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Johannesburg Social Housing Company

137 Sivewright Ave
1st Floor
New Doornfontein
2094

PO Box 16021
New Doornfontein
2028

Tel 0861 JOSHCO
Tel +27 (0) 11 406 7300
Fax +27 (0) 11 404 3001
E-mail info@joshco.co.za
www.joshco.co.za

May, 2011

The **Johannesburg Social Housing Company (JOSHCO)** invites tender/proposals for:

CUSTOMER SATISFACTION SURVEY FOR JOSHCO

Tender Documents are downloadable off JOSHCO website at no cost.
In order to be considered, all proposals must be received by JOSHCO for the attention of Supply Chain unit, no later than **12:00 Noon, 27th May, 2011.**

Proponents are asked to submit a copy of their Tender with duly completed Proposal Submission and Bid Submission Forms to:

Johannesburg Social Housing Company (JOSHCO)
137 Sivewright Avenue
1st Floor
New Doornfontein
2094

PLEASE NOTE: JOSHCO will not accept Tenders Submissions which are not clearly identified and delivered by the due date.

Questions with respect to this Tender must be submitted in writing to: Mr Gary Randall, either by facsimile (086 634 6836 or 011 404 2504) or email to: garyr@joshco.co.za.

The lowest or any proposal will not necessarily be accepted.

Yours faithfully

Original signed by CEO

Mr Rory Gallocher, CEO
The Johannesburg Social Housing Company

1. Introduction

Directors: Ishmael Mkhabela (Chairperson), Rory Gallocher (Chief Executive Officer), Fikile Segole, Lethabo Mashamaite, Paul Jackson, Vuyo Booyesen, Mpumi Tshabalala, Yaswant Gordhan, Glenda Sengoara, Moope Mphahlele

Registration Number: 2003/008/063/07

The Johannesburg Social Housing Company (JOSHCO) is a Municipal Entity (ME) established in March 2004 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 organisation's development portfolio that are comprised of (1) new social housing developments; (2) refurbishment of Council-owned flats; (3) conversion of hostels to housing units; and (4) development of inner-city housing.

2. Description of the assignment

JOSHCO owns and manages buildings which contain around 8200 units of social housing scattered throughout the City of Johannesburg which it developed and/or acquired and renovated over the past seven years. The JOSHCO portfolio contains examples of most building types, but older high rises and 2-4 storey walk up apartment buildings dominate the portfolio. JOSHCO manages the portfolio of stock described above by maintaining the buildings and surrounding common areas as well as carrying out credit control.

JOSHCO has to determine to what extent its customers are satisfied (or not) with the services provided in making Johannesburg "*A City which is a home for all to stay and grow - where different housing needs are met in sustainable human settlements providing ... safe and affordable accommodation opportunities*". JOSHCO therefore wishes an independent service provider to carry out a consumer satisfaction survey to gauge the progress made since the previous survey which was carried out a year ago.

Provision of quality services is predicated on rendering a professional and efficient service to its customers. JOSHCO's commitment i.t.o. excellent service delivery is encapsulated in its values. JOSHCO is committed to a customer focused and people-centred approach of its entire staff.

In order to support JOSHCO in performing the planned survey, the organisation seeks the support of an appropriately experienced and capacitated market research service provider.

Through the survey, the appointed service provider will determine for JOSHCO the extent to which its interventions have addressed the problems with regarding to the:

- 1) communication with the tenants including regular feedback while resolving problems;
- 2) the site office and the representatives of JOSHCO at this office;
- 3) security issues;
- 4) professionalism of staff;
- 5) the efficiency (turnaround time) with which complaints by tenants are handled;
- 6) the extent to which JOSHCO's efforts to address long-outstanding maintenance problems such as leaking roofs, leaking toilets, leaking taps, electricity problems have been addressed as a result of its maintenance programme.
- 7) The value for money enjoyed when compared with the affordability of rental.

The service provider is therefore requested to:

- Submit a research programme proposal that will provide an understanding of JOSHCO's customers at the Estates agreed to, regarding the service they receive from JOSHCO.

- This will serve as a survey conducted to determine perceptions and to serve as a guide in future planning of maintenance, customer liaison and billing interventions.
- The number of customers at the various estates differ in relation to the size of the estate. Depending on the estates which Joshco chooses for the research survey, the research company must include in their proposal the sample size that is achievable in a 4 week time frame.
- Provided that the sample is representative, Joshco proposes that the sample size be restricted to the smallest sample which will provide a reliable result.
- It is preferable that the survey be conducted “face to face”.
- An analysis report on the results of the survey be submitted to JOSHCO management by 12th July 2011.

JOSHCO is pleased to invite interested firms to submit proposals for the provision of a customer satisfaction survey service to JOSHCO. JOSHCO will review all of the submissions received in keeping with the Information and Terms of Reference of this Proposal Call. JOSHCO will evaluate the proposals received and award one customer survey contract to run for a three (3) year period, depending on the service provided to JOSHCO during this period. A survey is to be carried out once a year over the three year period. As a result of the 3 year contract, the details of estates to be surveyed and due dates for each of the subsequent 2 years following the survey for 2011, will be done on an annual basis.

3. Purpose and Objective

The goals of the Customer Satisfaction Survey are:

- To plan, organise and implement the survey at the agreed-upon estates as soon as the contract is signed between the parties.
- To formulate and obtain management approval for the survey to be carried out during June/July 2011 and during April/May of each of the subsequent 2 years.
- To place JOSHCO in a position to determine a new strategy, if necessary, in addressing the concerns and successes of the efforts made by the City and JOSHCO that are determined by the survey.

4. Scope of work & Project Deliverables

- Draft a customer satisfaction survey framework and present it to JOSHCO management on 8th June 2011.
- Meet with JOSHCO CEO and Management Team to obtain finality to the stated scope of work and project deliverables on Friday 10th June 2011.
- Commence the customer satisfaction survey by 13th June 2011.
- Conclude the customer satisfaction survey by submitting a report to management on or before 12th July 2011.

5. Timeframe and milestones

Milestone	Responsibility	Date
Final date for submissions of proposals	Service Provider	27 th May 2011 at 12:00
Service Provider appointed	Joshco	3 rd June 2011

Customer satisfaction survey framework	Service Provider	8 th June 2011
Meet CEO and Management	Joshco & Service Provider	10 th June 2011
Commencement date	Service Provider	13 th June 2011
Completion of Draft Customer Satisfaction Survey	Service Provider	12 th July 2011

6. Bid submission Requirements including required level of expertise

- At a minimum each submission shall include the following underlined material:
 - Letter of Intent - including the name address etc of the primary contact for the Firm in the event that further information or clarification of the submission is required together with clear confirmation that the firm has the skills, experience and resources necessary to provide the services to JOSHCO. **Note completion deadline is 4 weeks after contract award.**
 - Firm Profile - composition of firm, years in business, qualifications and experience of principals and main team members.
 - Demonstrated Project Experience - list and describe 3 projects that your firm has undertaken in the past year that are comparable to the JOSHCO project.
 - References - a minimum of 3 external references are to be provided with the submission.
 - Completed Tender Submission Forms - including signed Bid Submission Form (Schedule 1) and Proposal Submission Form (Schedule 2)
- Respondents to the Tender will submit proposals based on the project deliverables outlined on 4 above, and will break down this proposal into its component parts in Schedule 1.
- Fee Proposals submitted will be valid for one (1) month.

7. Copyright and confidentiality

The products of this project will be the confidential information and property of JOSHCO.

8. Accountability

The service provider will report to Gary Randall, JOSHCO for the duration of the contract period and will report progress made at mutually agreed timeframes (to be set once the service provider has been contracted).

9. Tender Submissions and Costs

Fee proposals are to be recorded on the Bid Submission Form attached to this Request for Proposal document (**Schedule 1**). In addition, bidders must also complete and return the Proposal Submission Form (**Schedule 2**) attached to this Tender Proposal document.

10. Evaluation Criteria

The proposals will be evaluated on the 90/10 point system with the points allocation stated hereunder:

Criteria	Weight
Functionality <ul style="list-style-type: none"> - Project Methodology in line with JOSHCO's requirements. - Experience of all personnel to be involved in this project (attached with CVs). - Entity's years of existence executing similar projects - Contactable references as required 	40
Price	50
Government Objectives <ul style="list-style-type: none"> - HDI Ownership - Women Ownership - BBBEE rated certificate - SSME - SMME NB: The above must be submitted with the proposal.	5 2 1 1 1

11. Enquiries

Enquiries with respect to this Tender Proposal must be submitted in writing (via fax or e mail) to:

Fax: 086 634 6836 or (011) 404 2504

E mail: garyr@joshco.co.za

**SCHEDULE 1
BID SUBMISSION FORM**

REMOVE, COMPLETE AND SUBMIT

Reference Number: Request for Proposal

Description: CUSTOMER SATISFACTION SURVEY SERVICES FOR JOSHCO

Closing Time: 12:00 **Closing Date:** 27th May 2011.

Submit To: Johannesburg Social Housing Company (JOSHCO)
137 Sivewright Avenue
1st Floor
New Doornfontein
2094

NOTE All Submissions must be made in person to the physical address indicated above.

1. OFFER

You are hereby invited to offer the lowest net prices, including all delivery charges for which you are prepared to furnish the services rendered all in accordance with the Proposal documents, and any other instructions as noted.

1.1 The Bidder must complete, properly sign and submit the **Bid Submission Form** (Schedule 1) and **Proposal Submission Form** (Schedule 2) and any other information to be included in their submission on or before the stipulated closing time and date or your bid will not be considered.

1.2 Having examined the Bid Documents, I hereby offer to enter into a Contract to perform the Work required.

1.3 This Bid is firm, irrevocable and subject to acceptance by the Owner for thirty days (30) from the date of the stipulated closing date.

1.4 The fees prices submitted with this Bid are fixed for thirty days.

1. LUMP SUM FIXED PRICE: *(total cost of all services based on the Tender)*

R _____ /00 (R _____)
Words

2. UNIT PRICE: (total cost of services for each component of the project)

R _____ /00 (R _____)

UNIT PRICE: (total cost of services for each component of the project)

R _____ /00 (R _____)

UNIT PRICE: (total cost of services for each component of the project)

R _____ /00 (R _____)

UNIT PRICE: (total cost of services for each component of the project)

R _____ /00 (R _____)

UNIT PRICE: (total cost of services for each component of the project)

R _____ /00 (R _____)

Bidder/s name:

_____ DATE: _____

_____ I have the authority to bind the proponent.
(Signature of Proponent)

JOSHCO reserves the right to accept any bid in whole or in part, whether the price or prices is the lowest or not and may reject any or all bid submissions at its discretion.

NB: Should there be no feedback from JOSHCO within fifteen (15) days after the closure of submissions the proposal has not met the some or all requirements.

SCHEDULE 2

PROPOSAL SUBMISSION FORM

Request for Proposal
CUSTOMER SATISFACTION SURVEY SERVICES FOR JOSHCO

I / We at, _____
(*COMPANY'S NAME*)

in response to JOSHCO's call for Customer Satisfaction Survey Services for JOSHCO do hereby warrant that the information contained in this **Request for Proposals** is true and correct in all respects, and provide herewith the following items that have been included in this submission:

- Letter of Intent
- Firm Profile
- Report re Firm's project experience (*no more than 3 pages*)
- References (*no more than 2 pages*)
- Completed Proposal Submission Forms – including completed Proposal

Per (Signature): _____ Date: _____
Authorized Signing Officer

Name (Print): _____ Title: _____