribution of others and accepts responsibility).
- d. Planning and organizing: (Develops clear goals consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities when required; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently).
- e. Accountability: (Takes ownership of all responsibilities and honours commitments; delivers outputs as agreed on time, good quality and within budget; provides support to team members, provides oversight and takes responsibility for assignments; takes responsibility for shortcomings, where applicable).

Managerial competencies

a. Leadership establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions.

b. Shows initiative and innovation, can troubleshoot and work to meet deadlines.

8. QUALIFICATIONS (EDUCATION AND EXPERIENCE)

The contractor (or team) should have:

- A minimum bachelor's degree in Social Science, Social Work or related field.
- Knowledge and proven experience in undertaking rights-based training and workshops.
- Demonstrable knowledge of children's rights.
- Sound knowledge of social cohesion interventions.
- Proven experience in working with communities at risk, conflict management and family resilience.
- Experience working in development areas e.g., government or non-governmental sectors will be an added advantage.
- Knowledge of monitoring and evaluation principles and methods.
- Knowledge of and ability to develop logic models and indicators.
- Knowledge of and ability to design monitoring and evaluation instruments.

9. LANGUAGE REQUIREMENTS

The project will be done in English and therefore proficiency in spoken and written English is a requirement.

10. QUALITY ASSURANCE

The contractor will work under the supervision of the Children's Right Unit and the Office of the Chairperson of the Commission.

11. PROJECT TIMELINES

The expected project commencement date will be determined after the service provider has been appointed. The project should be concluded by 30 December 2022.

12. EVALUATION CRITERIA

12.1 Please note that the following evaluation criteria will be used:

- a) **Price evaluation based on the 80/20 preferential point system.**
- b) **Evaluation on functionality, as in Table 1 below:**

- c) The following scoring will be used to evaluate bidders
- d) 0 = Unacceptable, 1 = Serious Reservations, 2 = Minor Reservations, 3 = Acceptable, 4 = Good, and 5 = excellent

Bidders who submit proposals must meet a minimum of 70% threshold to be considered for Price and BEE

Table 1: Functionality evaluation

	Criteria	Weighted points	Score points
1.	Previous experience working on similar projects Industry experience in the form of reference letters The reference letters must include the following: Dated and signed by the company On the approved letter head of the company 0 – No reference letters submitted 1 – 1 reference letter submitted 2 – 2 reference letters submitted 3 – 3 reference letters submitted 4 – 4 reference letters submitted 5 – 5 reference letters submitted	25	
2.	Skills and competencies of the experts in the form of curriculum vitae's 0 – no CV submitted 1 – Qualifications 2 - Qualifications and experience 3 – Qualifications and experience and skills relevant to the terms of reference 4 to 5 – Qualifications, experience, skills relevant to the terms of reference, contactable references	25	
3.	The proposed methodology to be used to realize the expected results	25	
4.	High-level work-plan with an overview of timelines, key milestones and a costs breakdown indicating the major costs drivers.	25	
	Total	100	

Bidders must obtain a minimum threshold of 70% on Functionality to proceed to the next stages of the evaluation process. Failure to obtain the minimum of 70% will result in your bid being considered non-responsive.

Price and BBBEE evaluation

Only Bidders that have met the 70% threshold to be considered for price and BBBEE. Price and BBBEE will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders based on:

- The bid price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)

i. Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $Ps = 80 \left(1 - \frac{Pt - P \text{ min}}{P \text{ min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

- Ps = Points scored for comparative price of bid under consideration
- Pt = Comparative price of bid under consideration
- Pmin = Comparative price of lowest acceptable bid

ii. Stage 2 – BBBEE Evaluation (20 Points)

a. BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate

13. SUBMISSION REQUIREMENTS

To be considered as the preferred service provider, kindly submit the following:

- a) Proposal indicating the service providers' experience, success rates, conceptualisation of the project, process, method of delivery, costing and any other relevant information.
- b) Valid Tax Clearance Certificate
- c) BBBEE Certificate.
- d) Company Profile
- e) Standard bid document 4
- f) Standard bid document 7.2
- g) Standard bid document 6.1
- h) Central supplier database report

13.2 Submissions are due by Wednesday 26 July 2022, before 11:00.

13.3 Submissions must be emailed to using the SAHRC RFP number as reference to: tenderoffice@sahrc.org.za

For technical queries kindly contact Dr Martin Nsibirwa at mnsibirwa@sahrc.org.za
