

**TERMS OF REFERENCE
FOR THE
APPOINTMENT OF PROVIDER TO CONDUCT EMPLOYEE SATISFACTION
AND WORK ENVIRONMENT SURVEY**

1. INTRODUCTION

Prospective Service Providers are invited to submit a quotation to conduct employee satisfaction and work environment survey within PSETA at our offices in Hatfield, Pretoria.

2. BACKGROUND

The Public Service Sector Education and Training Authority (“PSETA”) was established in accordance with the Skills Development Act, 97 of 1998, as amended. This Act seeks to provide an institutional framework to implement national, sectoral and workplace strategies to develop and improve the skills levels of the South African workforce.

An employee Satisfaction Survey is a powerful tool that the management can use to understand the level of satisfaction of the employees. This survey will provide management with a direction and an in-depth understanding of how satisfied are the employees in the workplace and what are the probable measures and strategies can be put in place to improve the working environment and employees satisfaction should the results of the survey not be quite positive.

2.3. OBJECTIVE

The overall survey objective of the survey is as follows -:

- To find out the satisfaction levels and trends of the employees of the PSETA.
- Study various aspects of works environment and how they impact on the staff morale
- Survey reports will be used to guide the PSETA Accounting Authority and Management on the strategies to be adopted in improving and sustaining employee satisfaction.
- Recommendations given should have provisions for both short-term and long-term implementation of activities. The short-term proposals should be achievable after the surveys have been conducted whereas long term proposals should be achievable in the next financial year.
- The survey should be data driven, evidence based and participant informed.

3. SPECIFIC OBJECTIVES

To establish the following:

- To measure the levels of employee satisfaction and perception towards work environment and safety issues.
- To determine corruption perception index of employees in order to gauge attitudes of employees regarding corruption
- To obtain practical, concise and comprehensive reports on :
 - Employee satisfaction
 - Work environment
- In addition, the following should be availed:

- Level of education attained by respondents
- gender of respondents
- Age group according to the agreed upon criteria.

4. SCOPE OF WORK AND EXPECTED DELIVERABLES

To establish the following:

- Submitting a proposal on the surveys, delineating various aspects of employee satisfaction/ work environment to be investigated.
- Develop survey instruments and share them with the HR Manager and Corporate Services Executive for approval.
- Review employee and work environment satisfaction.
- Define the mode of data collection to be used.
- Conduct a qualitative and quantitative research on employee satisfaction and work environment.
- Undertake data analysis and prepare comprehensive report.
- Compute an overall employee/work environment satisfaction level.
- Make recommendations on the best short-term and long term strategies to sustain or improve the work environment.
- Present the findings of the report to the Executive Management Team (EMT) during a workshop.
- Present two 4 hard copies of the each report (employee satisfaction and work environment report) in full color and avail a soft copy for the Corporate Service Executive.

5. STRUCTURE OF THE REPORT

The report should contain, at least, the following:

- The executive summary
- The data collection instrument
- Methodology

- Analysis
- Key findings
- Summary and conclusions
- Recommendations.

The provider must be able to facilitate the survey as outlined and prepare a comprehensive report to conclusion within approximately a one-month period from the start of the project.

4. Timeframe

The expected time frame is from **10 January 2019 to 15 February 2019** whereupon a final report should be ready for discussion and tabling to the management of the PSETA.

Confirmation declaring the ability to produce results within the expected time frame of 1 month must be attached to the proposals

5. EVALUATION PROCESS

The quotations will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for B-BBEE, once the minimum functionality criteria are met.

The evaluation will be based on:

PHASE 1 – FUNCTIONALITY EVALUATION

Quotations must meet the minimum eligibility criteria in respect of functionality of 80 points out of a 100 points that will be awarded for functionality before they are considered further.

Any quotation that does not meet the minimum eligibility threshold will be automatically disqualified.

The functionality criteria together with the maximum points to be awarded are set out below:

Phase 1

NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
1	Consulting firm must demonstrate relevant professional experience in conducting surveys of the kind.	<ul style="list-style-type: none"> • Capacity to conduct the survey chronologically or concurrently if more than one person is available(Curriculum Vitae to be included of every person who will be engaged in the project) • Experience in conducting employee satisfaction and work environment survey – at least 5 Years. 	40
2	Should have vast experience in areas such as human resource management, business	<ul style="list-style-type: none"> • Three (3) reference letters to be submitted as proof in support of this requirement • Proof of registration with the SA Board for 	30

	management and/or market research	People Practices (SABPP)	
3	The lead consultant(s) must be qualified to conduct the survey	<ul style="list-style-type: none"> • Must have a relevant degree • Have at least 5 years' experience in research and appropriate area of specialization related to the task • Be a member of the SABPP 	30
	Total		100

PHASE 2 – PREFERENTIAL POINT SYSTEM SCORING

Quotations must score a minimum of 80 points in the functionality evaluation phase 1 to proceed to phase 2 of the evaluation.

Applicants meeting the minimum functionality criteria, will then be scored on the 80/20 principle, based on their price and B-BBEE ratings respectively.

The applicant with the highest total number of points will be awarded the contract.

6. FORMAT OF THE BID SUBMISSION

1. Company Profile indicating all the requirements as per the evaluation criteria
2. CV and certified copies of relevant qualifications
3. Submission of all applicable documents as indicated below:
 - An original, valid Tax clearance certificate or Proof of exemption from SARS;

- A valid B-BBEE Status Level Verification certificate, copies must be certified (including a colour copy)
- The completed and signed Standard Bidding documents (SBD)
 - SBD 4
 - SBD 6.1
 - SBD 8
 - SBD 9
- Copy of the registration document of the organisation;
- The Bank stamped Banking Details Form

7. IMPORTANT INFORMATION FOR BIDDERS

1. Quotations must be submitted in four (4) hard copies including one (1) original.
2. All the SBD documents must be completed, signed and submitted. Failure to do so will disqualify the bid.

Applications must be submitted to:

Ms Ursula Mathosi

Acting Manager: Supply Chain Management

The PSETA

2nd Floor, Sanlam Building

353 Festival Street, Hatfield

Pretoria

By no later than

No electronic bid applications will be accepted

Please direct all queries to **Ms Ursula Mathonsi** via email on ursulam@pseta.org.za or telephonically on 012-4235700