

P.O. Box 3209,  
Houghton, 2041  
Block A,  
Riviera Office Park,  
6-10 Riviera Road,  
Riviera



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**REQUEST FOR PROPOSALS**

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**CONFLICT RESOLUTION AND TEAM BUILDING**

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**PROPOSALS TO BE SUBMITTED BY  
NOT LATER THAN 16H00 PM ON MONDAY 06<sup>TH</sup> FEBRUARY 2012  
RFP/JHB/034**

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January 2012

## TERMS OF REFERENCE

### CONFLICT RESOLUTION AND TEAM BUILDING RFP/JHB/034

#### 1. Introduction

The Housing Development Agency (HDA) wants to procure the services of a specialist service provider or a specialist company to facilitate, mediate and support conflict resolution and team building initiatives within the company. The Conflict resolution and team building facilitation, mediation and support is important because it ensures that conflict within employees is resolved professionally and every employee concerned will have a chance to be heard objectively because the facilitator would be done by somebody external.

#### 2. Overview

The HDA has grown exponentially since inception. There are currently 105 permanently employees. It is also important to note that as the company expands cultural dynamics and people differences also increases and this leads to conflict in the work place. Therefore, there is a need for the company to sources services of professionally trained change management and conflict resolution specialist to preside on the sensitive cases that might arise between the HDA's employees

#### 3. Specification

The HDA requires the following services from a Team building and Conflict Resolution expert as and when required:

- Facilitate, mediate and support the conflict resolution process between employees within the HDA;
- Facilitate and support the team building exercise.

#### 4. Expected deliverables

As and when requested proposal must be submitted that details the proposed approach to facilitate, support and mediate a conflict within the HDA and per hourly rate that will be charged. The proposal also needs to define the proposed approach that will be adopted in dealing with conflicts between employees from all levels and in facilitating team building exercise within the HDA. .

The proposal needs to outline experience in similar projects.

The deliverables required from the project are:

- Facilitate, mediate and support the conflict resolution process and team building exercises between employees.

## 5. Duration of contract

The facilitation of team building exercises and the support, mediation of the Conflict Resolution of sensitive cases as and when needed by the company.

## 6. Evaluation

In order to facilitate a transparent selection process that allows equal opportunity to all companies, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that:

- The benchmark of minimum **60 points** out of 100 points on technical capability will be the cut off to qualify for further evaluation
- Those that qualify will be assessed using the 80: 20 formula for Price and BBBEE as per the PPPFA

**Table 1 – Functionality**

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
<b>Capacity</b>	Qualifications in Conflict resolution and Change Management	<b>10</b>
	Staff Compliment of more than 3	<b>15</b>
<b>Experience</b>	Previous work in similar initiatives	<b>35</b>
	Company Profile	
<b>Methodology</b>	Creative treatment and conceptual approach, as well as understanding of the terms of the reference	<b>40</b>
<b>TOTAL</b>		<b>100</b>

The following criteria will be used for points allocation for price and BBBEE compliance on a 80/20 point system:

### 6.3.1 Table 2 – Price and BBBEE

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
BBBEE Status Level Verification Certificate from accredited verification agencies	BBBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

## 7. GENERAL

### 7.1 Below are compulsory requirements for this service

7.1.1. It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

7.1.2. Kindly complete and submit the HDA Supplier Registration form if not already on our database and submit together with:

- Valid original tax clearance certificate.
- SBD Forms (SBD4, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.
- Price proposals on all work to be done.
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**

7.2 Further information regarding technical matters can be sent an email to:

[cathrine.mamabolo@thehda.co.za](mailto:cathrine.mamabolo@thehda.co.za) or tel: 011 544 1000

7.3 Further information regarding supply chain matter and queries can be send via

email to: [jabulile.mndebele@thehda.co.za](mailto:jabulile.mndebele@thehda.co.za) or tel: 011 544 1000

## 8. SUBMISSION OF QUOTATIONS

8.1. Quotations should be submitted on or before the 06<sup>th</sup> February 2012 by no later than 16h00 to the following address:

**The Procurement Officer  
The Housing Development Agency,  
Block A, 6-10 Riviera Road, Killarney, 2193,  
Tel: 011 544 1000**

8.2. The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.