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Johannesburg Social Housing Company

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Issued:11-04-2018

## REQUEST FOR QUOTATIONS: SERVICE PROVIDER TO A CUSTOMER SATISFICTION SURVEY

The Johannesburg Social Housing Company Pty Ltd (JOSHCO) Reg. No. 2003/008063/07 invites all suitable service providers to submit proposals in terms of the below terms of reference:

CONTACT PERSON	DESCRIPTION	CLOSING DATE AND TIME
<b>Name:</b> Ranapo Maroga <b>Tel:</b> 011 406 7390 <b>Email:</b> <a href="mailto:ranapo@joshco.co.za">ranapo@joshco.co.za</a>	<b>RFQ:</b> Service Provider to conduct occupancy audit and customer survey	<b>Closing Date:</b> 20-04-2018 <b>Closing Time:</b> 10:00 a.m.

### BACKGROUND

The Johannesburg Social Housing Company (JOSHCO) is a Municipal Owned Entity (MOE) established in November 2003 and is governed by an independent board of directors that is accountable to the sole shareholder (City of Johannesburg) for the company's performance. JOSHCO's core mandate is to develop mixed-density low income rental housing, and to manage such housing in a professional and sustainable way. JOSHCO carries out its mandate through a range of projects that are spread through the organization's development portfolio that are comprised of (1) new social housing developments; (2) conversion of hostels to housing units; and (3) development of inner city housing.

### JOSHCO'S MANDATE

JOSHCO's mandate from the City of Johannesburg is very specific. In terms of a resolution passed in March 2004, JOSHCO was "appointed as the preferred implementing agent for social and institutional housing developments in the City of Johannesburg and to:

- o Manage all Council owned rental stock.
- o Manage and refurbish staff and public hostels
- o Develop new rental stock and to implement other mutually agreed housing developments
- o Provide housing management services and turn-around strategies where necessary

### PROPOSAL REQUEST

JOSHCO requires the services of an experienced service provider to a customer satisfaction survey.

SCM Manager Initials: \_\_\_\_\_

Directors: Zeona Jacobs(Chairperson), Mpolai Nkopane ( Acting Chief Executive Officer), Success Marota (Chief Financial Officer), Lesenyego Matlhape, Fuluflhelo Neluvhalani, Nosicelo Twala, Bhekisipho Twala, Buyiswa Majola, Joel Chauke, Molefi Olifant, Dereleen James and Tshidi Molefe (Acting Company Secretary).

## 1. SCOPE OF WORK

### 1.1. JOSHCO SEEKS TO APPOINT A QUALIFIED SERVICE PROVIDER TO A CUSTOMER SATISFACTION SURVEY:

**A successful service provider is required to:**

- a) Document and map expectations and needs of JOSHCO customers;
- b) Prepare and supply the questionnaire to JOSHCO;
- c) Organize all preliminary work leading up to the focus groups;
- d) Collaborate with JOSHCO to select survey participants;
- e) Organize and lead all logistics;
- f) Assess customers' perceptions of effectiveness of JOSHCO service in meeting their expectations;
- g) Analyse findings and identify critical areas of improvement and opportunities in JOSHCO service offering
- h) Conduct post assessment presentation, reporting on the results and information learned;
- i) Provide JOSHCO with a report covering the results and recommendations on improvement
- j) Identify the most important aspects of service delivery according to clients
- k) Assess clients' overall perceptions more specifically the quality of the service
- l) Determine customers' perception of how well JOSHCO currently meets their expectations and requirements.
- m) Determine how clients currently rate the various aspects of the services offered by JOSHCO in order to improve levels of satisfaction
- n) Develop a customer satisfaction index /guide and estimate the current satisfaction level of JOSHCO clients.
- o) Evaluate and compare survey findings over the three-year period
- p) Understand any impact on customer service as well as expectations, experience and overall customer satisfaction.
- q) Gather opinions, beliefs, and attitudes towards JOSHCO in relation to our service offering
- r) Test any assumptions
- s) Encourage discussion about service issues
- t) Obtain insights from spontaneous combination of participants' comments
- u) Provide an opportunity to learn more about our service offering

Once the above has been complete, a comprehensive report of outcome must be compiled and provided to JOSHCO.

SCM Manager Initials: \_\_\_\_\_





## **2.2 DESCRIPTION OF THE ASSIGNMENT**

JOSHCO conducts an annual Customer Satisfaction Survey to determine satisfaction levels with the various services rendered to JOSHCO's customers. This is in line with one of the JOSHCO's key strategic areas namely, to improve customer satisfaction levels and service delivery standards.

The survey examines the triggers and barriers to customer satisfaction with the aim of improving the service, thus strengthening client relations.

The study should provide an understanding of customer expectations and satisfaction and outline a set of steps that need to be taken to remedy any areas of concern.

The findings and results of the survey are expected to enlighten JOSHCO on the current level of satisfaction with its services by establishing a customer's view of performance.

The recommendations should help serve as a foundation from which a dynamic customer services strategy can be formulated, leading to delivery of a high quality, responsive, accessible and value for money service, as well as serve as a guide for future improvements of customer satisfaction levels.

### **A. Telephonic Interviews:**

#### **Maintenance Services**

JOSHCO would like to survey all customers who have logged maintenance to determine the level of satisfaction, this would include the turn-around time in completing the job as well as the quality of the work undertaken by the contractor. The service provider must sample 30% of the tenants telephonically.

#### **New Tenants Allocated in a Financial Year**

JOSHCO allocates new tenants in a financial year. The service provider will be required to sample 50% of all new tenants to determine the level of service they received from the time that they completed an application until they are allocated into the unit.

### **B. Focus Group Sessions**

To have a full in-depth understanding of the customer experience, a need has been identified to conduct focus group sessions in each portfolio.

The focus group sessions will allow JOSHCO to delve deeper into the clients' perceptions of our service levels, understand them and look at ways to satisfy them.

The sessions will allow JOSHCO to reach out to clients for feedback and comment in a setting where clients will be at ease to share insights and could even help spark new ideas about our processes. We envisage that the findings will help us towards effecting improvements in our service offering.

They will serve as a supplement to the Annual Customer Satisfaction Study which consists of closed-ended questions that may limit the feedback that can be gained from customers.

*RMM*

## 2.3 LIST OF PROJECTS AND PORTFOLIO AREAS WITH JOSHCO

### a. FOCUS GROUP SESSIONS

Portfolio (Area)	Number of Groups	Number of Participants
Portfolio 1	2	20
Portfolio 2	2	20
Portfolio 3	2	20
Portfolio 4	2	20
<b>Total</b>	<b>8</b>	<b>80</b>

### b. FACE TO FACE INTERVIEWS

A sample of face to face interviews will be drawn of at least a 10% from the following projects

Projects	Number of Units	Sample
		10%
AA House	252	25
Antea	302	30
Bellavista Infill	36	11
Bothlabela	520	156
Casa Mia	179	54
Chelsea	80	24
Citrine Court	79	8
City Deep (New)	329	33
City Deep	380	38
Europa House	167	17
Fleurhof Phase 1	452	45
Fleurhof Phase 2	253	25
Jabulani (CRU)	54	5
Kliptown Square	478	48
La Rosabel	50	5
Orlando Ekhaha Phase 1	102	10
Orlando Ekhaya Phase 2	190	19
Orlando West (CRU)	44	4
Pennyville (Flats)	207	21
Pennyville (Rooms)	564	56
Raschers	95	10
Roodepoort	432	43
Selby (Units)	262	26
<b>Total</b>	<b>5507</b>	<b>714</b>

SCM Manager Initials: \_\_\_\_\_

*plan*



## 2. DELIVERABLES

The service provider will be expected to prepare a comprehensive report which will outline findings on JOSHCO product/service customer satisfaction:

- a) An electronic copy of the comprehensive report in PowerPoint
- b) Present the findings at multiple forums at JOSHCO,

## 3. PROJECT TIMELINES

The bidder will be expected to start immediately after the award and JOSHCO will require that the bidder complete the assignment and submit the final report and presentation to JOSHCO at the end of June 2018.

JOSHCO seek to provide an effective and efficient procurement service to its stakeholders through procurement best practices and optimal resource management, in compliance with the JOSHCO's Supply Chain Management Policy and relevant procurement regulatory framework. JOSHCO is committed to affirmative procurement consistent with the South African Constitution and the approved DTI Codes of Good Practice issued in terms of the BBBEE Act No. 53 of 2003 (as amended).

**All prices must be VAT inclusive and include all other related costs.**

## 4. THE EVALUATION PHASES

Bids will be evaluated in terms of (1.) Functionality, (2.) Preferential Procurement Policy Regulations of 2017 using the 80:20 points system, where 80 points are allocated to price and 20 points are allocated to B-BBEE Level of Contribution (3.) Administrative Compliance

Only bidders who score a minimum of **55 Points out of 100 points** on functionality will be evaluated in terms of Preferential Procurement Policy Regulations of 2017 using the 80:20 points system.

### 4.1. FUNCTIONALITY CRITERIA

<b>CRITERIA: BIDDER'S RELEVANT EXPERIENCE:</b>		<b>WEIGHTING ALLOCATED</b>
<b>Submit signed Testimonials or References for completed customer satisfaction surveys.</b>		
(1) 1 - 2 reference letters or Written Testimonials	<b>10.00</b>	<b>30.00</b>
(2) Three reference letters or Written Testimonials	<b>15.00</b>	
(3) Four reference letters or Written Testimonials	<b>20.00</b>	
(4) Five and above reference letters or Written Testimonials	<b>30.00</b>	
<b>REQUIRED SUPPORTING DOCUMENTATION:</b>		
<b>The signed reference letter or Written Testimonials must be in the name and letterhead of the employer/client and must include :</b>		
<ol style="list-style-type: none"> <li>i. the description of the project,</li> <li>ii. service rendered,</li> <li>iii. name of employer / client and their representative's contact details,</li> <li>iv. cost of the works (project value) and;</li> <li>v. date of completion</li> </ol>		
<b>CRITERIA: BIDDER'S RELEVANT EXPERIENCE: Submit signed Testimonials or References for completed occupancy audits or socio economic surveys or verification of occupants.</b>		<b>WEIGHTING ALLOCATED</b>
(1) 1 - 2 reference letters or Written Testimonials	<b>10.00</b>	

(2) Three reference letters or Written Testimonials	15.00	30.00
(3) Four reference letters or Written Testimonials	20.00	
(4) Five and above reference letters or Written Testimonials	30.00	

**REQUIRED SUPPORTING DOCUMENTATION:**

The signed reference letters or Written Testimonials must be in the name and letterhead of the employer/client and must include :

- i. the description of the project,
- ii. service rendered,
- iii. name of employer / client and their representative's contact details,
- iv. cost of the works (project value) and;
- v. date of completion

**CRITERIA: SKILLS AND CAPACITY : Experience of at least 3 Key Personnel (Junior, Middle and Senior personnel for each disciple selected)**

Minimum required experience in order to be awarded the points is:

- o Junior Team Member - **3 years**,
- o Middle Management Team Member - **5 years** and;
- o Senior Team Member - **7 years and above**;

**WEIGHTING ALLOCATED**

(1) 1 of 3 CVs with the above minimum experience	10.00	30.00
(2) 2 of 3 CVs with the above minimum experience	20.00	
(3) 3 of 3 CVs with the above minimum experience	30.00	

**REQUIRED SUPPORTING DOCUMENTATION:**

Submit an up to date detailed CV for each disciple bid for with a clear illustration of the following:

- i. The relevant experience, with start and end dates of previous employers and detailed roles,
- ii. Proposed role (or /brief job description) for this bid.
- iii. You are required to complete the Curriculum Vitae (CV) forms on the tender document for each personnel.

**CRITERIA : LOCALITY:**

Points will be awarded according to locality of business address.

**WEIGHTING ALLOCATED**

Other	0.00	10.00
Gauteng (Outside Johannesburg)	05.00	
Johannesburg	10.00	

**REQUIRED SUPPORTING EVIDENCE/ DOCUMENTATION:**

- i. Up to date municipal account for the company or a copy of a valid lease agreement in case the bidder is renting.

All bids that will achieve the minimum qualifying score (acceptable bids) will be evaluated further in terms of the preference point system as follows:

CRITERIA	POINTS
Price	80.00
B-BBEE	20.00
<b>TOTAL</b>	<b>100.00</b>

(In accordance with the Preferential Procurement Regulations, 2017)



**5. TOTAL PROJECT COST**

Activity Description		Number	Cost Per Interview	Total
1	Maintenance Interviews	300		
2.	New Tenant Interviews	100		
3	Focus Group	8 Groups		
4	Face to Face Interviews	714		
<b>Total Costs</b>				

**6. ADMINISTRATIVE COMPLIANCE**

<b>Administrative Documents</b>	<p><b>Primary:</b>*Valid SARS Tax Clearance Certificate *Up to date municipal account/statement for both the company and its active directors (not older than 3 months) in case where a bidder or the director is a lessee, a signed certified copy of a valid lease agreement must be supplied *Certified ID copies of all directors. *Certified copied of all share ownership certificated <b>Secondary:</b>*CIPC (company registration documents) *Proof of compliance with COIDA (certified copy of a valid letter of good standing)*In the case of a JV, an original JV Authority of Signatory, JV agreement and a Consolidated B-BBEE Certificate from an approved verification agency for the JV must be submitted.*Certified B-BBEE Certificate from an approved verification agency *Cancelled cheque or an original letter from Bank not older than 3 months confirming bank account details.</p>
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Submissions must be hand delivered to JOSHCO head office (137 Sivewright Avenue, 1<sup>st</sup> Floor, New Doornfontein, 2094) in a sealed envelope –**RFQ/Customer Satisfaction survey/04/2018**  
Should you not hear from us within 10 working days after closing date, please consider your proposal unsuccessful.

**A complete document with MBD forms is downloadable on from JOSHCO website: [www.joshco.co.za](http://www.joshco.co.za)**

  
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**SUPPLY CHAIN MANAGER**  
**JOHANNESBURG SOCIAL HOUSING COMPANY**

Date: ..... 11/04/2018 .....