

SOUTH AFRICAN HUMAN RIGHTS COMMISSION

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CALL FOR PROPOSALS: APPOINTMENT OF A SERVICE PROVIDER FOR MEDIA MONITORING AND ANALYSIS SERVICE FOR THE SOUTH AFRICA HUMAN RIGHTS COMMISSION (SAHRC)

Deadline for Submissions: 01 September 2022

SAHRC RFP 09-2022

1. Introduction and Context

The South African Human Rights Commission (SAHRC) or (Commission) is a Constitutional body established in terms of the Constitution of South Africa, 1996 as well as the South African Human Rights Commission Act, 40 of 2014. The Constitution mandates the Commission to contribute to the creation of a human rights culture in the country. The Commission carries out its mandate through advocating and communicating human rights to the public with a view to creating public awareness of both rights and responsibilities. The SAHRC is under the strategic leadership of Commissioners. The administration of SAHRC is overseen by a Chief Executive Officer (CEO).

The Commission is one of the Chapter 9 institutions in South Africa. It has a national footprint through its nine (9) Provincial Offices, and its headquarters are based in Braamfontein, Johannesburg.

2. Project scope and deliverables

This RFQ serves as an invitation to submit a quotation for the provision of media monitoring and analysis services. The Bidder is requested to supply its proposal, in writing, by the date specified. Should the Bidder require any clarification, the clarification should be submitted by e-mail to the Procurement Officer identified in this document.

By submitting a quotation in response to this RFP or participating in this RFP process, the Bidder accepts that it is subject to and bound by all the terms and conditions contained in this RFP document.

This document may not be used for any purpose by the Bidder other than for developing their response to it, and all reasonable efforts must be taken by the Bidder to ensure confidentiality of any information provided. This document and any other information of a confidential nature provided to the Bidder during

the course of RFP process are and will be covered by the non-disclosure agreement to be signed between the Commission and the Bidder.

3. No Obligation to proceed

The Commission reserves the right to discontinue the RFP evaluation process at any time and will not be responsible for any losses incurred by the Bidder as a result of discontinuance of the RFP process.

4. Editorial Monitoring and Reporting

The Commission requires media monitoring services on a daily basis for the following:

- a) Editorial Print Monitoring (pdf, word) and Dashboard reporting
- b) Editorial Broadcast Monitoring and Dashboard reporting
- c) Editorial Online/Internet Monitoring and Dashboard reporting
- d) Editorial Analysis – Monthly summaries
- e) Editorial Analysis Reputational /Impact tracking

5. Social Media Monitoring and Reporting

The Commission requires social media monitoring services on a monthly basis for the following:

- a) Social Media analysis and social tracking

6. Media to be searched:

Print media (including newspapers, trade publications, community press, journals, (daily, weekly and monthly publications). Online versions of print media. Online media, including social media (Facebook, twitter, LinkedIn, YouTube. SABS media (website, Facebook, twitter, LinkedIn, YouTube). Broadcast media (radio and TV, including community and local channels). Please note that you would be required to purchase clips that may not be in your usual list. Parliamentary media reports.

7. Deliveries

- a) Website (fusion)
- b) Dashboard Reporting
- c) User Access
- d) Email Alerts
- e) Data Exports to Excel
- f) Clips and Articles downloads

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Chairperson: B C Majola; **Deputy Chairperson:** F Chohan; **Commissioners (Full-Time):** A H Gaum; A M Makwetla; B Malatji; P Ntuli
Commissioners (Part-Time): A C Nissen, J B Sibanyoni; **Chief Executive Officer (Acting):** C Kisoona

- g) Accurate tracking of news
- h) Tracking of community media

8. Project Timelines

The Commission urgently would like to appoint a service provider for the provision of media monitoring and analysis services for a period of twenty-four months (24) months

9. Evaluation Criteria

Please note that all quotes received will be evaluated based on the following criteria: functionality criteria will be further evaluated on applicable values as outlined below:

0 = **Unacceptable**, 1 = **Serious Reservations**, 2 = **Minor Reservations**, 3 = **Acceptable**, 4 = **Good**, and 5 = **excellent**

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

9.2 Price evaluation based on the 80/20 preferential point system.

9.3 The minimum threshold for qualification by functionality is 70%, assessed as per criteria listed in Table 1 below:

Table 1: Functionality evaluation

	Criteria	Percentage weighting	Score
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	25	

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	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		
3.	Comprehensiveness on the approach that will be used, the methods to ensure compliance with legislation and frameworks to be applied.	35	
5.	High level work-plan with an overview of timelines, key milestones and a costs breakdown indicating the major costs drivers.	15	
	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 $Ps = 80 \left(1 - \frac{Pt - P \min}{P \min} \right)$	80

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

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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 – BBEE Evaluation (20 Points)**

a. **BBEE 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

10. Submission Requirements and Contact Details

- 10.1 To be considered as the preferred service provider, kindly submit the following:
- 10.2 Proposal
- 10.3 Valid Tax Clearance Certificate
- 10.4 BBEE Certificate.
- 10.5 Company Profile
- 10.6 SBD 4 document signed

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- 10.7 SBD 6 document signed
- 10.8 SBD 7.2 document signed
- 10.9 Latest CSD report at the time of quotation

11. Please submit quoted proposals via email by 01 September 2022, before 11h00.

- 11.1 All documentation must be emailed to: Tenderoffice@sahrc.org.za
- 11.2 Submissions should be made using the **RFP number** for ease of reference

For further information or clarification please contact Wisani Baloyi: Wbaloyi@sahrc.org.za