



South African Reserve Bank

**Financial Services Department – Procurement Section
370 Helen Joseph Street (formerly Church Street)
Pretoria**

Request for Proposals – RFP No. ND/15-2013

Date of issue 2013-09-08

Closing date: Friday, 27 September 2013 at 11h00

State full name of organisation/individual

State discipline

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Request for Proposals

Invitation for Request For Proposals (RFP) in respect of the media monitoring and analysis for the South African Reserve Bank (the Bank)

The Bank wishes to invite service providers to submit proposals for its media monitoring and reputational analysis as per the attached terms of reference.

Potential service providers must kindly take notice that the Bank is a National Key Point and, as such, shortlisted service providers will be subjected to extensive security vetting as dictated by the enabling legislation and/or the Security Vetting Policy of the Bank.

Proposals will be received until **11:00** on **Friday, 27 September 2013**. Your original proposal and copies clearly marked "**original**" and four (4) copies marked "**copy**" (five in total) must be submitted in sealed envelopes and deposited strictly in the Bank's tender box situated at ground floor, 370 Helen Joseph Street (formerly Church Street), Pretoria for the attention of Ms Noluthando Deyi. Proposal documentation must reflect the necessary heading, tender reference number and closing dates.

Should courier services companies be utilised for delivery of the documents, please give specific instructions for the documents to be deposited in the tender box and not through the Bank's internal mailing system. Tenders not deposited in the tender box will not be accepted.

Proposals shall remain valid for a period of 120 (one hundred and twenty) days from the closing date for the submission of tenders, during which period they may not be amended or withdrawn.

Late submissions will not be considered.

Kindly acknowledge receipt of this invitation and communicate your decision whether your company intends to submit a proposal to: **Noluthando.Deyi@resbank.co.za**.

Section 1: Conditions of Proposal

1.1 Introduction

- 1.1.1 The Bank will select a service provider among those shortlisted from the invitation.
- 1.1.2 Please note that (i) the costs incurred or losses suffered by the service provider in preparing and submitting a proposal and negotiating the tender, including visits to the Bank premises, are not reimbursable as a direct cost of the assignment; and (ii) the Bank is not bound to accept any of the proposals submitted.
- 1.1.3 The Bank policy requires service providers to provide professional, objective, and impartial advice, and at all times hold the Bank's interests paramount, without any consideration for future work.
- 1.1.4 It is the Bank's policy to require that service providers observe the highest standard of ethics during the execution of such RFPs. The Bank will reject a proposal for award if it determines that the service provider recommended for the award has engaged in corrupt or fraudulent activities in competing for the project in question.

1.2 Clarification and amendment of the proposal documents

- 1.2.1 Service providers may request a clarification of any information in the proposal before the submission date. Any request for clarification must be sent in writing (by e-mail) to Ms Noluthando Deyi, by e-mail to Noluthando.Deyi@resbank.co.za) at least forty eight (48) hours before the closing date.
- 1.2.2 The Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a service provider, amend the proposal. Any amendment shall be issued in writing through addenda.

1.2.3 Addenda shall be sent by fax or e-mailed to all invited service providers and will be binding on them. The Bank may at its discretion extend the deadline for the submission of proposals.

1.3 **Preparation of proposals**

1.3.1 Service providers are requested to submit a proposal written in English.

1.3.2 In preparing the proposal, service providers are expected to examine the documents constituting the proposal in detail. Material deficiencies in providing the information requested may result in rejection of the proposal.

1.3.3 While preparing the proposal, service providers must ensure that the majority of the key professional staff proposed has a proven, extended and stable working relationship with them.

1.4 **Submission of proposals**

1.4.1 Service providers must note that if the conditions set out hereafter are not closely adhered to, it may result, at the sole discretion of the Bank, in the proposal not being accepted for consideration.

1.4.2 The original proposal shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the service provider. Any such corrections must be initialled by the person or persons who sign(s) the proposals.

1.4.3 Where applicable, proposals have to be submitted on the official forms included in the proposal documents and preferably not be qualified by the service provider's own conditions of proposal.

1.4.4 Each service provider is required to return the complete set of proposal documents, which was obtained from the Bank, with all the required information supplied and completed in all respects.

1.4.5 Service providers are requested to supply all information requested in the RFP.

1.4.6 Service providers are to note that it remains the responsibility of the tenderers to ensure the timely delivery of the proposal.

1.5 **Completion of proposal**

1.5.1 The forms included in these proposal documents are drawn up so that essential information has to be furnished. The proposal document contains forms of tender to be completed by the service provider in every detail, in ink.

1.6 **Signing of proposal**

1.6.1 The person duly authorised thereto shall sign the proposal.

1.7 **Publicity and media releases**

1.7.1 While the RFP process is in progress, the service provider is not entitled to generate publicity or issue media releases that in any way refer to this RFP or the service provider's response to it, without the prior written consent of the Bank.

1.8 **Procurement process**

1.8.1 This is the proposal stage of the procurement process.

1.8.2 The Evaluation Committee will evaluate the proposals on the basis of the evaluation criteria. Each proposal will be awarded a score.

1.8.3 A number of shortlisted respondents may be invited for a presentation to the evaluation panel.

1.8.4 A proposal shall be rejected at this stage if it does not respond to important aspects of the brief or if it fails to achieve the minimum score pre-determined by the Evaluation Committee.

1.9 **Requirements**

1.9.1 Potential service providers will be required to meet the following minimum criteria:

- Attach a company profile which contains, *inter alia*, company's core business, equity ownership of the company, directors of the company and their responsibilities, Any other matter which you deem relevant

- Contactable references (at least three)
- A Valid Tax Clearance certificate
- A Valid BBBEE certificate.

1.10 **Proposal evaluation criteria**

1.10.1 Proposals will be evaluated based on, *inter alia*, the following criteria:

- Proven track record and experience in projects/work of a similar nature
- Capacity to deliver and reputation as a service provider
- The proposed fee structure (please indicate full breakdown of costs as per the attached cost breakdown pages)
- Compliance to Broad Based Black Economic Empowerment (BBBEE) initiatives, kindly attach a valid BBBEE rating certificate
- Address the specification in full.

1.11 **Negotiations**

1.11.1 Negotiations will include a discussion of the proposal with the appointed service provider(s). The Bank, together with the relevant service provider, will work out final terms of reference indicating activities, staff, logistics and reporting. The agreed programme and final Terms of Reference will then be incorporated in the “Description of Services” and will form part of the agreement with the service provider.

1.11.2 Special attention will be given to getting the most the service provider can offer in terms of the best value for money within the available budget and to clearly define the inputs required from the Bank to ensure satisfactory results.

1.12 **Awarding of the tender**

1.12.1 The tender will be awarded to a selected service provider(s) following negotiations. Where applicable, the selected service provider will, after successful negotiations, be added to the preferred supplier list of the Bank. The Bank will promptly notify other service providers on the shortlist that they were unsuccessful.

- 1.12.2 Although the selected service provider(s) may be added to the preferred supplier list of the Bank, suppliers will be requested to supply the Bank with quotations and curricula vitae (CVs) of the proposed human resources each time a specific service is needed. It will also be the responsibility of the respective service provider to ensure that a pool of their resources have been vetted by the Bank.
- 1.12.2.1 From the quotations and CVs provided, the Bank will select the most appropriate service provider for the specific service. An added advantage will be resources that have already been vetted by the Bank.
- 1.12.2.2 The appointed service provider will be expected to commence on the date as agreed upon with the Bank.

1.13 **Confidentiality**

- 1.13.1 Information relating to the valuation of the proposal and recommendations concerning awards shall not be disclosed to the service providers who submitted the proposals or to other persons not officially involved in the process, until the successful service provider has been notified that it has been awarded the tender.

1.14 **Withdrawal, substitution and modification of RFP**

- 1.14.1 The Bank reserves the right to withdraw/rescind, substitute or modify the RFP. Notification of any withdrawal/rescission, substitution or modification will be given to all vendors.

Section 2: Notes to service provider

2.1 Price

- 2.1.1 The total price shall be deemed to include any and all things and matters necessary for the complete and satisfactory execution and completion of the specific service whether or not specifically referred to in the document. Price must show a full cost breakdown, see section 4 of this document.
- 2.1.2 The contract price shall be on a fixed price basis and no alteration shall be made to the unit price, lump sums or the total price.

2.2 Proposal

- 2.2.1 The proposal is required to comprise the following:
 - 2.2.1.1 Company profile
 - 2.2.1.2 BBBEE details and rating certificate
 - 2.2.1.3 Section 3 of this document: Scope/specifications and plan of action
 - 2.2.1.4 Cost breakdown
 - 2.2.1.5 Form of Tender (Annexure A).

2.3 Quality assurance

- 2.3.1 The Bank's engagement lead or project manager will agree with the successful service provider(s) on set standards of quality acceptance.

2.4 Intellectual property rights

- 2.4.1 Intellectual Property Rights (where applicable), to project material to be transferred to the Bank upon the completion of any project the service provider may be involved in.

Section 3: Terms of reference/Scope of work/Specification

3.1 **Specifications or scope of work**

3.1.1 To make your company's quotations comparable with those of other companies invited to submit quotations, specifications must be strictly adhered to. Quotations should be based scrupulously on the specifications provided below.

3.1.2 However, should the specifications change at any stage, prices would be adjusted accordingly. Quotations not based on these specifications will not be considered in the selection process.

3.1.3 Tenderers will carry the costs of the preparation, courier and delivery of the proposals.

3.2 **Project information**

3.2.1 Potential service providers should submit proposals that will cover the monitoring and analysis of the Bank on international and domestic media items (broadcast, print media, online etc.) concerning the Bank, as well as the Governor, deputy governors and authorised spokes people of the Bank. Other useful search items could be (but not limited to):

- 3.2.1.1 South African Reserve Bank;
- 3.2.1.2 labour-related matters;
- 3.2.1.3 domestic and international economy;
- 3.2.1.4 financial services sector;
- 3.2.1.5 African economy;
- 3.2.1.6 South African Mint;
- 3.2.1.7 South African Banknotes Company; and
- 3.2.1.8 Monetary policy.

3.2.2 The services required are:

3.2.2.1 website/portal with an archive of all media clips relating to the abovementioned themes;

3.2.2.2 email alerts;

3.2.2.3 daily media report; and

3.2.2.4 monthly media analysis report.

Section 4: Breakdown of costs

Cost breakdown according to the relevant fees, and including VAT must be attached hereto, and both the breakdown and Annexure A must be signed by the service provider.

The cost breakdown should be submitted on the company letterhead and should be signed by the authorised signatory.

Signed: _____
(for and on behalf of the service provider who by signature hereof warrants authorisation hereto)

Date: _____

Section 5: Summary of conditions of contract

5.1 Conditions of contract

5.1.1 Some of the terms of the contract which shall govern the rendering of services are set out herein below. However, the Bank may draft comprehensive conditions of contract after awarding the tender, if deemed necessary. The Bank is agreeable to negotiate the terms and conditions of the contract as may be reasonably required by either the Bank or the service provider.

5.2 Contact person

5.2.1 The service provider is to ensure that a contact person is appointed to the Bank's project.

5.3 Cost

5.3.1 It is the service provider's responsibility to ensure that the cost tendered, includes all matters deemed necessary for the successful rendering of services.

5.4 Insurance

5.4.1 The service provider is to insure its personnel, equipment and vehicles.

5.5 Protection of the service

5.5.1 The service provider must warrant the rendering of the service to the Bank for the period of the contract.

5.6 Contract type

5.6.1 The Bank wishes to enter into a fixed contract with a service provider that will assist the Bank in delivering and developing a solution as per the specification.

Annexure A: Form of Tender



South African Reserve Bank

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Employer: The South African Reserve Bank

Street address: 370 Helen Joseph, Pretoria

Telephone number: 012-313 3544

Service provider: _____

Contact person: _____

Postal address: _____

Telephone: _____ E-mail: _____ Fax: _____

	<u>Media monitoring of the South African Reserve Bank</u>		
Proposed tender sum			
14% VAT (if applicable)			
Total:			

Amounts in words

Signed: _____

(for and on behalf of the service provider who by signature hereof warrants authorisation hereto)

Date: _____

Vat registration number: _____

Kindly attach a copy of your standard contract, if any, for these services.